



SSM 54558 2025-2026 Expedition/Navigator - One-Touch Up/Down Window Does Not Operate Properly

Some 2025-2026 Expedition/Navigator vehicles equipped with one-touch up/down front windows may exhibit a condition where a front window does not respond to one-touch controls, does not open all the way and/or bounces back when using the one-touch close function. Replacement or reprogramming of the DDM and/or PDM and/or any other components is unlikely to resolve this condition. One-touch open and close function may be restored by resetting the anti-pinch feature described in the Digital Owner's Manual > Windows > Window Bounce-Back > Overriding Window Bounce-Back. The symptom may return after a successful reset of the anti-pinch feature. Show the customer where they can find this reset procedure in the Digital Owner's Manual (Windows > Window Bounce-Back > Overriding Window Bounce-Back) so that they can have the option to perform the reset procedure on their own should the symptom return while waiting for the new software to become available. Inform customers that engineering is currently working on a solution for this condition which will be released via a software update delivered over-the-air (OTA) expected to begin in April 2026. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update by April 2026. Monitor Professional Technician System (PTS) for additional information