



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 18-011
Date Opened: 10/12/2018
Investigator: Ryan Rahimpour
Approver: Stephen Ridella
Subject: Power tailgate opens unintended
Date Closed: 12/12/2019
Reviewer: Bruce York-B

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2017-2019 Ford Super Duty F-250, F-350, F-450
Population: 231,664
Problem Description: Power tailgate opens unintended while vehicle is in motion.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	46	Confidential	Confidential
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0

ACTION / SUMMARY INFORMATION

Action: This PE is closed. See safety recall 19V-864.

Summary:

By letter dated December 4, 2019, Ford Motor Company (Ford) notified the Office of Defects Investigation (ODI) of a safety defect that may exist in model years (MY) 2017 through 2019 Ford Super Duty F-250, F-350, F-450 vehicles equipped with an electric tailgate.

Following the receipt of five consumer complaints alleging unintended tailgate opening without vehicle operator knowledge, while the vehicles were in motion, NHTSA opened this investigation to assess the manufacturer's data including warranty claims, field reports, design changes, etc.

In vehicles equipped with an electric tailgate, water can enter the electrical wiring system and may cause a short circuit resulting in the unintended activation and release of the tailgate latch. This could allow unintended opening of the tailgate while the vehicle is in motion.

Analysis of the data provided by Ford found that the frequency of a tailgate opening unintended was high in vehicles equipped with electric tailgates. Unintended tailgate opening without vehicle operator knowledge may result in loss of unrestrained cargo, increasing the risk of a crash.

In response to this investigation, Ford decided to conduct recall 19V-864. Owners will be notified by mail and instructed to take their vehicle to a Ford dealer to modify the tailgate/frame wiring harnesses by adding jumper pigtails to isolate the tailgate release control circuits, and will install a new tailgate handle release switch.

With recall action 19V-864 taken by Ford Motor Company this investigation is closed. Further use of agency resources does not appear to be warranted. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist on other model or MY vehicles outside of the recall scope. The agency reserves the right to take further action if warranted by the circumstances.

The ODI reports cited above can be reviewed at:

<http://www-odi.nhtsa.dot.gov/owners/SearchNHTSAID>

using the following complaint identification numbers:

10984283,11004227,11082643,11090089,11104638,11115381,11140680,11141071,
11141075,11141174,11141200,11141331,11141447,11141547,11141548,11142572,
11142618,11142657,11153541,11153959,11157225,11160936,11165124,11165590,
11166199,11166802,11170049,11171409,11171509,11171685,11180009,11182035,
11186146,11191151,11191353,11193045,11194958,11203615,11206443,11209199,
11229482,11230768,11233349,11233436,11255126,11265643.