



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

June 15, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Recommended Repair Prior to Sale
Update Prior to Sale 26U03**
Certain 2025-2026 Model Year Expedition and Navigator Vehicles
Driver Door Module and Passenger Door Module Software Update

PROGRAM TERMS

This program will be in effect through June 30, 2027, for unsold vehicles, or up to 60 days post the warranty start date (to allow for sales reporting and claim processing).

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 6,666):

Vehicle	Model Year	Assembly Plant	Build Date Range
Expedition	2025	Kentucky Truck	August 23, 2024 through November 26, 2025
	2026	Kentucky Truck	August 12, 2025 through March 5, 2026
Navigator	2025	Kentucky Truck	September 12, 2024 through November 25, 2025
	2026	Kentucky Truck	November 3, 2025 through March 5, 2026

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

On all of the affected vehicles, an occupant may experience a window bounce back following a one-touch close command, which may cause a window to remain partially open.

SERVICE ACTION

Before delivering any in-stock vehicles involved in this program, dealers are recommended to update the software in the Driver Door Module (DDM) and Passenger Door Module (PDM). This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See Mobile Service Repair Assessment Level section below, if applicable.
Over-the-Air (OTA) Update	No	See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable.
Rentals	No	See the Rental Vehicles section below, if applicable.
Alternative Transportation Available	No	See Alternate Transportation section in the FSA Policy Document.

FSA PROGRAM OPTIONS (Continued)

Pickup & Delivery (PDL)	No	See Pickup & Delivery section in the FSA Policy document.
Towing	No	See Claims Preparation and Submission section below, if applicable.
Essential Special Service Tools (ESST)	No	See Technical Instructions and/or Workshop Manual (WSM) as needed.
Administrative Allowance	No	See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below.
Owner Refunds	No	See Owner Refunds section below, if applicable.
Photo Submission	No	See Repair Photo Submission section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

ATTACHMENTS

- Technical Instructions

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

⊘ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on June 15, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by June 15, 2026.

SOLD VEHICLES

This program applies to unsold vehicles only. All sold vehicles should be addressed following standard warranty processes.

IN-STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are not eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- **For software module replacement:**
 - If module replacement is required, confirm if a Repair Validation Code (RVC) is required. Reference PTS / Technical Assistance / Components Requiring a Repair Rental
 - Claiming the MT26U03RR labor operation code does **not** require an RVC code if no module replacement is required, however, clock times should be consistent with vehicle history on PTS.
- **For modules not requiring an RVC, use normal diagnostics.**
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- See "Additional Repair Info" in the FSA Policy Document for further Terms and Conditions.

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CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Software Verification Approval Code Requirement:** Beginning with Repair Orders (ROs) opened on or after January 15th, 2025, new FSA software repairs and the first phase of already launched FSAs will require Software Verification and an approval code provided by Ford. The approval code will be required when performing software repairs using the FDRS and IDS. See EFC17526 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 26U03
 - Customer Concern Code (CCC): G07
 - Condition Code (CC): 04
 - Causal Part Number: 14B531, Quantity 0
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

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LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Update the software in the Driver Door Module (DDM) and the Passenger Door Module (PDM) using FDRS. This labor operation code closes the FSA.	26U03B	0.3

SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
DDM/PDM software failed and/or DDM/PDM replacement required. SSSC approval is not required unless M-Time is exceeded. Clock times should be consistent with vehicle history on PTS.	MT26U03RR	M-Time up to 4.6

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2025-2026 MODEL YEAR EXPEDITION AND NAVIGATOR VEHICLES — DRIVER DOOR MODULE (DDM) AND PASSENGER DOOR MODULE (PDM) UPDATE

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will be rejected and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after programming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12-volt battery.

- Use of a heavy-duty charger is recommended to maintain proper battery voltage during this procedure.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12-volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

2. Log into Ford Diagnostic and Repair System (FDRS). Make sure FDRS is updated to the latest version.

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

3. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left-hand (LH) side of the screen and available procedures are listed on the right-hand (RH) side of the screen. Modules that are communicating are highlighted in green.

