SSM 55262 2027 Expedition/Navigator - Inoperative Power Running Boards With "Power Running Board Fault" Message In The IPC - Built On Or Before 13-Sep-2026

Some 2027 Expedition/Navigator vehicles equipped with power running boards built on or before 13-Sep-2026 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 offline, DSM communication can be restored by cycling the power seat switch or performing a power reset to the DSM. DSM software will update automatically if vehicle connectivity is enabled in the vehicle’s settings. Schedule a service visit for customers who don't want to wait, or have disabled vehicle connectivity, or report that they did not receive the update by December 2026. To correct the condition in the service department, download and run the "DSM - Driver Seat Module (DSM) Module Software Update" application using the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool. For claiming use causal part 14C708 and labor operations 12651D and 12651D4.