



SSM 52734 2024 F-150 - Power Exterior Mirror Glass Adjustment Inoperative After Repetitive Switch Actuation With DTCs In The DDM Or PDM

Some 2024 F-150 vehicles may exhibit inoperative power exterior mirror glass adjustment with diagnostic trouble codes (DTCs) B1C09:11 and B1C10:11 in the driver's door module (DDM) or B1C11:11 and B1C12:11 in the passenger's door module (PDM). This may be due to module software logic responding to repetitive mirror switch input toggled up/down or left/right too quickly. To correct this condition, reprogram the DDM and PDM to their latest software levels using the latest software version of the Ford Diagnosis and Repair System (FDRS) scan tool. For claiming, use causal part 14B291 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

Note: The DDM and PDM software update that addresses the symptom listed in this bulletin may have been sent via a software update delivered OTA to connected vehicles that have automatic updates enabled through the center display screen. Enter the vehicle identification number (VIN) in PTS and check the OTA Dashboard under the Connected Vehicle tab for OTA update history. If an update to the DDM and PDM has successfully completed recently and the customer is reporting the symptoms are no longer present, this article may not apply.