



## **SSM 54910 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. Advise the customers that driver door module (DDM) and passenger door module (PDM) software updates are currently being delivered to vehicles over-the-air (OTA), which are expected to resolve these symptoms. It is important to advise the customer to select the automatic updates option in the settings menu to enable automatic updates and/or approve prompts to download or install updates if automatic updates are purposely disabled. Monitor Professional Technician System (PTS) for additional information.