



David J. Johnson
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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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May 20, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 21M05
Certain 2017-2022 Model Year Super Duty Vehicles Equipped with a Power Release Tailgate - Unintended Tailgate Opening

PROGRAM TERMS

This program provides a no-cost repair (if needed) to the power release tailgate feature for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program may be used multiple times as long as the vehicle is within time and mileage limits of the program. Once the program has expired, Service Part Warranty (SPW) and Extended Service Plan (ESP) may be eligible.

If a vehicle has already exceeded either the time or mileage limits, this no-cost repair will last through January 31, 2023.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2017-2022	Kentucky Truck	October 8, 2015 through December 20, 2021

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST REPAIR

In the affected vehicles, some customers report experiencing an unintended tailgate opening and may have previously serviced their vehicle for this concern. Ford has developed an enhanced remedy for customers who may want this enhanced repair performed on their vehicle.

SERVICE ACTION

A dealer bulletin supplement will be provided to dealers late 3rd quarter when it is anticipated that parts ordering information and full repair instructions will be available to support completion of this customer satisfaction program.

Some vehicles covered by Field Service Action (FSA) 21M05 may have FSA 19S48 currently open. Please check OASIS to verify coverage and perform FSA 19S48 ONLY if coverage applies. DO NOT perform FSA 19S48 on vehicles that are not included in that program.

If a vehicle included in FSA 21M05 has sustained damage to the tailgate due to an unintended tailgate opening, please refer to the claiming instructions for related damage.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters informing vehicle owners of the customer satisfaction program are expected to be mailed the week of June 13, 2022.

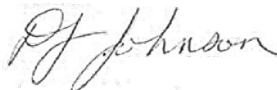
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances
Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Johnson", written over a light gray rectangular background.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on May 20, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program. Refund eligibility will continue until the expiration date is established and published in the full dealer bulletin due later this year.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with repairs associated with unintended tailgate opening.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

RELATED DAMAGE PHOTO SUBMISSION

Ford requires photos for any related damage claims associated with this program.

Please submit an Approval Request to the SSSC Web Contact Site containing clear photos of the VIN and all related damage, including the component(s) that contacted the vehicle, for approval consideration.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, SSSC approval is still required.
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 21M05 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number (21M05) is the sub code.
 - Customer Concern Code (CCC): L07 – Ext. Door Lock Controls-Power
 - Condition Code (CC): 42 – Does Not Operate Properly
 - Causal Part Number: 9C888 – Tailgate Switch
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 21M05 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Time allowed to submit photos for related damage claims	21M05ZZ	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

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