



SSM 55168 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 with a "Power Running Board Fault" message in the instrument panel cluster (IPC). Diagnostic trouble codes (DTC) C1008:15 and/or C1009:15 may be stored in the driver seat module (DSM). DTC U0208 and/or U0244 may also be stored in various other modules. Other DSM functions may be affected such as heated/cooled/memory seats. This may be due to the software in the DSM.

If the DSM does not respond during a network test, press the power seat adjustment switch then re-run the network test to see if DSM communication is restored. Engineering requires feedback for this action. Submit a Global Concern Report (GCR) indicating if DSM communication was restored after actuating the power seat adjustment switch, noting the DTCs present. To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the Professional Technician System (PTS) Vehicle ID screen (vehicle identification number [VIN] required) and fill out the form. Do not use the "Report A Problem" link to submit a report for this condition.

Replacing components or reprogramming software will not resolve this condition. Inform customers that engineering is working on a software solution that is expected in Q4 2026. Inform customers that powering the vehicle off for 5 minutes with all of the doors closed, or pressing the power seat adjustment switch should 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 PTS for additional information and schedule service appointments for customers once the repair becomes available.