



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

April 3, 2020

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Customer Satisfaction Program 20N03**
Certain 2015-2018 Model Year F-150 Vehicles
Unintended Tailgate Opening

PROGRAM TERMS

This is a one-time repair program for vehicle owners that report unintended tailgate opening. Affected vehicles are eligible for this repair through April 3, 2030 or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limit, this extended warranty coverage will last through October 31, 2020.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015-2018	Dearborn	March 18, 2014 through October 22, 2018
		Kansas City	August 11, 2014 through November 5, 2018

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In the affected vehicles, if water enters into the electrical system, it could cause the tailgate to unlatch.

SERVICE ACTION

If an affected vehicle owner has reported an unintended tailgate opening, dealers are to modify the tailgate/frame wiring harnesses by adding jumper pigtailed to isolate the tailgate release control circuits, install a new tailgate handle release switch and print the Customer Information Sheet.

NOTE: The tailgate is required to perform the complete repair but does not need to be installed on the vehicle.

Customer Information Sheet: At the completion of this repair, dealership service management is to provide a copy of the "Customer Information Sheet" that is posted with this bulletin to the vehicle owner. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of April 13, 2020. Dealers should repair any affected vehicles that experience unintended tailgate opening, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Information Sheet
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Customer Satisfaction Program 20N03
Certain 2015-2018 Model Year F-150 Vehicles
Unintended Tailgate Opening

OASIS ACTIVATION

OASIS will be activated on April 3, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of used vehicle inventory.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **September 30, 2020**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with unintended tailgate opening issues caused by water entering the electrical system.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

Customer Satisfaction Program 20N03
Certain 2015-2018 Model Year F-150 Vehicles
Unintended Tailgate Opening

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 20N03 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Provision for Motorcraft® XG-12 Electrical Grease:** One 3 oz. tube of Motorcraft® XG-12 should service approximately 15 vehicles. This provision is for the amount of grease used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.
 - Program Code: **20N03**
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$1.00
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20N03
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

Customer Satisfaction Program 20N03
 Certain 2015-2018 Model Year F-150 Vehicles
 Unintended Tailgate Opening

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Modify tailgate/frame wiring harnesses by adding jumper pigtails, replace tailgate handle release switch and print the Customer Information Sheet* (Camera alignment is not required) NOTE: The tailgate is required to perform the complete repair but does not need to be installed on the vehicle.	20N03B	1.4 Hours

* **Customer Information Sheet:** At the completion of this repair, dealership service management is to provide a copy of the "Customer Information Sheet" that is posted with this bulletin to the vehicle owner.

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
LL3Z-14A411-D	Tailgate Jumper Harness Kit	1	1
GB5Z-9C888-A	Tailgate Handle Release Switch	1	1
XG-12	Motorcraft® Electrical Grease (One 3 oz. tube will service approximately 15 vehicles)	1	Claim as Misc. OTHER

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2015 - 2018 MODEL YEAR F-150 VEHICLES — UNINTENDED TAILGATE OPENING

Complete Tailgate Jumper Harness Part Kit

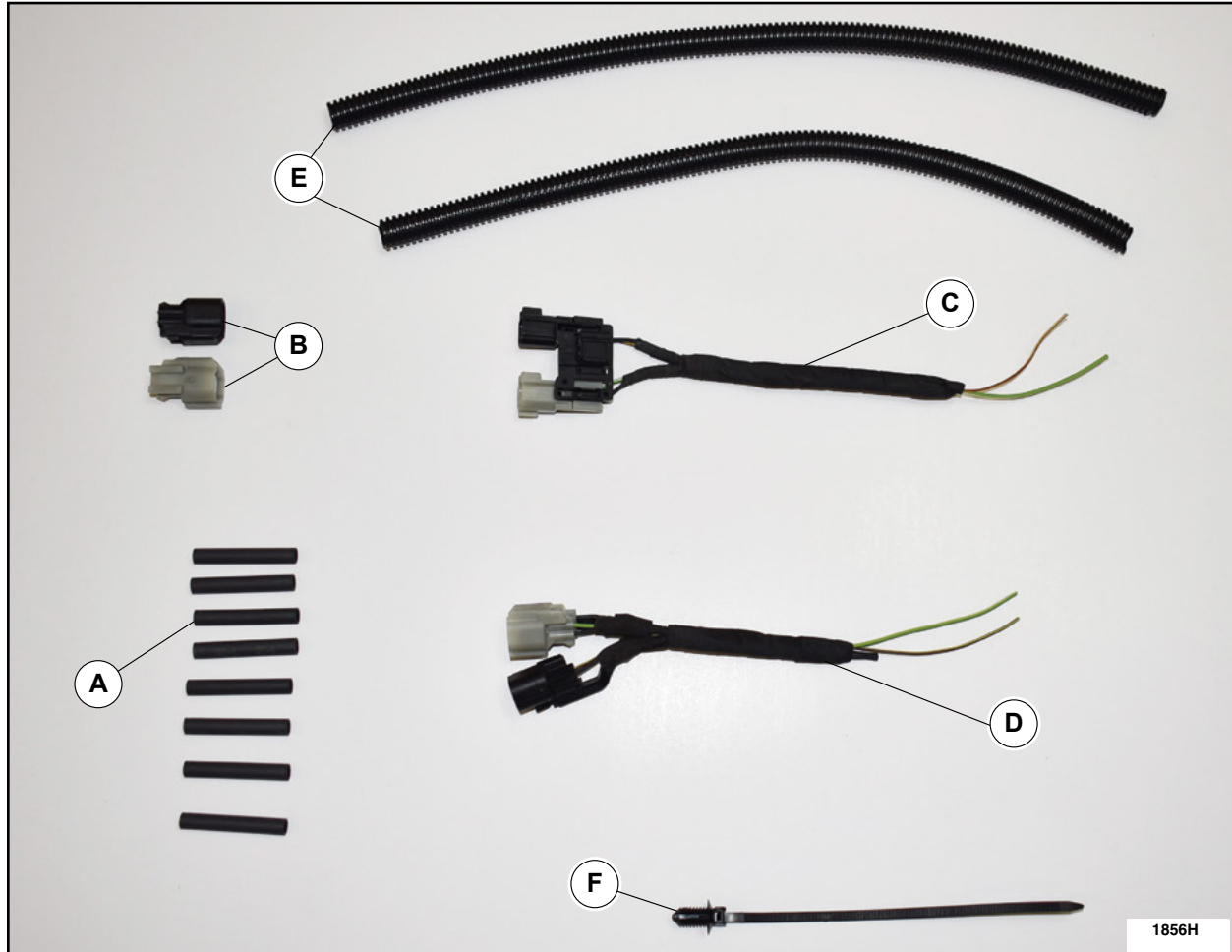


FIGURE 1

ITEM	DESCRIPTION	QUANTITY
A	Dual Wall Heat Shrink Tubing	8
B	Delete Caps	2
C	Male end of New Jumper Pigtail	1
D	Female end of New Jumper Pigtail	1
E	Convolute	2
F	Push Pin Tie Strap	1



SERVICE PROCEDURE

NOTE: The parts being installed in this procedure are not labeled. Refer to Figure 1 for component identification.

NOTE: The tailgate is required to perform the complete repair but does not need to be installed on the vehicle.

1. Disconnect the negative battery cable(s) and position aside. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
2. Using the vehicle spare tire rod, lower the spare tire and secure it out of the way using a ratchet strap or other similar device.
3. Position the vehicle on a hoist. Please follow WSM procedures in Section 100-02.
4. Disconnect inline connector C408 and C405 located on the left hand (LH) side of the frame at the rear of the vehicle. See Figure 2.

NOTE: If a service pigtail was installed it is possible that the wire colors will not match the figures below.

