



## **SSM 54961 2021-2023 Bronco - Window Short Drop, Window Bounce-Back, And/Or One-Touch Close Does Not Operate Properly**

Some 2021-2023 Bronco vehicles may exhibit a condition where short drop windows, window bounce-back, and/or one-touch close does not operate properly. This may be due to loss of window initialization. Replacement or reprogramming of the DDM, PDM, and/or any other components may not resolve these conditions.

The short drop windows feature may be restored by performing a reset procedure as described in the Digital Owner's Manual > Windows > Using Short Drop Windows > Resetting Short Drop Windows.

If the customer is experiencing an inability to fully close the window due to repeated bounce-back events, the window bounce-back feature may be overridden by performing an override procedure as described in the Digital Owner's Manual > Windows > Window Bounce-Back > Overriding Windows Bounce-Back.

The one-touch feature may be restored by performing a reset procedure as described in the Digital Owner's Manual > Windows > Opening and Closing the Windows > Resetting One-Touch Close.

These symptoms may return after a successful reset/override of the feature. Show the customer where they can find these procedures in the Digital Owner's Manual so that they can have the option to perform the procedures on their own should any of these symptoms return. Inform customers that engineering is aware of these conditions and working on a solution which is expected to be available by the end of Q4 2026. Monitor Professional Technician System (PTS) for additional information.