



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

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

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2017 Super Duty F-250 and F-350
Population: 54,400
Problem Description: Power tailgate opens uncommanded while vehicle is in motion.

FAILURE REPORT SUMMARY

| | ODI | Manufacturer | Total |
|----------------------------|-----|--------------|-------|
| Complaints: | 5 | TBD | 5 |
| Crashes/Fires: | 0 | TBD | 0 |
| Injury Incidents: | 0 | TBD | 0 |
| Fatality Incidents: | 0 | TBD | 0 |

ACTION / SUMMARY INFORMATION

Action: Open this Preliminary Evaluation (PE).

Summary:

The Office of Defects Investigation has received 5 consumer complaints on MY2017 Ford F-250 and F-350 super duty pick up trucks alleging the tailgate opens uncommanded while vehicle is in motion. Technical Service Bulletin, 17-2196, submitted to the agency by Ford on 16 October 2017, acknowledged the issue and finds water intrusion in the wire harness as the root cause. Consequences of an uncommanded tailgate opening include spilling of unsecured contents from truck bed and damage to other equipment to the vehicle.

A Preliminary Evaluation has been opened to further assess the scope, frequency and safety consequences of the alleged defect.

The following VOQ numbers are associated with the issues discussed in this opening resume:
11115381, 11090089, 10984283, 11082643, 11047117