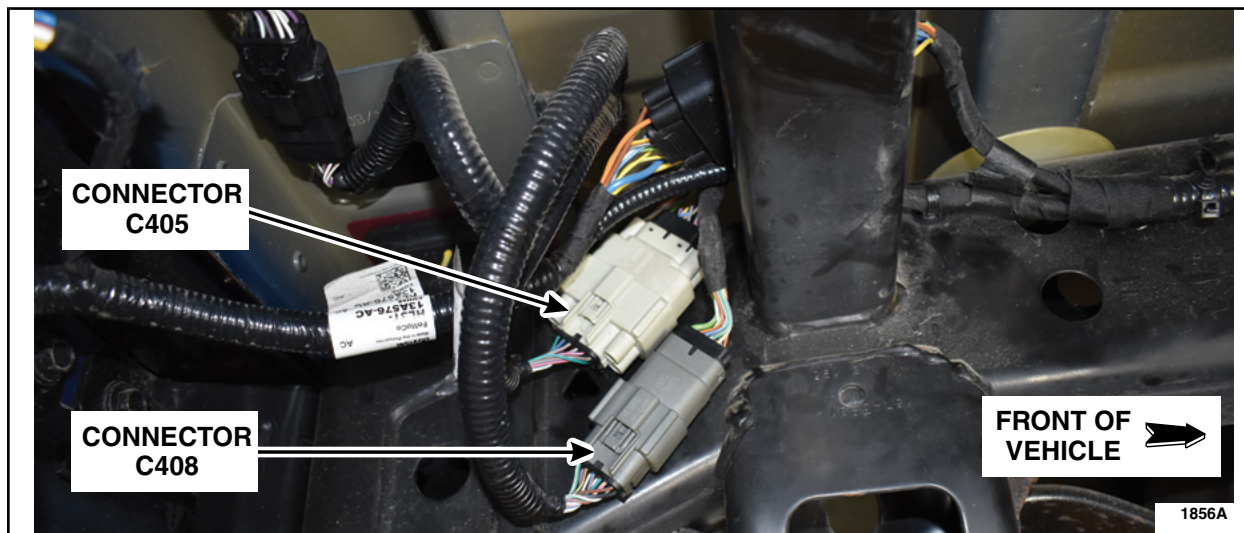


FIGURE 2

5. Blow dry both halves of C408 with compressed air.



6. Detach the two connectors and the wire harness push pin retainers. See Figure 3.

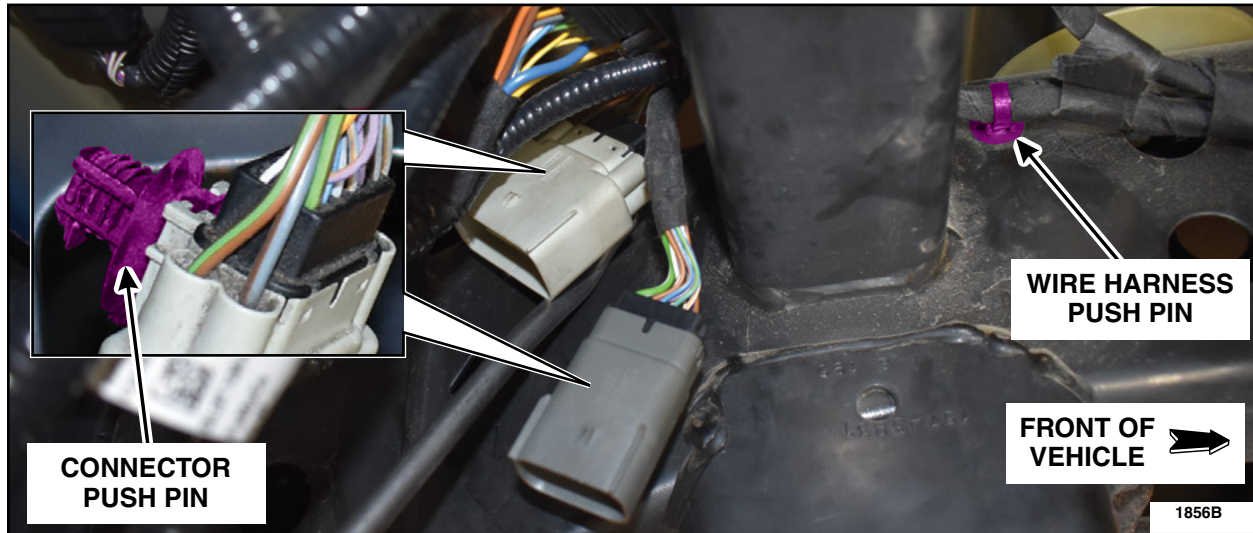


FIGURE 3

7. Route the C405 and C408 halves up over the frame and under the attached wire harness to allow for more slack. See Figure 4.

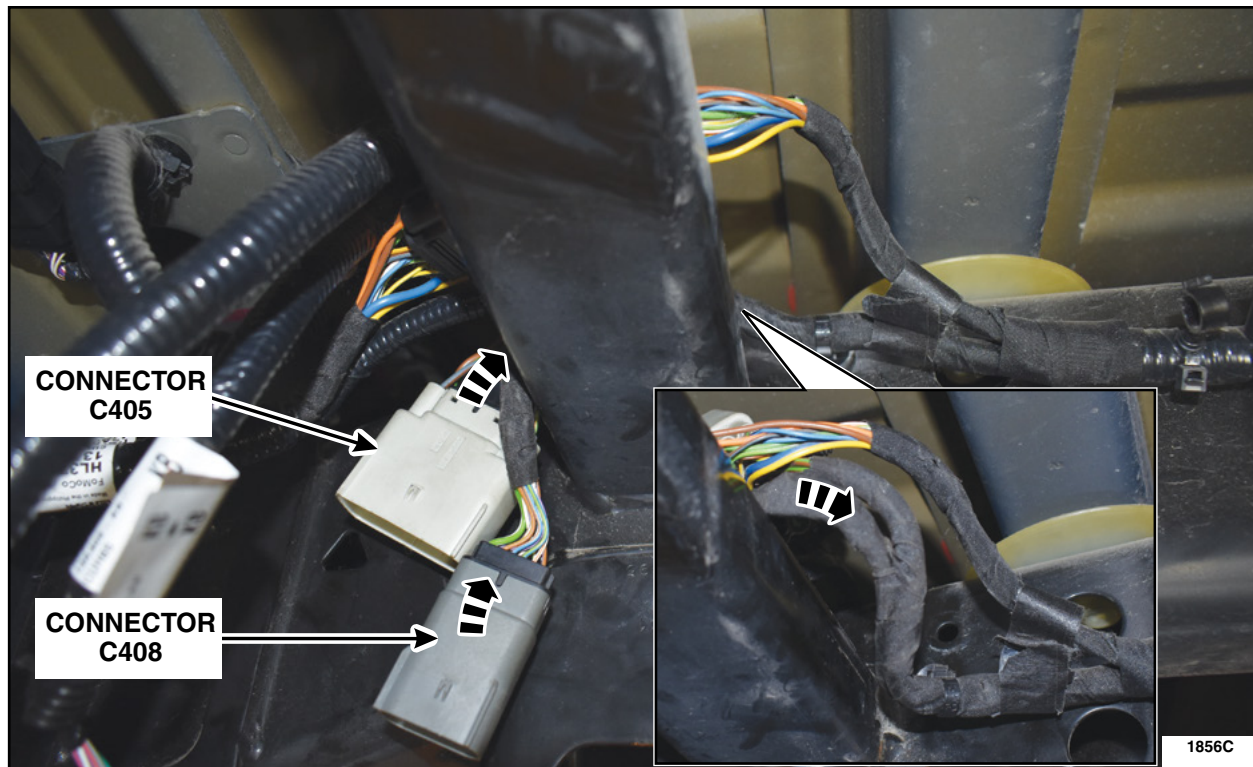


FIGURE 4



NOTE: If a service pigtail was installed, it is possible that the wire colors will not match the figures below. The wires in cavity's 1 and 2 will remain the affected wires.

8. Measure 140mm (5.5 in) from the back of the male end of C408. Remove 140 mm (5.5 in) of tape to expose the wires. See Figures 5 and 6.

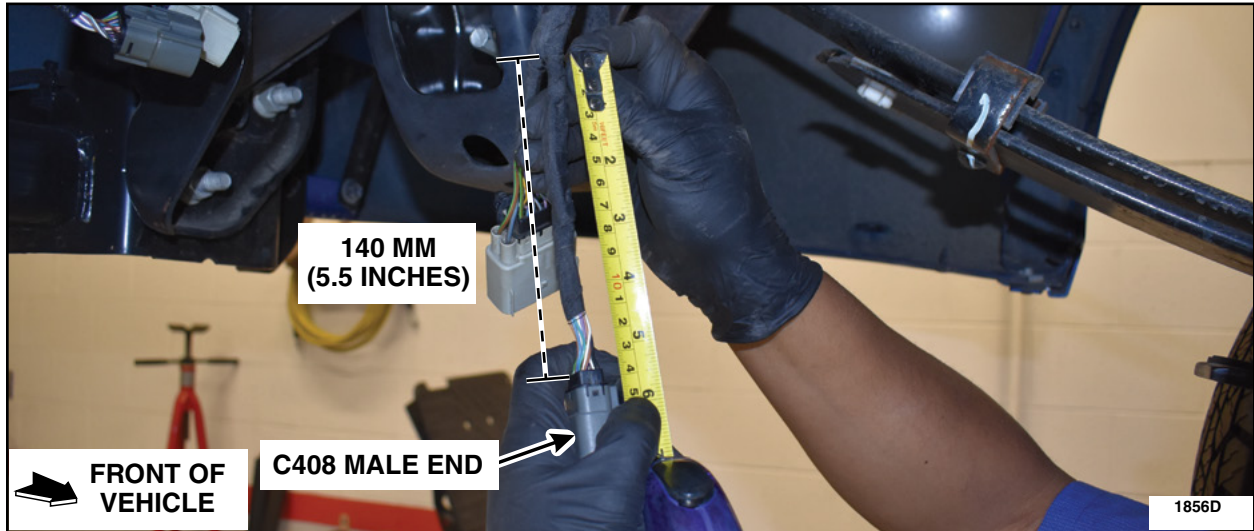


FIGURE 5

9. Measure 50 mm (2 in) from the back side of the male end of C408 and cut the Green-White (GN-WH) wire (cavity 1) at the 50 mm (2 in) measurement. See Figure 6.

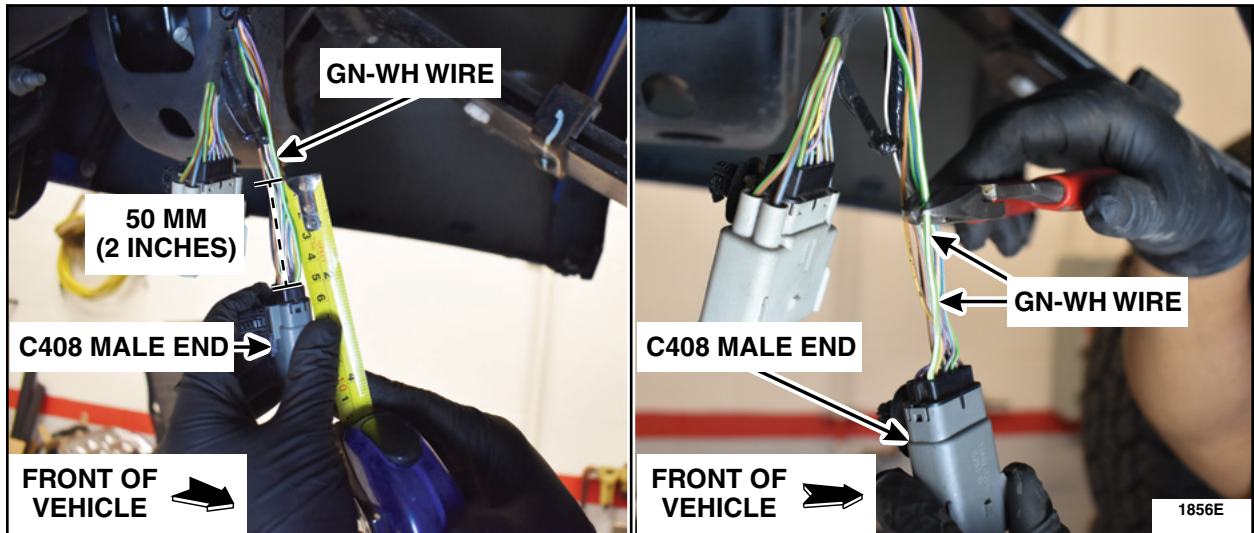


FIGURE 6



10. Measure 50 mm (2 in) from the back side of the male end of C408 and cut the Brown-Yellow (BN-YE) wire (cavity 2) at the 50 mm (2 in) measurement. See Figure 7.

