



TECHNICAL SERVICE BULLETIN

Tailgate Snap, Click, And/Or Pop Noise When Closing

22-2327
17 August 2022

Model:

Ford 2021-2022 F-150

Issue: Some 2021-2022 F-150 vehicles may experience a snap, click and/or pop noise coming from the tailgate when closing. This may be due to an incorrectly positioned tailgate torsion rod. To correct the condition, follow the Service Procedure to position the tailgate torsion rod and tighten the clamp block bolts.

Action: Follow the Service Procedure to correct the condition if the vehicle meets the following criteria:

- 2021-2022 F-150
- Snap, click and/or pop noise coming from the tailgate when closing

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2021-2022 F-150 : Inspect And Reposition The Tailgate Torsion Rod Following The Service Procedure, Includes Time To Remove And Install Tailgate (Do Not Use With Any Other Labor Operations)	222327A	0.5 Hrs.
2021-2022 F-150 With Power Tailgate: Inspect And Reposition The Tailgate Torsion Rod Following The Service Procedure, Includes Time To Remove And Install Tailgate (Do Not Use With Any Other Labor Operations)	222327B	0.7 Hrs.

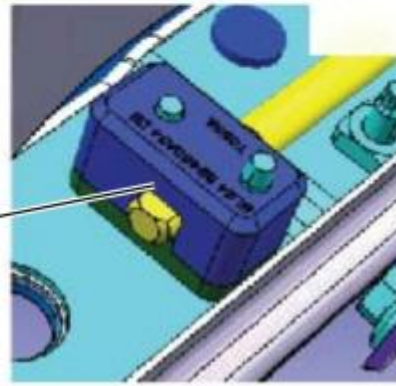
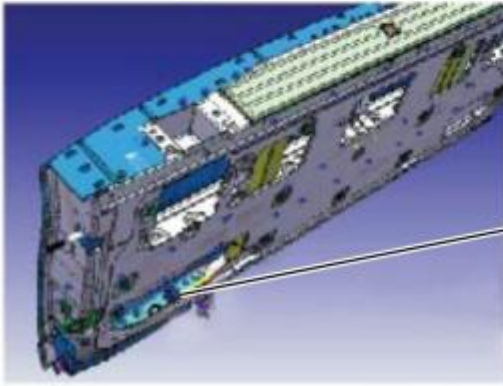
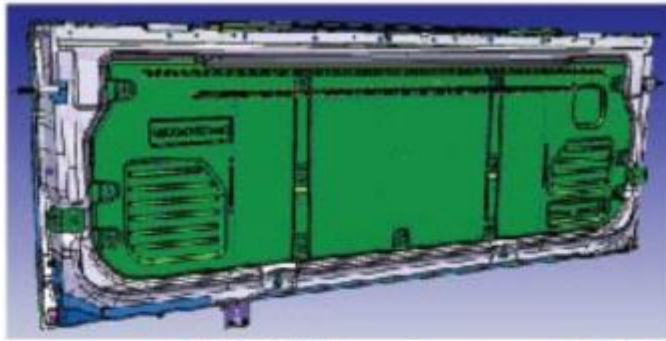
Repair/Claim Coding

