

Article Number: I2102007

Article Type: I

Author:

Global Concern Number:

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	02/12/2021	02/12/2031
WD	PRI	02/12/2021	02/12/2031
WD	VIR	02/12/2021	02/12/2031

Title:

2015-2020 F-150/2017-2021 F-Super Duty - Tailgate Opens Uncommanded

Text:

Some 2015-2020 F-150/2017-2021 F-Super Duty vehicles equipped with Remote Tailgate Release may exhibit a tailgate that opens uncommanded. After the contact is answered and normal necessary information is gathered, email the complete CQIS report to Chris Hassinger (313-805-8208)/Mike Nikiforuk (313-805-4139) for F150, and Sergey Poberezhnyy (313-378-8471)/Madueno Jamssens (313-805-4097) for Super Duty. Call or IM one of the appropriate contacts to let them know that an affected vehicle is at the dealership. If a TAR is assigned, provide engineering contact information to the FSE.

Vehicles:

2015-2020 F-150 (P552) (FC)
2017-2021 F-Super Duty (P558) NA (FE)

Symptom Code:

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Fit/Finish/Body				3****
Fit/Finish/Body	Body Panels			331***
Fit/Finish/Body	Body Panels	Tailgate		331D**
Fit/Finish/Body	Body Panels	Tailgate	Alignment	331D01
Fit/Finish/Body	Body Panels	Tailgate	Difficult to Close	331D15
Fit/Finish/Body	Body Panels	Tailgate	Difficult to Open	331D22
Fit/Finish/Body	Body Panels	Tailgate	Loose/Attachment	331D42
Safe & Secure				8****
Safe & Secure	Latches/Locks			881***
Safe & Secure	Latches/Locks	Tailgate		8814**
Safe & Secure	Latches/Locks	Tailgate		881400
Safe & Secure	Latches/Locks	Tailgate	Appearance	881403
Safe & Secure	Latches/Locks	Tailgate	Difficult to Close	881415
Safe & Secure	Latches/Locks	Tailgate	Difficult to Open	881422
Safe & Secure	Latches/Locks	Tailgate	Loose/Attachment	881442
Safe & Secure	Latches/Locks	Tailgate	Manual Function	881445
Safe & Secure	Latches/Locks	Tailgate	Sticks/Binds	881471