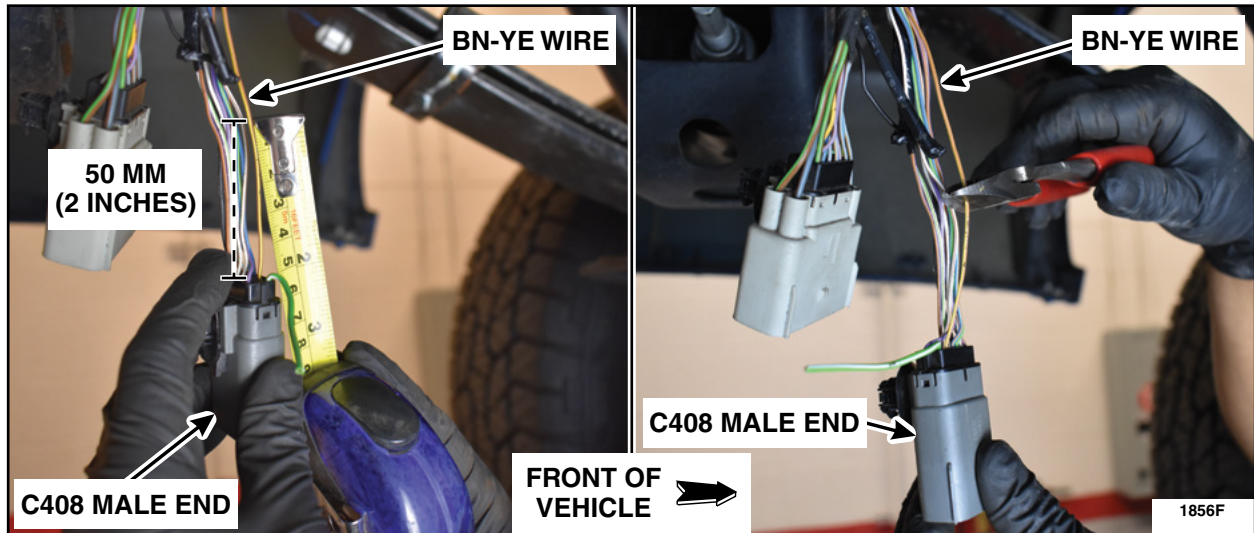


FIGURE 7

11. Install a piece of dual wall heat shrink tube on the GN-WH and BN-YE wires making sure the end of the wire is located in the middle of the tube. Evenly heat up the heat shrink tube until the heat shrink tube sealant bubbles out of both ends. See Figure 8.

NOTE: Make sure the heat shrink sealant is bubbled out of both ends or the circuit is not sealed.

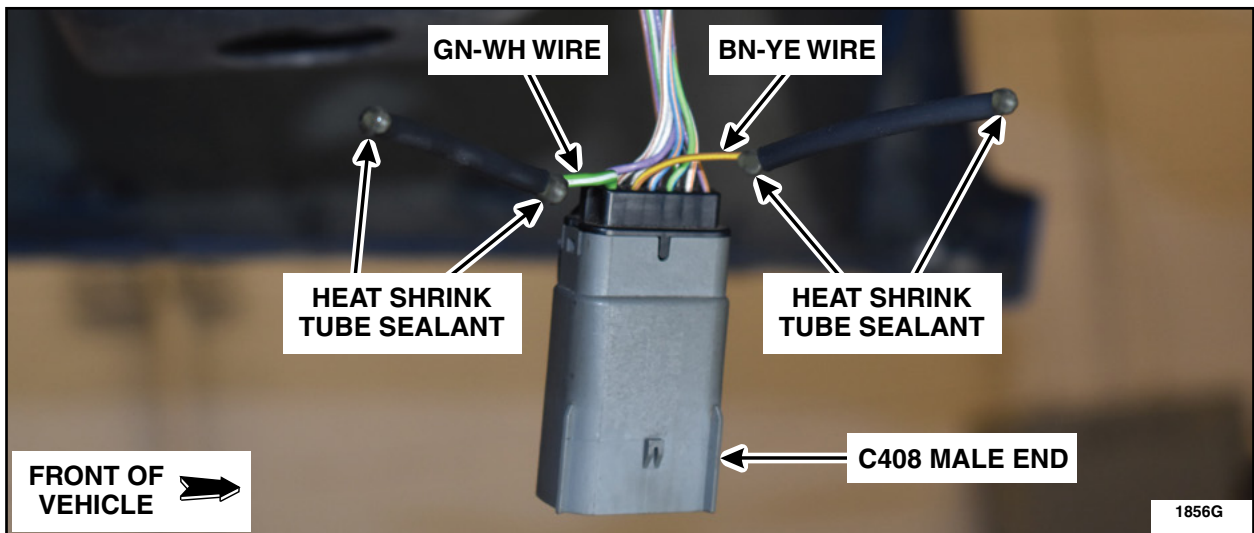


FIGURE 8



12. Strip 9.5 mm (3/8 in) of the GN-WH and BN-YE wire insulation on the male connector harness side.
See Figure 9.

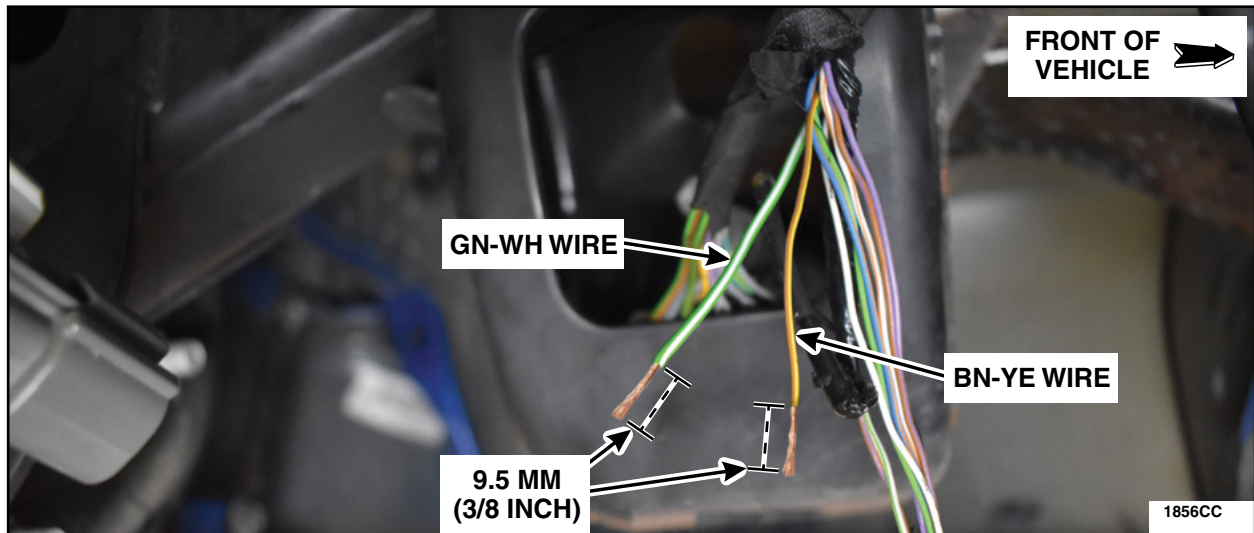


FIGURE 9

13. Strip 9.5 mm (3/8 in) of the wire insulation on the *new* jumper harness male connector end.
See Figure 10.

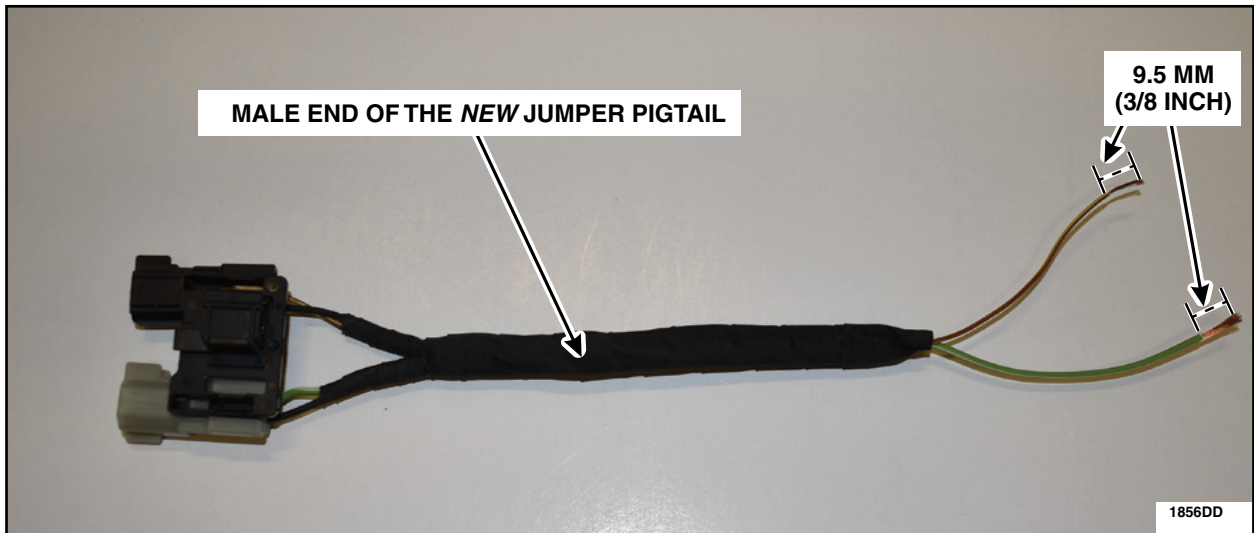


FIGURE 10



NOTE: Do not leave any stray strands of wire poking outwards as this may puncture the heat shrink tube when heated.

- Place a heat shrink tube onto each GN-WH and BN-YE wires. Install the male end of the *new* jumper pigtail to the corresponding wire colors of the male end of the vehicle harness by twisting the exposed wires together. See Figure 11.

