

SSM 51713

2023 Expedition/Navigator - Incorrect Power Liftgate Operation - Built On Or Before 13-May-2023

Some 2023 Expedition/Navigator vehicles built on or before 13-May-2023 may exhibit the power liftgate not fully opening when commanded and the vehicle is locked. This condition does not affect vehicle durability and no additional diagnosis or service is recommended for this condition at this time. Inform customers that they can continue to drive the vehicle and engineering is currently working on a solution for this condition. Replacement or reprogramming of the rear gate trunk module (RGTM) is not recommended for this condition. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.