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**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 20N01**  
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 March 31, 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 pigtails 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 6, 2020. Dealers should repair any affected vehicles that experience unintended tailgate opening, whether or not the customer has received a letter.