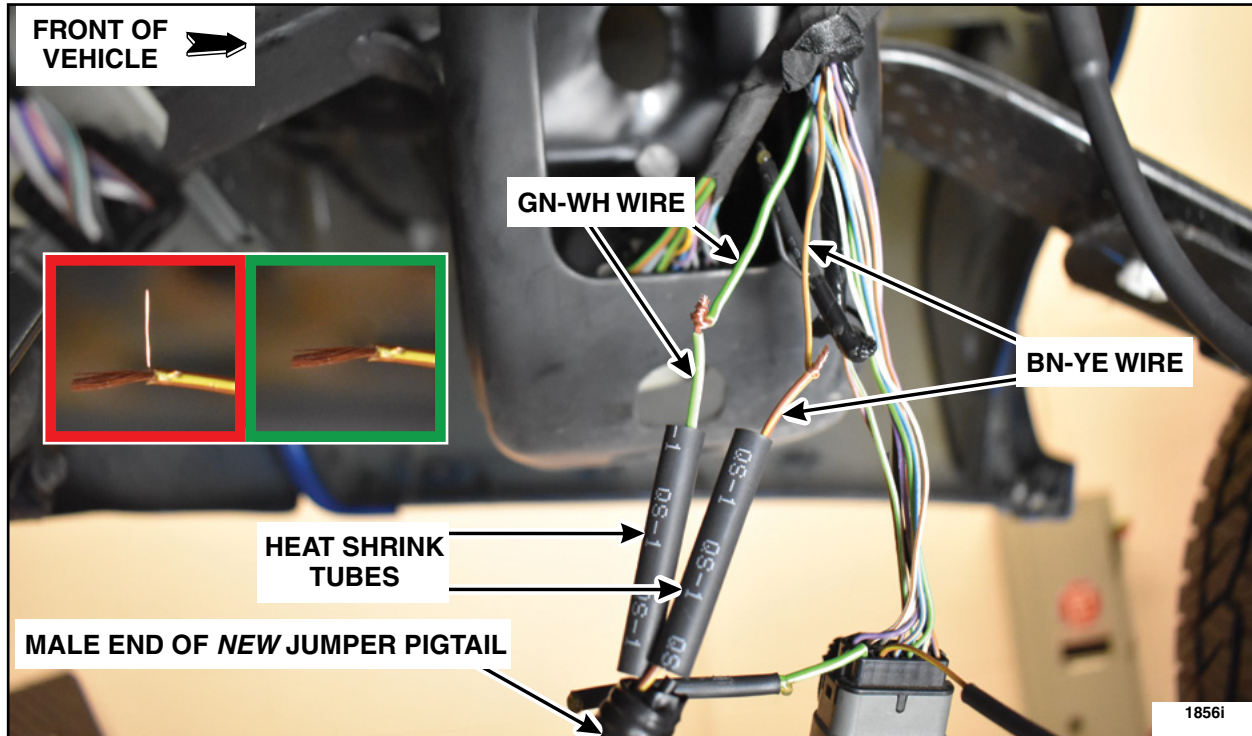


FIGURE 11

- Solder the twisted wires of the male connector. See Figure 12.

NOTE: Keep the heat shrink tubes away from the soldering iron.

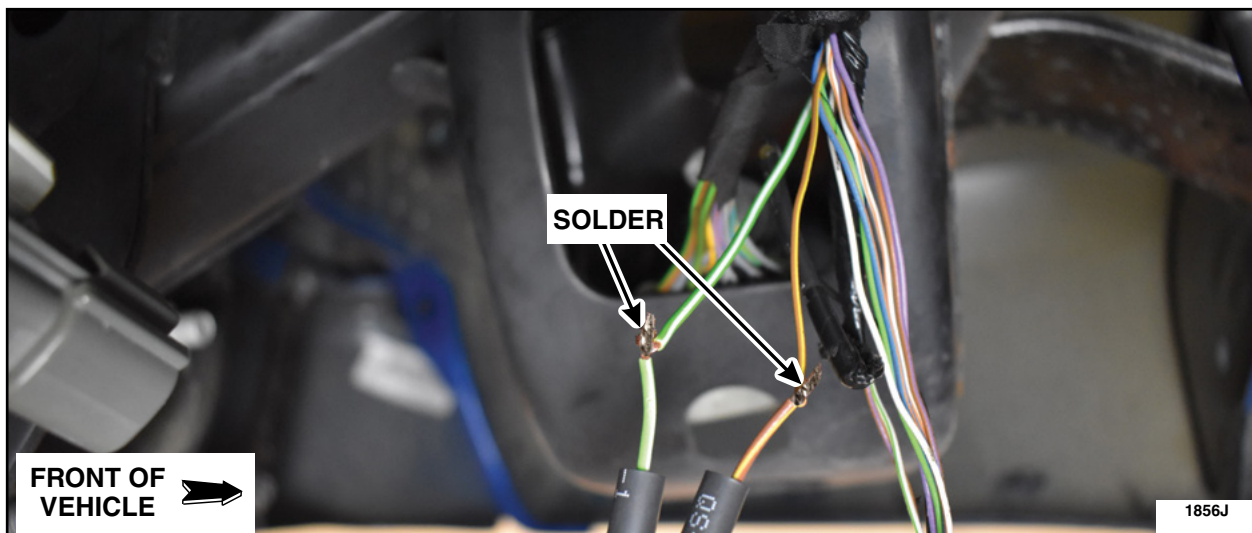


FIGURE 12



16. Position the dual wall heat shrink tubes over the solder joints making sure the joints are located in the middle of the tubes. Evenly heat up the heat shrink tubes until the heat shrink tube sealant bubbles out of both ends. See Figure 13.

NOTE: Make sure the heat shrink sealant is bubbled out of both ends or the circuit is not sealed.

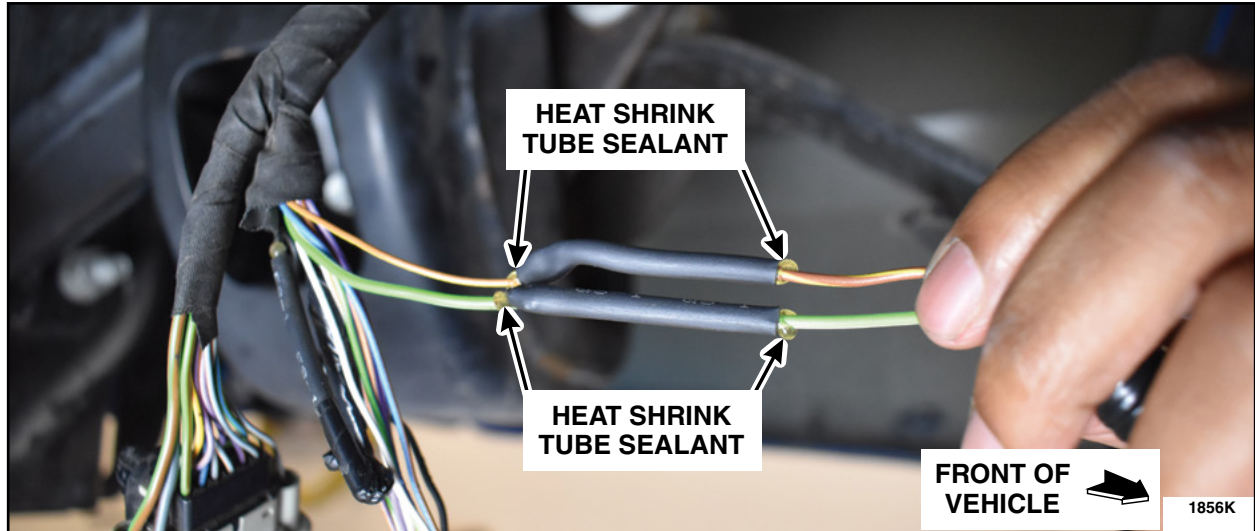


FIGURE 13

17. Disconnect the tailgate inline connector (12 pin or 16 pin). See Figure 14.

NOTE: C406 12 pin inline connector for 2017 model year shown, all other 12 pin and 16 pin inline connectors similar.

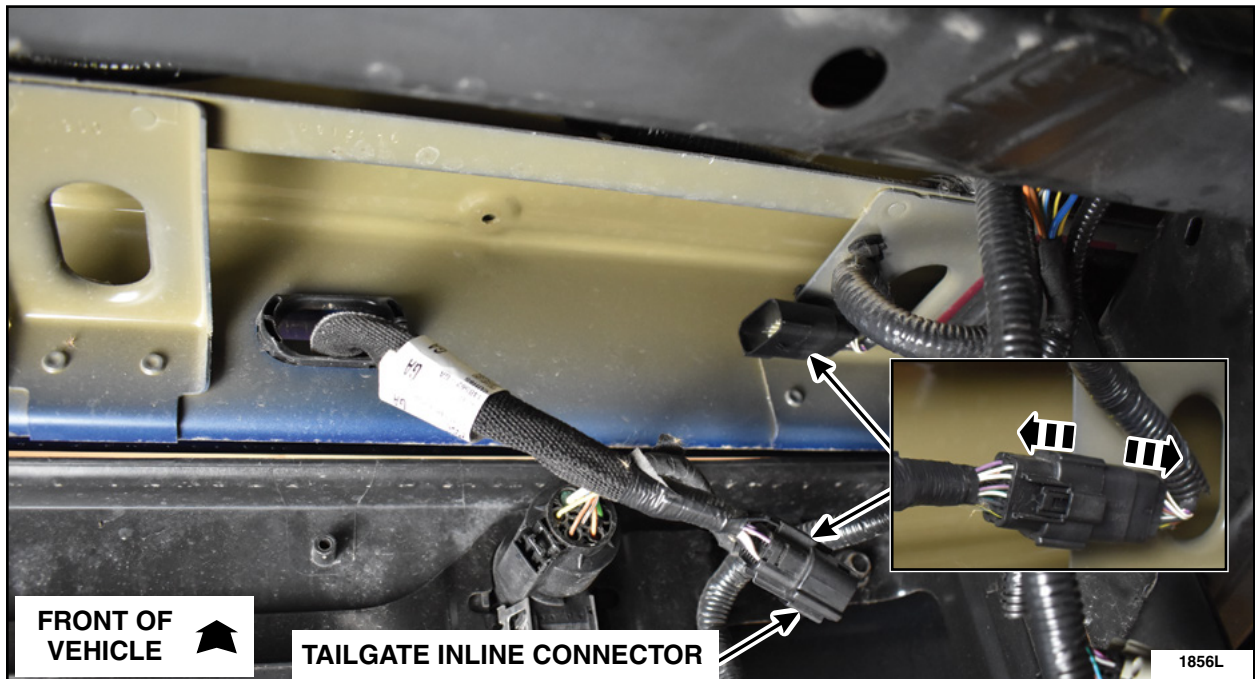


FIGURE 14



NOTE: If a service pigtail was installed, it is possible that the wire colors will not match the figures below. The wire cavity's below will remain the affected wires.

For 16 pin connector - GN-WH is cavity 8, BN-YE is cavity 15.
For 12 pin connector - GN-WH is cavity 12, BN-YE is cavity 10.

18. Remove the tape and slide back the mesh cover to expose 140 mm (5.5 in) of the wires on the female side of the tailgate inline connector. See Figure 15.

NOTE: C406 12 pin inline connector for 2017 model year shown, all other 12 pin and 16 pin inline connectors similar.

