



SSM 54292 2025 Expedition/Navigator - Power Tailgate Open/Close Inoperative With A Liftgate/Tailgate Ajar Light On And DTCs B1457:29, B1459:29, B17CB:11, B17CB:29, B15E9:11 And/Or B15E9:29 In The RGTM

Some 2025 Expedition and Navigator vehicles may experience a power tailgate not power opening and/or closing with a liftgate/tailgate ajar light on and diagnostic trouble codes (DTCs) B1457:29, B1459:29, B17CB:11, B17CB:29, B15E9:11 and/or B15E9:29 stored in the rear gate trunk module (RGTM). If these DTCs have been set in the RGTM, the power tailgate will not open or close when commanded. This may be due to misadjusted tailgate latch(s) preventing the RGTM from receiving input from the latches that the tailgate is latched. To correct this condition, perform the tailgate latch adjustment procedure in the Workshop Manual (WSM) Section 501-03, Steps 12 through 23. Once the adjustment procedure is performed, clear DTCs and retest.