



TECHNICAL SERVICE BULLETIN

One-Touch Up/Down Window Does Not Operate Properly

26-2358

05 August
2026

Model:

Ford 2025-2026 Expedition	Built on or before 17-Mar-2026
Lincoln 2025-2026 Navigator	Built on or before 17-Mar-2026

Markets: North American markets only

Issue: Some vehicles listed in the Model statement above equipped with one-touch up/down windows may exhibit a condition where a 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.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to verify the DDM and PDM have the latest available software and determine if the affected window motor requires replacement.

Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Description
TL1Z-9923394-A	Only If Necessary (Up To 2)	Passenger Front Or Driver Rear Window Motor
TL1Z-9923395-A	Only If Necessary (Up To 2)	Driver Front Or Passenger Rear Window Motor

Claim Quantity refers to the total number of individual pieces required to repair the vehicle. This may differ from the number of service part number packages due to the unit of issue (UOI).

As Needed indicates the part is necessary but amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

Only If Necessary indicates the part is not mandatory. Refer to the Service Procedure to determine the inspection/inclusion criteria.

Warranty Status: Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

Labor Times

Description	Operation No.	Time
2025-2026 Expedition: Check For DDM/PDM Software Update (None Available) Review Warranty History And Service Procedure To Replace Required Window Motor(s) (Can Be Claimed With Operation C, D, E And F For Window Motor Replacement)	262358A	0.3 Hrs
2025-2026 Expedition: Check For DDM/PDM Software Update (Available) Download And Run Software Application Update(s), Perform Window Motor Stress Test And/Or Review Warranty History To Determine If Window Motor(s) Replacement Is Necessary (Can Be Claimed With Operation C, D, E And F For Window Motor Replacement)	262358B	0.6 Hrs
Additional Time To Replace One (1) Front Window Motor (Can Be Claimed With Operation A Or B And E Or F)	262358C	0.8 Hrs
Additional Time To Replace Both (2) Front Window Motors (Can Be Claimed With Operation A Or B And E Or F)	262358D	1.5 Hrs
Additional Time To Replace One (1) Rear Window Motor (Can Be Claimed With Operation A Or B And C Or D)	262358E	0.5 Hrs
Additional Time To Replace Both (2) Rear Window Motors (Can Be Claimed With Operation A Or B And C Or D)	262358F	0.8 Hrs

Repair/Claim Coding

Causal Part:	9923395
Condition Code:	42

Service Procedure

1. Is a software update available for the DDM and/or PDM?

- (1). Yes - download and run the "DDM - Driver Door Module (DDM) Software Update" application and the "PDM - Passenger Door Module (PDM) Software Update" application using the latest software level of the FDRS scan tool. Proceed to Step 2.
- (2). No - proceed to Step 4.

2. Perform the FDRS window motor stress test only on the affected window(s) that the customer has concerns with.

NOTE: Do not perform the following steps if the vehicle's interior temperature exceeds 100°F (38°C). If necessary, run the air conditioning or allow the vehicle to cool off indoors before starting the test.

- (1). Using FDRS, download and run "DDM-Driver Power Door Window Initialization" or "PDM-Passenger Power Door Window Initialization" application.
- (2). Select "Window Stress Test", then "Continue".
- (3). Select the front or rear window, then "Continue".
- (4). Follow the prompts on the screen.

3. Does the test indicate that window motor replacement is required?

- (1). Yes - proceed to Step 4.
- (2). No - repair is complete.

4. Review the vehicle's warranty history. Has the window motor on the affected door(s) previously been replaced with a service part prefix beginning with TL1Z or higher?

NOTE: Note: Examples of older service part number prefixes include NL1Z and SL1Z.

- (1). Yes - this article does not apply, perform normal diagnostics and repair as necessary outside of this article. Refer to the WSM, Section 501-11 > Glass, Frames and Mechanisms > Diagnosis and Testing.
- (2). No - replace the affected window motor(s). Refer to the WSM, Section 501-11 > Glass, Frames and Mechanisms > Removal and Installation.

NOTE: If Steps 2 and 3 were performed , warranty claims submitted for window motor replacements due to a failed window stress test will require supporting documentation. Attach screenshots of the results from the FDRS "Window Stress Test" application with the warranty claim. This does not apply if the vehicle arrived at the dealer with the latest DDM and PDM software.

NOTE: Ford warranty assessment will review all claims submitted for supporting documentation. Claims submitted without supporting documentation are subject to chargeback.