



SSM 55107 2027 Expedition/Navigator - Inoperative Power Running Boards With "Power Running Board Fault" Message In The IPC

Some 2027 Expedition/Navigator vehicles equipped with power running boards may exhibit an intermittent condition where the power running boards are unable to deploy or retract when entering or exiting the vehicle with a "Power Running Board Fault" message in the instrument panel cluster (IPC). This may be due to the software in the driver front seat module (DSM). Replacing components and reprogramming software will not resolve this issue. Inform customers that engineering is currently working on a software solution for this condition that is expected to be available by Q4 2026. If a vehicle comes in for this condition, inform the customer that powering the vehicle off for 5 minutes with all of the doors closed will temporarily restore operation of the power running boards. Once available, software will update automatically if vehicle connectivity is enabled in the vehicle's settings. Schedule a service visit for customers who have disabled vehicle connectivity or who report that they did not receive the update by November 2026. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available.

If a vehicle exhibits this concern, submit a Global Concern Report (GCR). To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the PTS Vehicle ID screen (VIN required) and fill out the form. Do not use the "Report A Problem" link to submit a report for this condition.