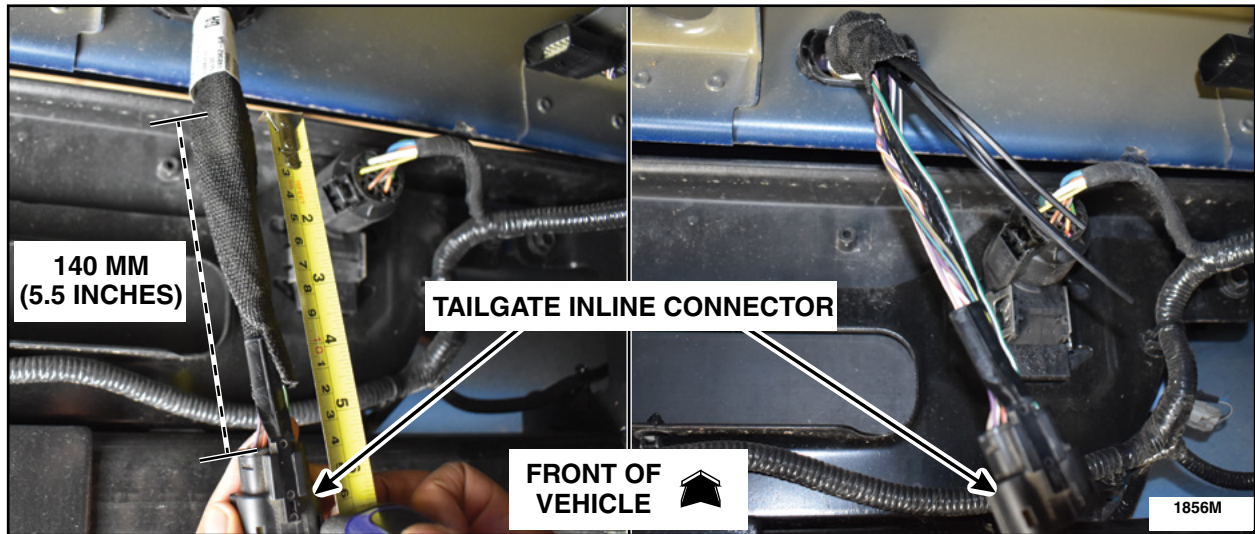


FIGURE 15

19. Measure 50 mm (2 in) from the back side of the tailgate inline connector female end and cut the GN-WH wire (16 pin connector: cavity 8 OR 12 pin connector: cavity 12). See Figure 16.

NOTE: C406 12 pin inline connector for 2017 model year shown, all other 12 pin and 16 pin inline connectors similar.

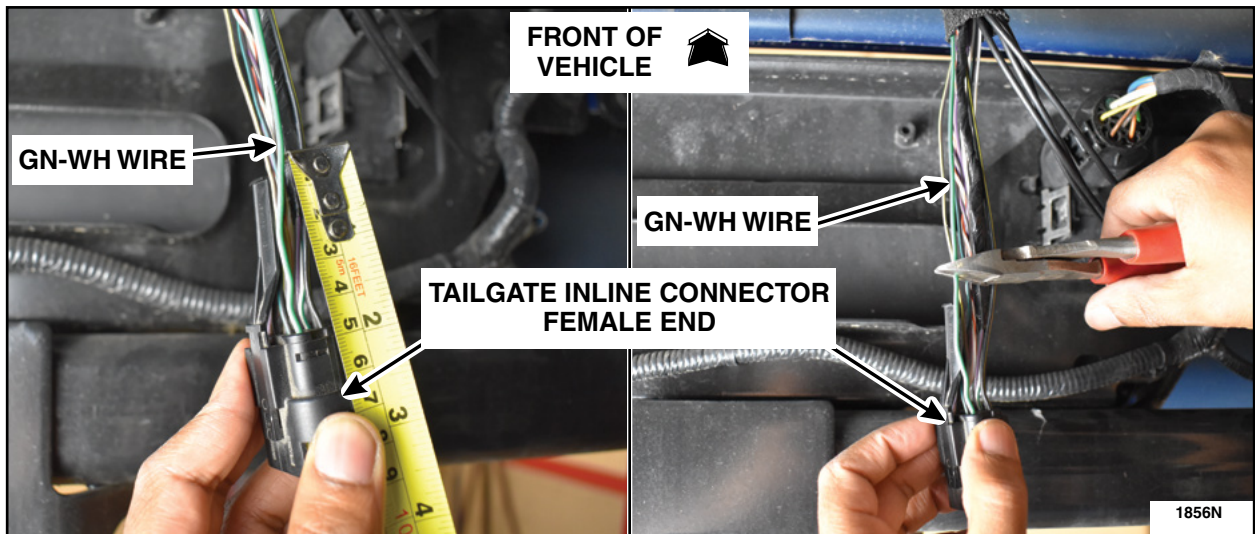


FIGURE 16



20. Measure 50 mm (2 in) from the back side of the tailgate inline connector female end and cut the BN-YE wire (16 pin connector: cavity 8 OR 12 pin connector: cavity 12). See Figure 17.

NOTE: C406 12 pin inline connector for 2017 model year shown, all other 12 pin and 16 pin inline connectors similar.

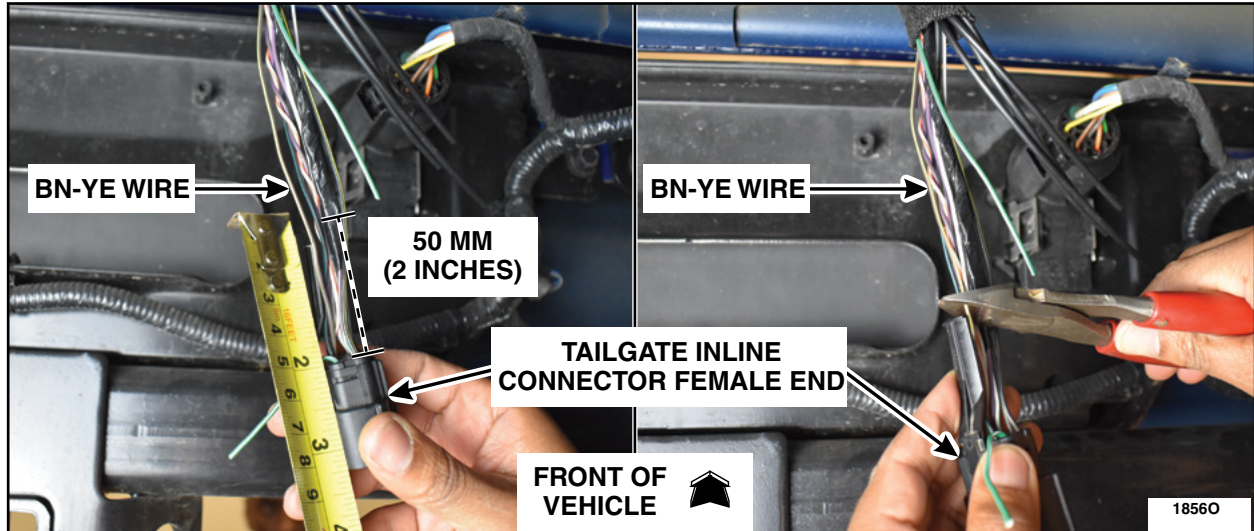


FIGURE 17

21. Install a piece of dual wall heat shrink tube on the GN-WH and BN-YE wires making sure the end of the wire is located in the middle of the tube. Evenly heat up the heat shrink tube until the heat shrink tube sealant bubbles out of both ends. See Figure 18.

NOTE: Make sure the heat shrink sealant is bubbled out of both ends or the circuit is not sealed.

NOTE: C406 12 pin inline connector for 2017 model year shown, all other 12 pin and 16 pin inline connectors similar.

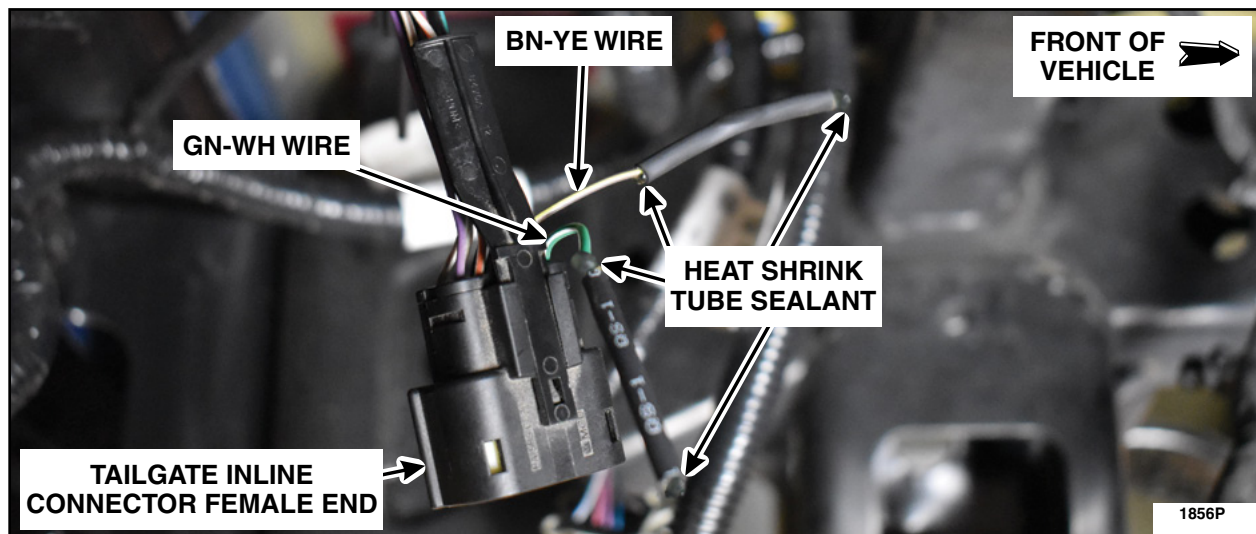


FIGURE 18



22. Strip 9.5 mm (3/8 in) of the GN-WH and BN-YE wire insulation on the female connector harness side. See Figure 19.

NOTE: C406 12 pin inline connector for 2017 model year shown, all other 12 pin and 16 pin inline connectors similar.

