



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

February 10, 2026

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Recommended Repair Prior to Sale  
Customer Satisfaction Program 26P02**  
Certain 2025-2026 Model Year F-150 and F-250-600 vehicles  
**Driver Door Module (DDM) & Passenger Door Module (PDM) Software Update**

**PROGRAM TERMS**

This program will be in effect through February 28, 2027, for vehicles within the new bumper-to-bumper warranty coverage period.

**URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of February 28, 2027, to encourage dealers and customers to have this service performed as soon as possible.

FSA VIN Lists are expected to be available on February 10, 2026.

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 413,904).**

Vehicle	Model Year	Assembly Plant	Build Date Range
F150	2025	Dearborn	June 10, 2025 through December 20, 2025
		Kansas City	June 10, 2025 through November 25, 2025
	2026	Dearborn	July 9, 2025 through January 9, 2026
		Kansas City	June 10, 2025 through January 9, 2026
F250-600	2025	Kentucky Truck	June 10, 2025 through July 22, 2025
		Ohio	June 10, 2025 through August 15, 2025
	2026	Kentucky Truck	July 7, 2025 through January 7, 2026
		Ohio	June 17, 2025 through January 12, 2026

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

On some of the affected vehicles, the customer may experience a false window bounce-back from a fully closed position. If this occurs, customers will lose one-touch operation and may have difficulty closing the window and restoring one-touch up operation.

**SERVICE ACTION**

Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership). Before delivering any in-stock vehicles involved in this program, dealers are recommended to update the DDM & PDM to the latest software version using FDRS. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>		<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	Funded	No	See <b>Mobile Service Capable Repair Assessment Level</b> section below, if applicable.
	Capable	Yes	
Over-the-Air (OTA) Update		No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals		No	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available		No	See <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)		No	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing		No	See <b>Claims Preparation and Submission</b> section below, if applicable.
Essential Special Service Tools (ESST)		No	See <b>Technical Instructions</b> and/or <b>Workshop Manual (WSM)</b> as needed.
Administrative Allowance		No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds		No	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission		No	See <b>Repair Photo Submission</b> section below, if applicable.

**Note:** For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters will not be mailed for this program.

## **ATTACHMENTS**

- Technical Instructions
- Mobile Service Repair Assessment

## **REFERENCE MATERIAL**

- Warranty & Policy Manual (located on FMCDDealer Warranty Portal Page):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/wty.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html)
- FSA Policy Document (located on FMCDDealer FSA Resources Page for Ford and Lincoln dealerships):  
[www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts\\_service/fsa/rsc.html](http://www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html)
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):  
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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**Customer Satisfaction Program 26P02****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- Customer satisfaction P-type programs are to be performed on impacted vehicles already in for other service work (either mobile repair or in dealership) and Remote Experience reimbursement for just this repair is not allowed.
- All Vehicles Affected

 - Mobile Reprogramming (MRA1)

**OASIS ACTIVATION**

OASIS will be activated on February 10, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by February 10, 2026.

**SOLD VEHICLES**

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**BRANDED / SALVAGED TITLE VEHICLES**

Branded / salvaged title vehicles are eligible for this service action.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- **For modules not requiring an RVC, use normal diagnostics.**
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage**
  - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

## Customer Satisfaction Program 26P02

**CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Software Verification Approval Code Requirement:**  
This program is exempt from the Software Verification Approval Code Requirement.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action
    - Sub Code: 26P02
    - Customer Concern Code (CCC): G07
    - Condition Code (CC): 04
    - Causal Part Number: 14B291 Quantity 0
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

Customer Satisfaction Program 26P02

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time Hour(s)
Install latest driver door and passenger door module software using FDRS. <b>This labor operation code closes the FSA.</b>	26P02B	0.4

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2025-2026 MODEL YEAR F-150 AND F-250-600 VEHICLES — FRONT DOOR MODULE SOFTWARE UPDATE

### SERVICE PROCEDURE

**IMPORTANT!** The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

### Module Programming

**NOTE:** Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

**NOTE:** Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

**NOTE:** If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS).

**NOTE:** Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

**NOTE:** Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **DDM**.

6. From the list on the RH side of the screen, select **DDM - Driver Door Module (DDM) Configuration**.



7. Click **RUN**. Follow all on-screen instructions carefully.
8. From the list on the LH side of the screen, select the **PDM**.
9. From the list on the RH side of the screen, select **PDM - Passenger Door Module (PDM) Configuration**.
10. Click **RUN**. Follow all on-screen instructions carefully.
11. Perform the power door window initialization procedure for both the DDM and the PDM. Follow Workshop Manual (WSM) procedures in Section 501-11.
12. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
13. Click the **Run Selected Tests** button in the lower right.
14. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
15. Are the one-touch up/down front window features continuing to exhibit the concern.

**Yes** - Refer to WSM procedures in Section 501-11 for continuing diagnostics.

**No** - This completes this FSA.



## Important Information for Module Programming

**NOTE:** When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

**NOTE:** A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