4. Select **Toolbox** tab.

5. From the list on the LH side of the screen, select the **DDM**.



6. From the list on the RH side of the screen, select **DDM- Driver Door Module (DDM) Software Update**.
7. Click **RUN**. Follow all on-screen instructions carefully.
8. From the list on the LH side of the screen, select the **PDM**.
9. From the list on the RH side of the screen, select **PDM- Passenger Door Module (PDM) Software Update**.
10. Click **RUN**. Follow all on-screen instructions carefully.
11. From the list on the RH side of the screen, select **Self-Test** and click **RUN**.
12. Click the **Run Selected Tests** button in the lower right.
13. Click the **Clear & Retest** button at the top of the screen to clear DTCs in all modules.
14. **This FSA requires a Software Verification Code (SVC) after performing the software update. Follow the instructions below to obtain the verification code. The claim will not be paid and the FSA will remain open if an SVC is not provided. For more information, see EFC 17526.**
15. Select the **SW Updates** tab (1). See Figure 1.
16. **Warranty Dealer Code** (2) - Change the displayed PA code as necessary. See Figure 1.
17. Select the **FSA** (3) from the drop-down menu. See Figure 1.



18. Select **Submit** (4). See Figure 1.

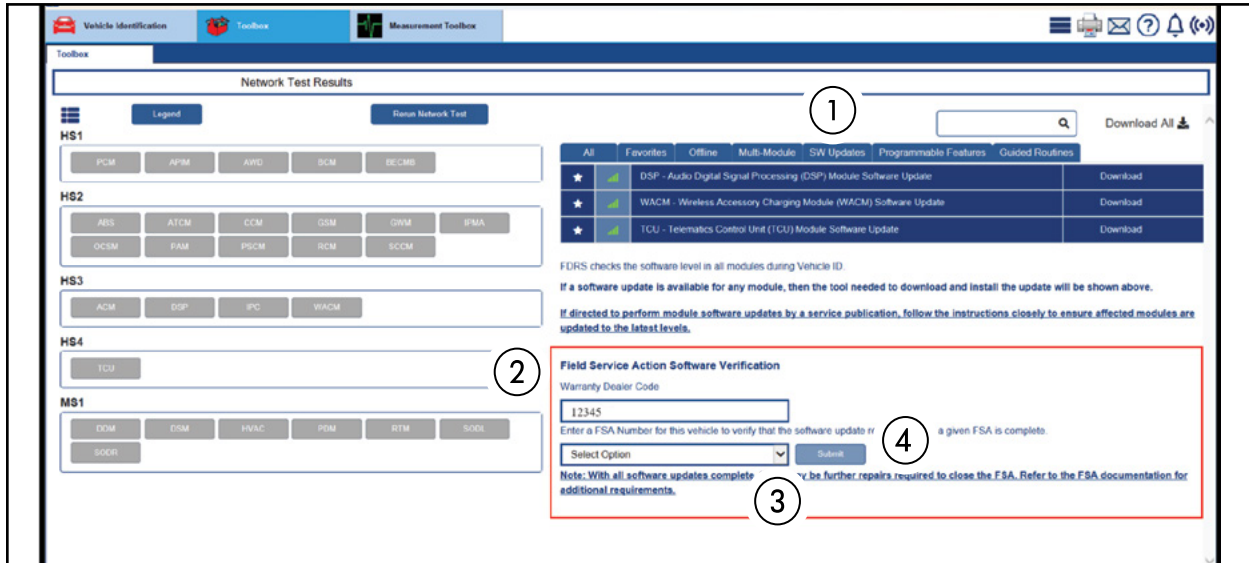


FIGURE 1

19. Does the FDRS Field Service Action Software Verification Status display a **Complete** status?
 See Figure 2.

Yes - This FSA is complete. The FDRS Field Service Action Software Verification will provide an on-screen Software Verification Code.

NOTE: The vehicle may be returned to the customer when the Software Verification Form provides a complete status for ALL modules listed.

No - Proceed to Step 20.