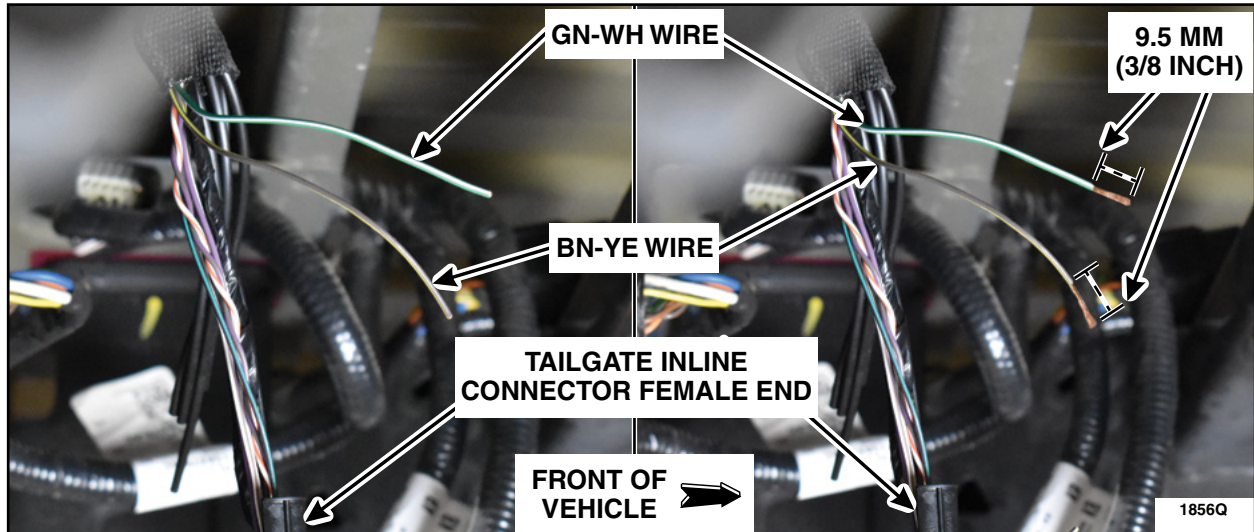


FIGURE 19

23. Strip 9.5 mm (3/8 in) of the wire insulation on the *new* jumper pigtail female connector end. See Figure 20.

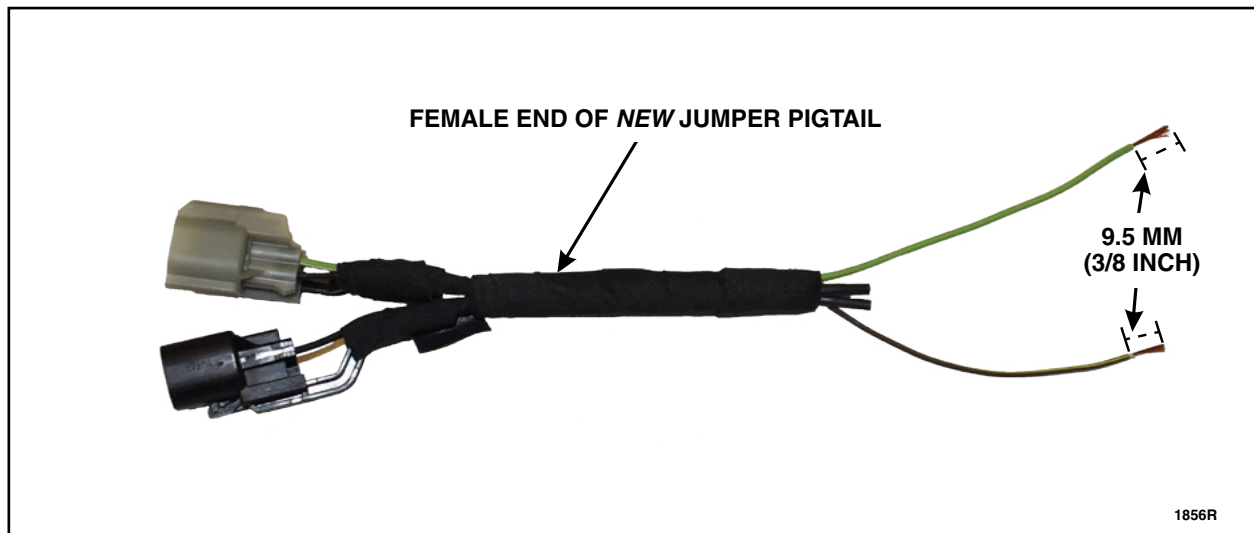


FIGURE 20



NOTE: Do not leave any stray strands of wire poking outwards as this may puncture the heat shrink tube when heated. See the red and green highlighted call-outs below.

24. Place a piece of dual wall heat shrink tube onto each GN-WH and BN-YE wires. Install the female end of the *new* jumper pigtail to the corresponding wire colors of the female end of the vehicle harness by twisting the exposed wires together. See Figure 21.

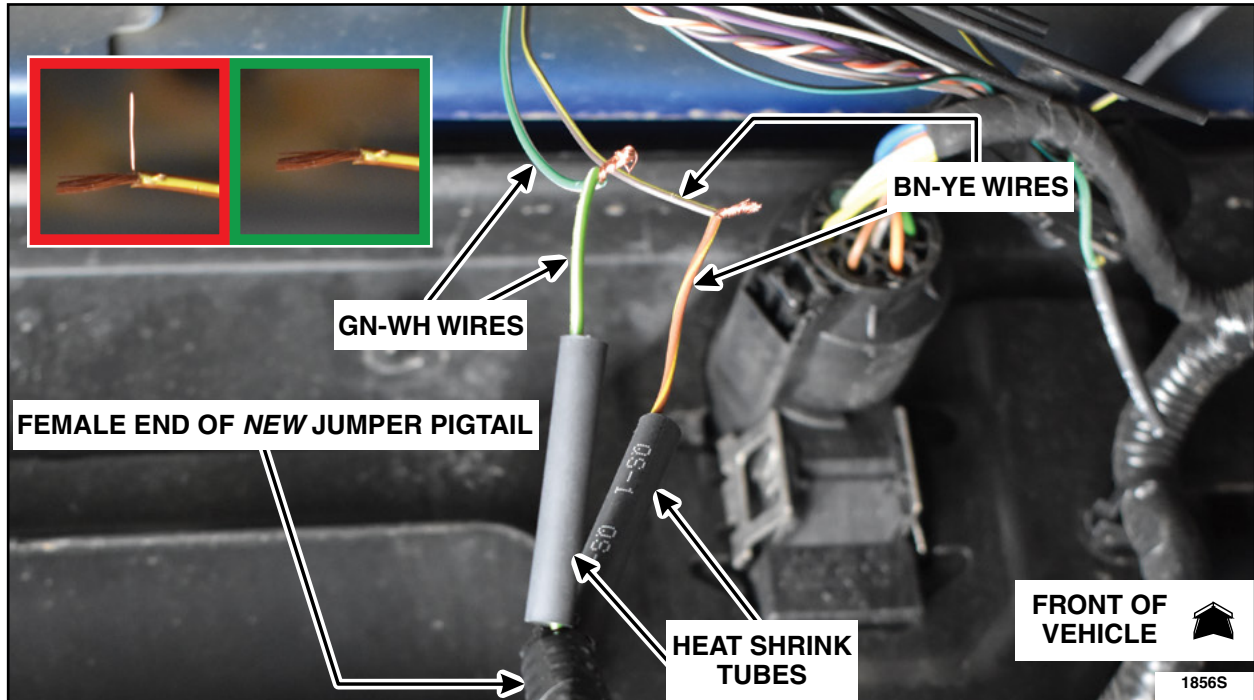


FIGURE 21

25. Solder the twisted wires of the female connector. See Figure 22.

NOTE: Keep the heat shrink tubes away from the soldering iron.

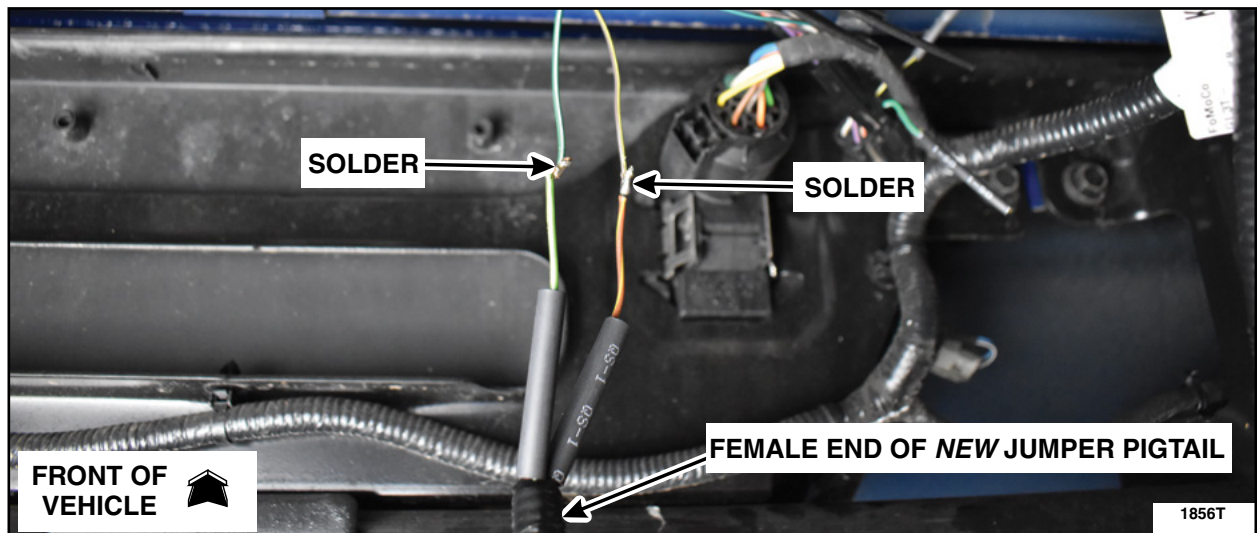


FIGURE 22



26. Position the dual wall heat shrink tubes over the solder joints making sure the joints are located in the middle of the tubes. Evenly heat up the heat shrink tubes until the heat shrink tube sealant bubbles out of both ends. See Figure 23.

NOTE: Make sure the heat shrink sealant is bubbled out of both ends or the circuit is not sealed.