Causal Part:	99402A68
Condition Code:	12

Service Procedure

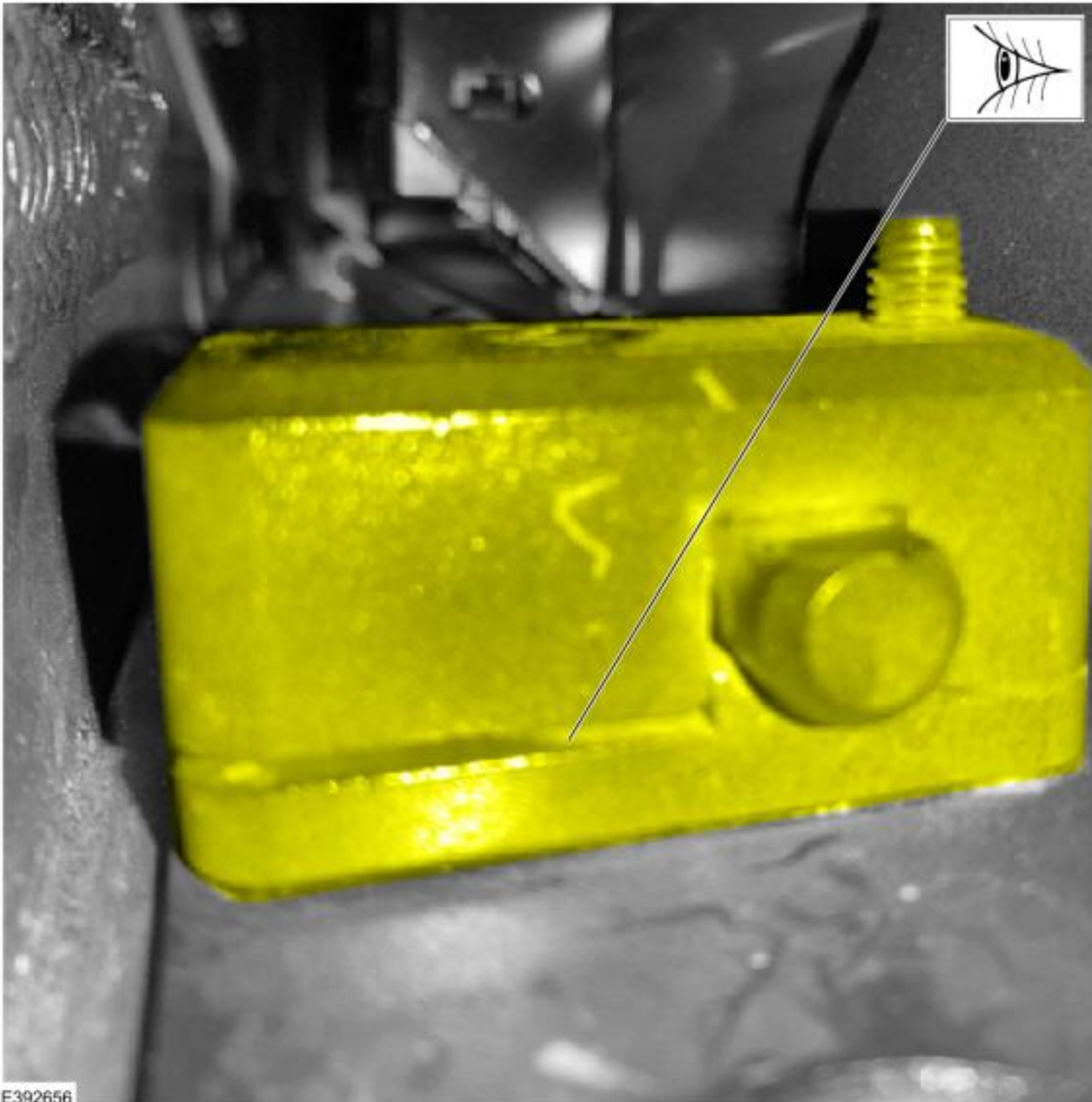
1. Remove the tailgate. Refer to Workshop Manual (WSM), Section 501-04 > Pickup Bed and Platform Body.
2. Remove the tailgate panel. Refer to WSM, Section 501-04 Pickup Bed and Platform Body > Power Tailgate Motor > Step 2.
3. If equipped, reposition the power tailgate motor to gain visual access to the torsion rod and clamp block. Refer to WSM, Section 501-04 Pickup Bed and Platform Body > Power Tailgate Motor.
4. Visually inspect the tailgate torsion rod and clamp block interface. (Figure 1) Is there a gap between the blocks? (Figure 2)

Figure 1



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Figure 2

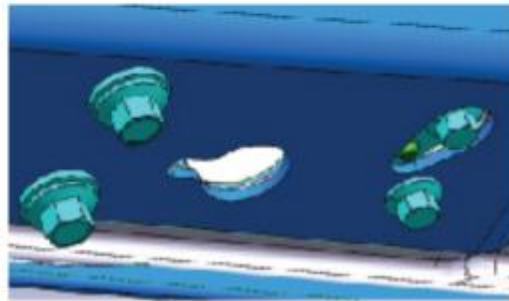
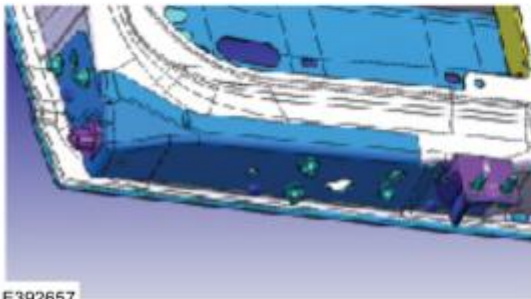
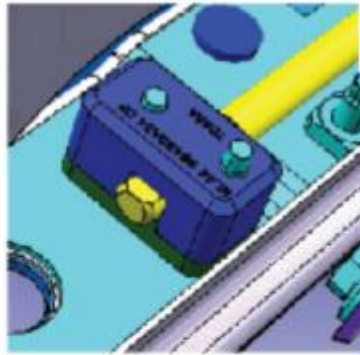
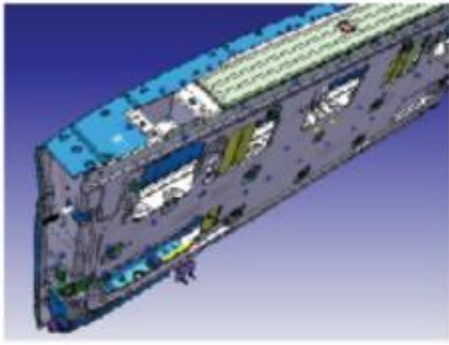


(1). Yes - proceed to Step 5.

