



23S37 – CERTAIN 2023 FORD SUPER DUTY VEHICLES – IMPROPER WINDOW SOFTWARE

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

March - April 2023

On March 23, 2023, an issue pertaining to front window actuation performance was brought to Ford's Critical Concern Review Group (CCRG) for review. Ford Engineering reported that certain 2023 model year Super Duty vehicles were equipped with non-production intent Driver Door Module (DDM) and Passenger Door Module (PDM) software levels.

The CCRG investigation determined that a daily audit conducted on March 3, 2023, found that some units which had been flashed by a contractor did not receive the proper software level for the DDM and PDM. The auditing engineer contacted the mega flash script contractor to correct the script on March 16, 2023. A full review of the DDM / PDM software flash logs was then initiated by the auditing engineer, which identified more vehicles with the improper software level.

May – June 2023

The CCRG investigation determined the population of vehicles which did not have a record of being properly flashed with the production intent software. Engineering conducted evaluations to determine under which conditions the software bug could manifest. Two primary conditions are required to occur simultaneously for the anti-pinch function of the one-touch up feature to become temporarily disabled. First, the front row window must be in motion. Second, while the window is in motion, the power at the DDM or PDM must drop below 6V in order to induce a power-on reset of the module. Further investigation determined the most likely scenario to induce this condition is when the user attempts to start the vehicle while a front row window is in motion. The 12V battery also must be at a low state of charge (<20%) at the time of the attempted engine start.

The CCRG investigation reviewed this condition for compliance with FMVSS 118 and determined the vehicle remains compliant with that standard.

As of July 13, 2023, Ford is not aware of any warranty or field reports potentially related to this concern.

On July 14, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

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February 24, 2023