FIGURE 2



20. Does the FDRS Field Service Action Software Verification Status display a **Not Complete** status (1)?
See Figure 3.

Yes - Proceed to Step 21.
No - Proceed to Step 24.

FDRS checks the software level in all modules during Vehicle ID.
If a software update is available for any module, then the tool needed to download and install the update will be shown above.
If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification

Warranty Dealer Code
USA4FORD

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.
25S77

FSA 25S77 VIN 1FTFW5LD55FB00017

Software Update Status: **Not Complete**
Software Verification Code: Not Available
[Click here to submit a request to the FSA quick response team](#)

Module Acronym	Software Update Complete
ABS	No

Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.

FIGURE 3

21. Have the module software updates in the FSA been reattempted?

Yes - Proceed to Step 22.
No - Reattempt the software update programming Steps in the FSA.

22. Use the "Click Here to submit a request to the FSA quick response team" link (2) shown in Figure 3. Follow the on-screen prompts to enter the following information:

- Phone number (such as cell) where you can be reached for immediate support
- Any specific error messages received when programming was attempted
- Battery SOC when programming was attempted
- Scan tool software level
- Any known aftermarket devices installed on the vehicle
- Detailed documentation of the diagnostic steps already performed attempting to determine why the module will not update to the correct level

23. Upon completion of the Technical Support Request (TSR) form, click "Submit Request". The TSR will be routed to a prioritized FSA quick response team queue. This team will contact you via phone using the contact information provided in the form. Follow the recommendations from the FSA quick response team to resolve any issues preventing SVC generation.



24. If the FDRS Field Service Action Software Verification Status displays **"An error occurred. Unable to retrieve FSA information"**, reattempt to generate an SVC. The error is caused by a connectivity or server issue where the status of the FSA cannot be verified. This is resolved upon reattempting to generate an SVC. See Figure 4.

The screenshot displays the FDRS Field Service Action Software Verification interface. On the left, there are four sections: HS1 (PCM, BCM, BCM2), HS2 (ABS, GSM, GWM, IPMA, OCSM, PSCM, RDM, SCCM), HS3 (ACM, IPC, TCU, TRM), and MS1 (HVAC, SODL, SODR). A 'Run Network Test' button is visible at the top. On the right, a table lists software updates for ACM, IPC, and TCU, each with a 'Download' button. Below the table, there is a 'Field Service Action Software Verification' section with a 'Warranty Dealer Code' input field, a dropdown menu for FSA Number (set to 24559), and a 'Submit' button. A red box highlights the error message: "An error occurred. Unable to retrieve FSA information." with an arrow pointing to it.

All	Favorites	Offline	Multi-Module	SW Updates	Programmable Features	Guided Routines
★	📶			ACM - Audio Front Control Module (ACM) Software Update		Download
★	📶			IPC - Instrument Panel Cluster (IPC) Software Update		Download
★	📶			TCU - Telematics Control Unit (TCU) Module Software Update		Download

FDRS checks the software level in all modules during Vehicle ID.
If a software update is available for any module, then the tool needed to download and install the update will be shown above.
If directed to perform module software updates by a service publication, follow the instructions closely to ensure affected modules are updated to the latest levels.

Field Service Action Software Verification
Warranty Dealer Code

Enter a FSA Number for this vehicle to verify that the software update requirement for a given FSA is complete.
24559
Note: With all software updates complete, there may be further repairs required to close the FSA. Refer to the FSA documentation for additional requirements.
An error occurred. Unable to retrieve FSA information.

FIGURE 4



Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to make sure programming completes without errors.

- Make sure the 12-volt battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect the Vehicle Communication Module II (VCM II)/Vehicle Communication Module 3 (VCM3) or the Vehicle Communication and Measurement Module (VCMM) and the cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Turn the accessories back on after programming has completed.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCM II/VCM3 or the VCMM from the data link connector (DLC) and your computer.
- b. After ten seconds, reconnect the VCM II/VCM3 or the VCMM to the DLC and the PC. Launch FDRS. The VCM II/VCM3 or the VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

