

GCQIS Report Entry/Maintenance

GCQIS Technical Service Detail

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ArticleType : ISM **ArticleNumber :** 19-05-014 **Entered Date :** 05/21/2019 **Times Recommended :** 1

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

2015-2019 F-150 AND 2017-2019 F-250/F-350/F-450 VEHICLES EQUIPPED WITH REMOTE TAILGATE RELEASE ONLY :

Provide the following direction to Dealers that contact the Technical Assistance Center alleging vehicle and/or property damage occurred due to an uncommanded Remote Tailgate opening event:

- U.S. Dealer Service Management should complete a Dealer/Fleet Request for OGC Review form, located on FMCDealer.com, under the PARTS & SERVICE TAB and CUSTOMER SATISFACTION LINK.
- Canadian Dealer Service Management should refer to the Warranty and Policy Manual, Section 3A – WARRANTY COVERAGES, and contact the Product Liability Department with details of the incident.

Standard response time is ~48 hours.

Ford Proprietary, Private

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