



TECHNICAL SERVICE BULLETIN

26-2190

Liftgate And Tailgate Both Opening With The Fob Despite The Liftgate Only Opening Feature Being Enabled

23 April 2026

This bulletin supersedes 26-2154. Reason for update: update the service labor operations.

Model:

Ford 2025 Expedition
Lincoln 2025 Navigator

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit a concern where both the liftgate and tailgate open when commanded by the fob when the liftgate only opening feature is enabled through the touchscreen controls. This may be due to the software in the RGTM.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to update the software in the APIM and RGTM.

Warranty Status: Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

Labor Times

Description	Operation No.	Time
2025 Navigator/Expedition - Check APIM Software Version, Read The Configuration Data, Includes Time To Connect Battery Charger and Add The Vehicle Story To The Warranty Claim (Can Be Claimed With B1 Or B2, C1 Or C2, D1 Or D2 And E)	262190A	0.4 Hrs
2025 Navigator/Expedition - Time To Program GWM Once (Claim With A, Cannot Be Claimed With B2)	262190B1	0.5 Hrs
2025 Navigator/Expedition - Time To Program GWM Twice (Claim With A, Cannot Be Claimed With B1)	262190B2	1.0 Hrs
2025 Navigator/Expedition - Time To Program APIM Once (Claim With A, Cannot Be Claimed With C2)	262190C1	0.8 Hrs
2025 Navigator/Expedition - Time To Program APIM Twice (Claim With A, Cannot Be Claimed With C1)	262190C2	1.6 Hrs
2025 Navigator/Expedition - Time To Program TCU Once (Claim With A, Cannot Be Claimed With D2)	262190D1	0.1 Hrs
2025 Navigator/Expedition - Time To Program TCU Twice (Claim With A, Cannot Be Claimed With D1)	262190D2	0.3 Hrs
2025 Navigator/Expedition - Time To Program RGTM (Claim With A)	262190E	0.1 Hrs

Repair/Claim Coding

Causal Part:	14B291
Condition Code:	04

Service Procedure

1. Confirm the APIM software version.

- While the vehicle is powered up with ignition in run or accessory, go to the vehicle icon on the center display screen.
- Go to Settings, select System.
- Select About.
- Find the build number.

2. Is the APIM software version in the vehicle at V1.2.5.5 or higher?

- (1). Yes - proceed to Step 8.
- (2). No - proceed to Step 3.

NOTE: The time required to complete this procedure varies depending on several factors including the number of module software updates required, available internet bandwidth, USB flash drive variability, and the potential that CAN flashing software update via the DLC with the FDRS may be required. Use a USB 3.2 Gen 2 or higher flash drive. When performing USB software updates, using high speed USB ports on the laptop is recommended for faster file transfer. Refer to the WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

3. Run the "Read The Configuration Data" application in FDRS, located in Toolbox > Multi-Module tab.

4. Navigate to the SW updates tab. Is there a software update available for any of the following modules?

- GWM
- TCU
- APIM

- (1). Yes - proceed to Step 5.
- (2). No - additional support may be required if the APIM software version is below V 1.2.5.5. Perform normal dealer internal escalation process outside of this TSB. Proceed to Step 8 once resolved.

5. Prepare and update the software for the GWM, TCU, and APIM. Refer to the WSM, Section 418-01A Module Configuration > General Procedures > Module Programming.

6. Check the current APIM software version. Is the build number in the vehicle at V 1.2.5.5 or higher?

- (1). Yes - proceed to Step 8.
- (2). No - proceed to Step 7.

7. Are there any updates available for the GWM, TCU and/or APIM?

NOTE: The option to update a module may not be available until other module(s) are updated to a certain level. The network test is a confirmation that all modules are at the latest available software. Some repairs may require multiple network tests to reveal all module dependent software.

- (1). Yes - proceed to Step 5.
- (2). No - additional support may be required if the APIM software version is still below V 1.2.5.5. Perform normal dealer escalation process outside this TSB. Proceed to Step 8 once resolved.

8. Using FDRS, download and run the "RGTM - Rear Gate Trunk Module (RGTM) Software Update" application.

9. Add the vehicle story to warranty claim to support labor operations selected.

1. ID the vehicle in PTS.
2. Under the diagnostics tab select vehicle history.
3. Select programming date.
4. Select Story Creator.
5. Select modules programmed.
6. Click on Create Story.
7. Copy Story to warranty comments.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.