



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



Investigation: RQ21001

Prompted By: VOQ Review

Date Opened: 01/15/2021

Date Closed: 01/10/2024

Investigator: Jonathan Harrison

Reviewer: Joshua Neff

Approver: Tanya Topka

Subject: Power Tailgate Release Systems

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company

Products: 2017-2020 FORD F-450, 2017-2020 FORD F-250 SD, 2017-2020 FORD F-250, 2017-2020 FORD F-350 SD, 2017-2020 FORD F-450 SD, 2017-2020 FORD F-350

Population: 300,000 (Estimated)

Problem Description: Uncommanded power tailgate opening while vehicle is in motion

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	39	0	0	0	39	0
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

Description of Other:

ACTION/SUMMARY INFORMATION

Action: This (RQ) Recall Query is closed with a manufacturer action. Ford issued a Customer Satisfaction Campaign.

Summary:

In January 2021, the Office of Defects Investigation (ODI) opened a Recall Query (RQ21-001) to assess allegations of post-recall remedy uncommanded tailgate openings in model year (MY) 2017-2019 F-250/350/450 Ford trucks. Besides the recall remedy launched in January 2020, Ford also implemented a production update in November 2019. At the time of the RQ opening, ODI had received eleven (11) Vehicle Owner Questionnaires (VOQs).

ODI sent an Information Request (IR) to Ford in February 2021. In numerous meetings after receiving their IR response, Ford highlighted the drop in claims since the recall and production update and communicated how they were unable to verify the owners' complaints or replicate the concern. Despite this, Ford began developing ways to prevent uncommanded tailgate openings from various human, mechanical or electrical causes.

Based on testing, Ford issued a Customer Satisfaction program, 21M05-S1/S2/S3, to further address the potential of unintended tailgate openings. This work was applied to vehicles being produced as of December 20, 2021. The program began for already delivered vehicles on July 22, 2022. The covered models include 2017-2022 F-250, 350, 450, 550, 650 and 750 Super Duty and 2020-2022 F-600 Super Duty trucks. ODI has received 39 VOQs between February 24, 2020, and December 15, 2023, alleging uncommanded tailgate openings. In a detailed analysis, none of the vehicles in the VOQs were found to have received the Customer Satisfaction update. Since ODI has not received any complaints of post-Customer Satisfaction program tailgate openings, this office is closing this Recall Query.

The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The Agency reserves the right to take additional action if warranted by future circumstances. To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).