(2). No - this article does not apply. Refer to normal diagnostics in WSM, Section 501-04 > Pickup Bed and Platform Body.

5. Verify the tailgate torsion rod is correctly aligned in the clamp block and the bolts are properly tightened. (Figure 3)

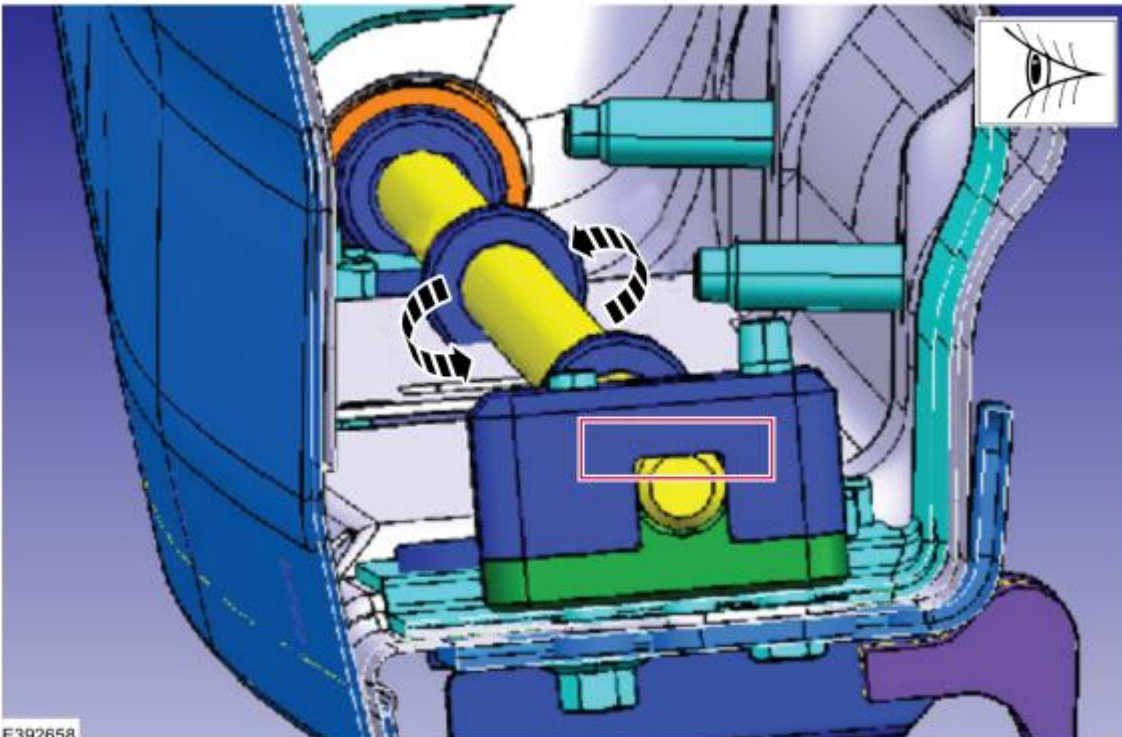
Figure 3



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- (1). Loosen or remove the shorter bolt.
- (2). Loosen the longer bolt 1-2 rotations (as little as possible) to allow the tailgate torsion rod to rotate.
- (3). Rotate the tailgate torsion rod to verify the machine flat on the rod properly aligns with the top block (flat) mating surface. (Figure 4)

Figure 4



E392658

- (4). Verify the tailgate torsion rod is pushed all the way into the tailgate so the end bottoms out and is flush with the left pivot. (Figure 5)

Figure 5



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6. Reinstall/tighten both the long and short bolts while verifying the rod machine flat to clamp block is still aligned at each step. (Figure 6)

Figure 6



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- (1). Tighten both bolts to 106 lb-in (12 Nm).
- (2). Recheck the block/rod for correct alignment.

7. Reinstall the power tailgate motor (if equipped), tailgate panel and tailgate. Refer to WSM, Section 501-04 > Pickup Bed and Platform Body.

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