

PE18-011

FORD

12/20/2018

Appendix E

TSB & ISM

ISM 17_05_004

GCQIS Report Entry/Maintenance

GCQIS Technical Service Detail

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ArticleType : ISM **ArticleNumber :** 17-05-004 **Entered Date :** 05/03/2017 **Times Recommended :** 49

Date is displayed in **MM/DD/CCYY** format

2017 SUPER DUTY UNINTENDED TAILGATE OPERATION :

Some 2017 Super Duty vehicles may experience an unintended tailgate operation. In addition, to normal diagnostics, instruct the customer to inspect C4003 for water intrusion. If any is found, then replace the connector. This will require the replacement of the harnesses on both sides of the connector.

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Technical Service Detail

Server: FCVWS962

Ford Proprietary, Private

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19-Dec-2018

Retention: None

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Appendix E

TSB & ISM

TSB 17-2196



TECHNICAL SERVICE BULLETIN

Intermittent Electrical Concerns, Rear Parking Aid Camera Inop And/Or Uncommanded Tailgate Opening - Built On Or Before 7-Jun-2017

17-2196

 16 October
2017

Model:

Ford 2017 F-Super Duty

Issue: Some 2017 F-Super Duty pickup vehicles built on or before 7-Jun-2017 may exhibit various intermittent electrical concerns due to water intrusion into the 14405 wire harness. Symptoms may include, but are not limited to, uncommanded tailgate opening when equipped with power tailgate, loss of communication on the medium speed controller area network (MS-CAN) and/or inoperative rear parking aid camera on vehicles without 360 degree view camera system.

Action: Follow the Service Procedure steps to correct the condition.

Parts

Part Number	Description	Quantity
HU2Z-14S411-FA	C408 Service Pigtail	1
3U2Z-14S411-FEAB	C4002 Service Pigtail	1
AU2Z-14S411-AMA	C4003 Service Pigtail	1
14405	See The Parts Catalog	1
W717497-S439	Reductant Tank Strap J-Nut Inboard Frame Mounted Only	2
PM-27-JUG	Motorcraft® Diesel Exhaust Fluid	2

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2017 F-Super Duty 6.2L Pickup: Inspect Connectors And Replace The Wire Harness Includes Time To Remove/Install The Fuel Tank, Evaporative Emission Canister And Replace One (1) Of The Female Side Connectors (Can Be Claimed With Operation MT) (Do Not Use With Any Labor Operations Outside Of This Article)	172196A	4.1
2017 F-Super Duty 6.7L Pickup: Inspect Connectors And Replace The Wire Harness Includes Time To Remove/Install The Fuel And Reductant Tanks And Replace One (1) Of The Female Side Connectors (Can Be Claimed With Operation MT) (Do Not Use With Any Labor Operations Outside Of This Article)	172196B	4.5
2017 F-Super Duty: Additional Time To Be Claimed When More Than One (1) Connectors Need Replaced (Can Be Claimed In Operations A Or B)	MT172196	Actual Time

Repair/Claim Coding

Causal Part:	14405
Condition Code:	X2

Tool List

Drive	Tool Name

Drive	Tool Name
1/4"	Ratchet
1/4"	Air Ratchet
1/4"	5.5 mm Shallow Socket
1/4"	Torx® T-30
1/4"	Torque Wrench
1/2"	Impact Wrench
1/2"	12" Impact Extension
1/2"	13 mm Shallow Socket
1/2"	15 mm Shallow Socket
1/2"	19 mm Shallow Socket
1/2"	Torque Wrench
	8 mm Ratchet Wrench
	13 mm Ratchet Wrench
	Pocket Screw Driver
	Hose Hook Tool
	2 Ratchet Straps
	Trim Tool

Service Procedure

- Inspect connectors C408 C4002 and C4003 for water intrusion. Refer to Wiring Diagram cell 151. Are signs of water ingestion and/or corrosion present?
 - Yes - proceed to Step 2.
 - No - this article does not apply. Proceed to Workshop Manual (WSM), Section 413-00 for normal diagnostics.
 - Connector C4002 is only present on vehicles without the 360 degree view camera system.
- Remove the fuel tank. Refer to WSM, Section 310-01.
- Vehicles equipped with a diesel engine will require the removal of the reductant tank. Refer to WSM, Section 303-08.
- Vehicles equipped with a gasoline engine will require the removal of the evaporative emission canister. Refer to WSM, Section 303-13.
- Replace the 14405 wire harness. Refer to Wiring Diagram cell 152-1 for harness routing.
 - Replace the female side of connectors C408, C4002, C4003 if signs of water intrusion and or corrosion were present. Refer to Wiring Diagram cell 5-1.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.