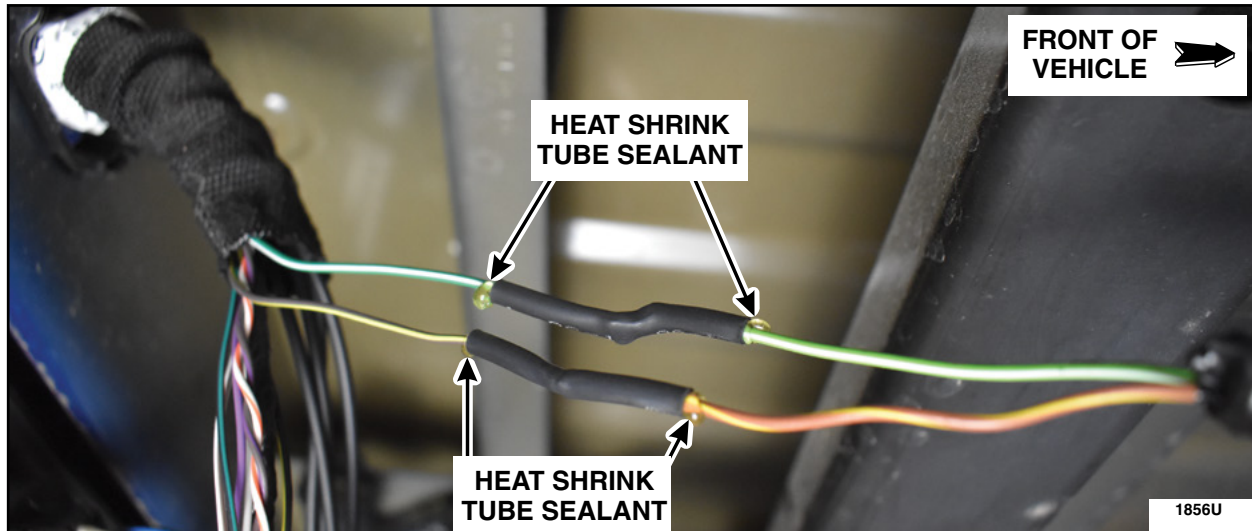


FIGURE 23

27. Position back the mesh cover. Cut to fit the *new* convolute and properly cover any exposed wiring then secure using electrical tape. See Figure 24.

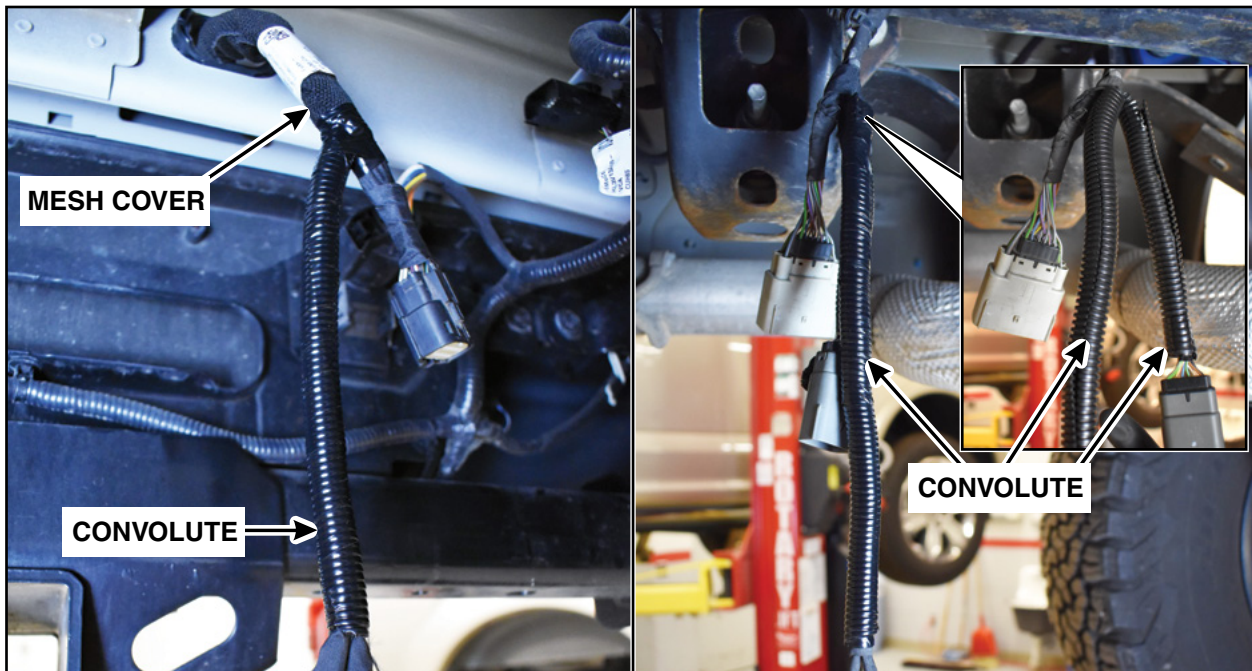


FIGURE 24



28. Route the male end of the *new* jumper pigtail, C405 and C408 halves under the attached wire harness and over the frame. See Figure 25.

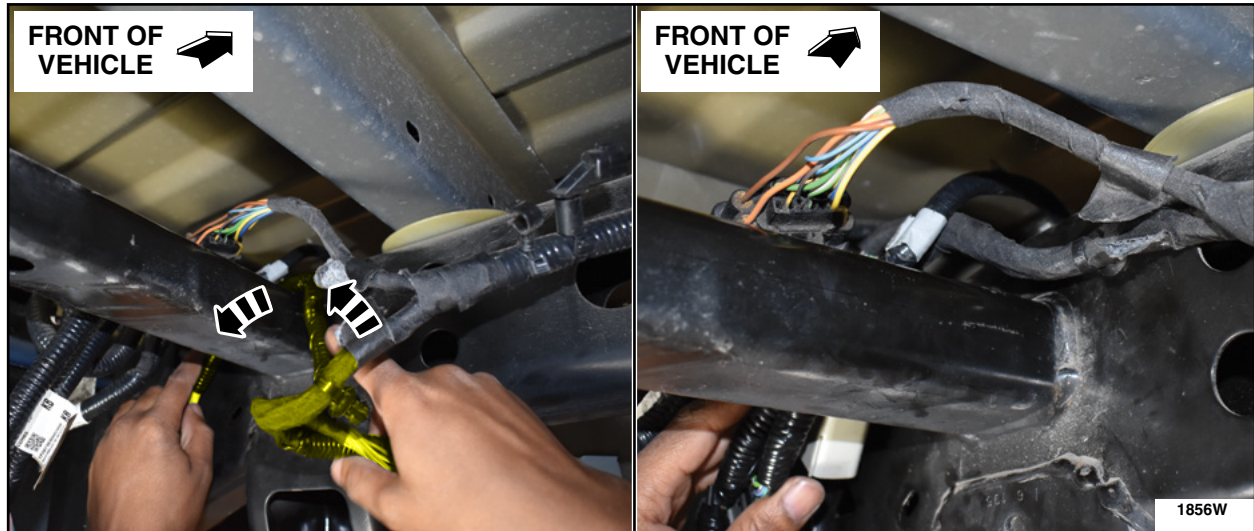


FIGURE 25

29. Attach the two connectors push pin and the wire harness push pin retainers. See Figure 26.



FIGURE 26



30. Apply some Motorcraft® electrical grease (XG-12) to the male side of C408. Inject the grease straight from the tube filling the connector cavity halfway being careful not to bend or damage any terminals.

31. Connect inline connector C405 and C408. See Figure 27.

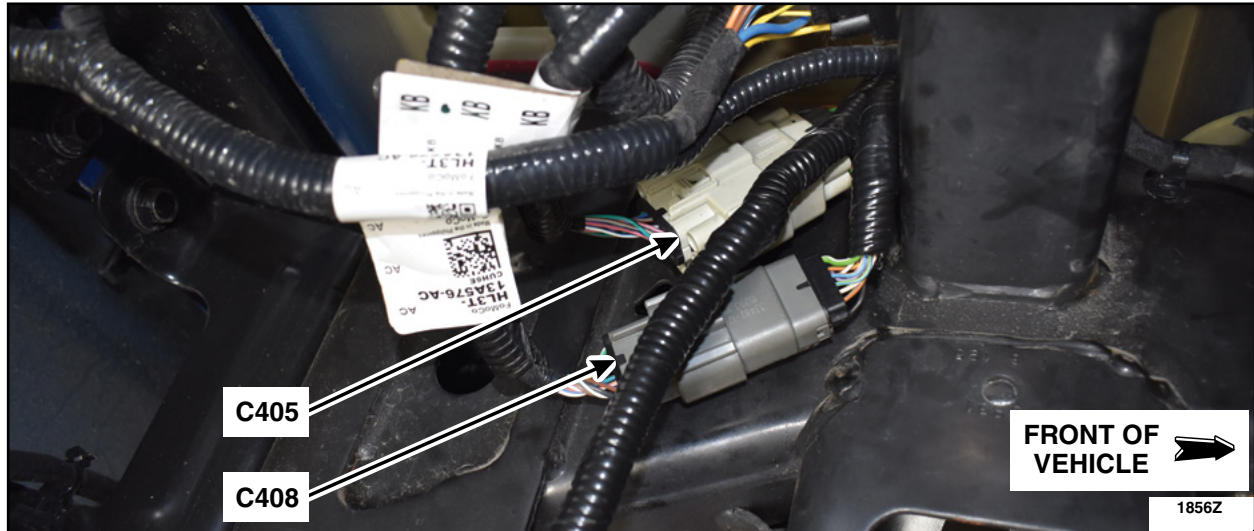


FIGURE 27

32. Apply some Motorcraft® electrical grease (XG-12) to the male side of tailgate inline connector. Inject the grease straight from the tube filling the connector cavity halfway being careful not to bend or damage any terminals.

33. Connect the tailgate inline connector. See Figure 28.

NOTE: C406 12 pin inline connector for 2017 model year shown, all other 12 pin and 16 pin inline connectors similar.

