



SSM 54826 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. Inform customers that engineering is aware of this condition and is investigating a service solution which is expected to be available by the end of Q2 2026. 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 service solution to become available. Schedule an appointment with the customer when the repair is made available. Monitor Professional Technician System (PTS) for additional information.