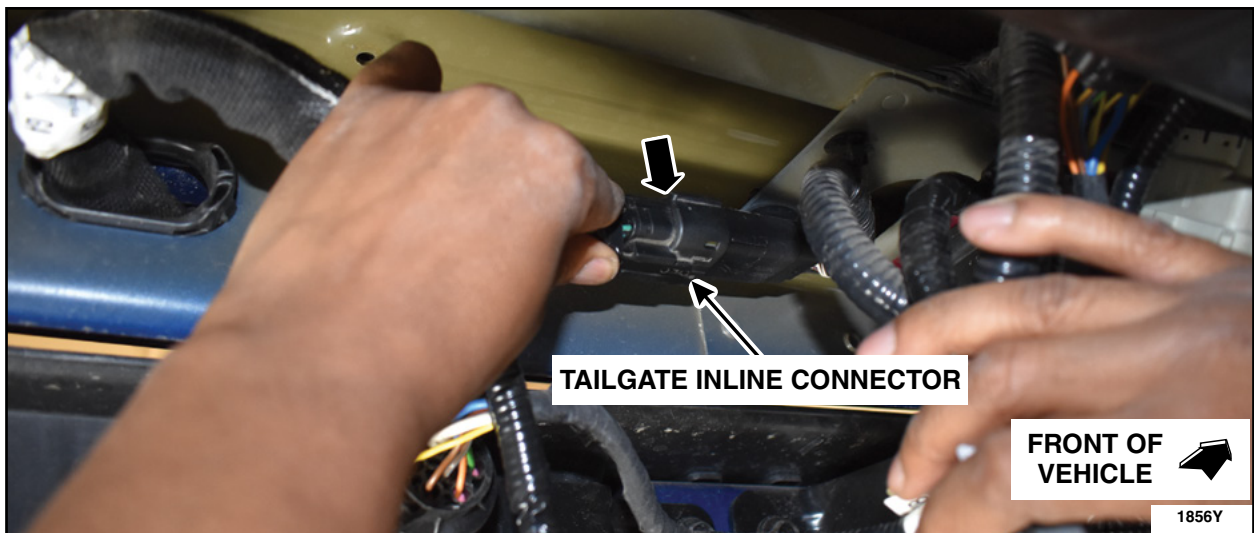


FIGURE 28



34. Connect the *new* jumper pigtail. See Figure 29.

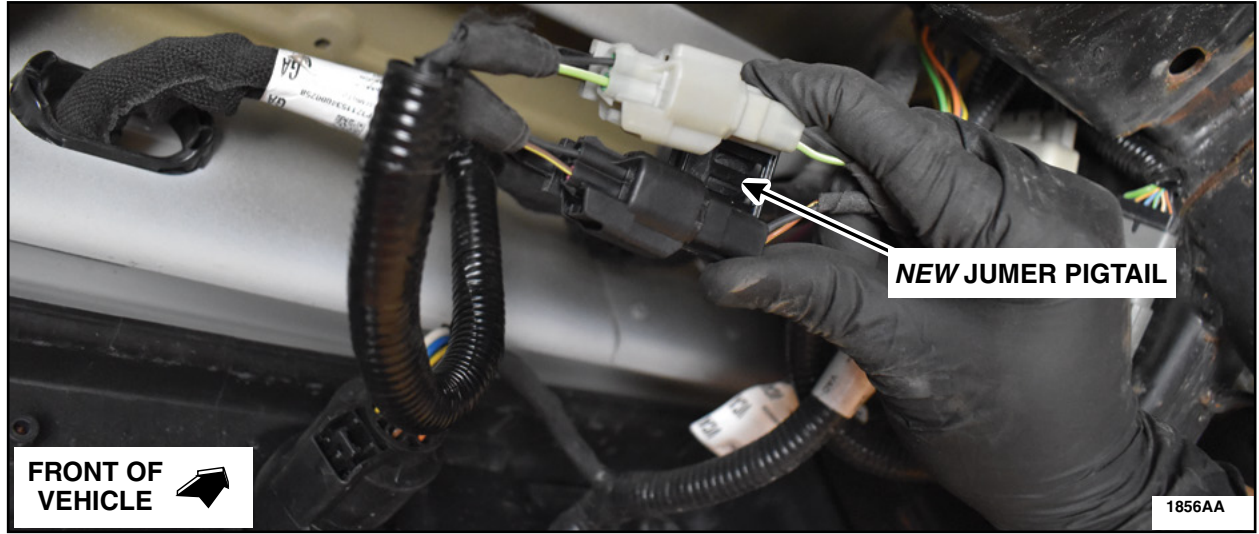


FIGURE 29

35. Attach the *new* jumper pigtail to the bed support. See Figure 30.



FIGURE 30

Completed Wiring Harness Modification

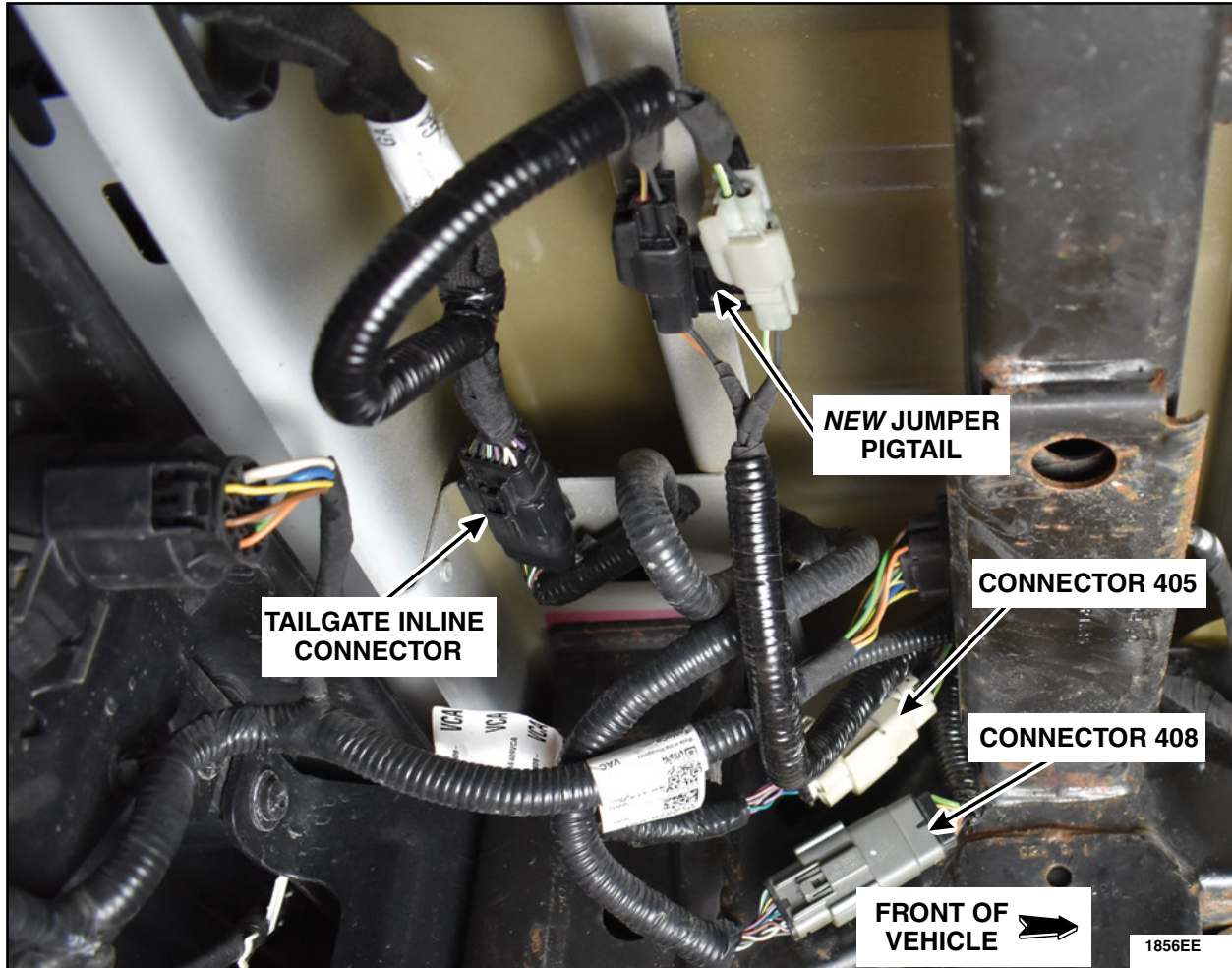


FIGURE 31

36. Remove the ratchet strap or similar device, raise the spare tire, and replace the spare tire rod inside the vehicle in the proper location.

NOTE: Place the *new* delete caps included with the tailgate jumper harness part kit into the glove box. If the original delete cap/kit sealable bag is present in the glove box, place the *new* delete caps inside of it.

37. Connect the negative battery cable(s). Please follow the WSM procedures in Section 414-01.

NOTE: Camera alignment is not required.

38. Replace the tailgate release switch. Please follow the WSM procedures in section 501-14. This completes the repair.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 20N03

Mr. John Sample
123 Main Street
Anywhere, USA 12345

April 2020

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Ford Motor Company has launched customer satisfaction program 20N03 to provide a remedy for owners who have experienced unintended tailgate opening. Although your vehicle's tailgate is likely functioning fine, we are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage for this concern.

What is the effect?

This increases the affected tailgate wiring and tailgate handle release switch warranty coverage through April 3, 2030 or 150,000 miles from the warranty start date of your vehicle, whichever occurs first. NOTE: In certain rare occurrences, if water enters into the electrical system the tailgate may inadvertently unlatch.

If your vehicle has already exceeded the mileage limits listed above, this extended warranty coverage will last through October 31, 2020. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If you have experienced unintended tailgate opening, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to modify the tailgate wiring harness and install a new tailgate handle release switch free of charge (parts and labor). This is a one-time repair program.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? **If you HAVE experienced unintended tailgate opening**, please inform your dealer that you have experienced unintended tailgate opening. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20N03. The VIN is printed near your name at the beginning of this letter. Your dealer will modify the tailgate/frame wiring harnesses and install a new tailgate handle release switch free of charge (parts and labor).

If you HAVE NOT experienced unintended tailgate opening, please keep this letter as a reminder of this Customer Satisfaction Program.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

COVID-19 (CORONAVIRUS)

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

Have you previously paid for this repair?

If you have previously paid for a repair related to the unintended tailgate opening issue before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to the repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **September 30, 2020**. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**Can we assist you
further?
(continued)**

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



**Customer Satisfaction Recall 20N03 Unintended Tailgate Opening
2015-2018 Model Year F-150 Vehicles
Customer Information Sheet**

Thank you for having Customer Satisfaction Recall 20N03 completed on your vehicle.

Improvements have been made to your vehicle's electronic tailgate system to prevent unintended tailgate opening caused by the tailgate handle release switch or tailgate wiring harness. These improvements are designed to prevent unintended tailgate openings. However, there are other factors that can cause your tailgate to appear to be closed, but not fully latched, leading to the tailgate opening. Below is a list of some additional scenarios that could lead to the tailgate opening. These could include:

- the inadvertent activation of the remote-control tailgate release button on your key fob;
- the inadvertent activation of the tailgate release by pressing the 5/6 button on the driver door keypad an extra time at the end of a key code entry (if equipped);
- the use of a tonneau cover or other aftermarket accessories may stop your tailgate from fully latching;
- the improper alignment of the tailgate

Please remember to check that your tailgate is closed prior to driving. For further information regarding electronic tailgate operation, please refer to your vehicle Owner Manual.

Please keep this letter with your vehicle's Owner Manual for future reference.

Sincerely,

Ford Motor Company
Ford Customer Service Division