



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

August 8, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21M08 - Supplement #1**
 Certain 2021-2022 Model Year F-150 Vehicles Equipped with a Power Release Tailgate - Unintended Tailgate Opening

REF: **Customer Satisfaction Program 21M08**
 Dated May 20, 2022

New! REASON FOR THIS SUPPLEMENT

Parts ordering information and full repair instructions are now available to support completion of this customer satisfaction program.

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 February 28, 2023.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2021-2022	Dearborn	January 10, 2020 through November 5, 2021
		Kansas City	February 12, 2020 through October 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.

New! SERVICE ACTION

If a vehicle included in Field Service Action (FSA) 21M08 has sustained damage to the tailgate due to an unintended tailgate opening, please refer to the claiming instructions for related damage.

Service Action Continued On The Next Page

New! SERVICE ACTION (continued)

If an affected vehicle owner has reported an unintended tailgate opening, dealers are to modify the power release tailgate system wiring, install a new tailgate handle release switch and reprogram the BCM software using the Ford Diagnosis and Repair System (FDRS).

NOTE: *IDS cannot be used for programming on 2021-2022 F-150 vehicles.*

Customer Information Sheet and Owner's Manual Addendum: *At the completion of this repair, dealership service management is to provide a copy of the "Customer Information Sheet" and "Owner's Manual Addendum" 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.

NOTE: *The tailgate is required to be installed on the vehicle to perform the repair.*

NOTE: *Parts are currently not available in sufficient quantities to repair all vehicles. Part orders can be requested through the Special Service Support Center (SSSC) using the SSSC link at the bottom of the OASIS VIN report screen to repair vehicles. The SSSC will **only** accept orders if:*

- *The vehicle is currently at the dealership and the customer has reported experiencing an unintended tailgate opening.*
- *The dealer has an open Repair Order (RO) on the Vehicle Identification Number (VIN) with an unintended tailgate opening concern.*

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles have been notified. Parts available owner letters are expected to start mailing the week of August 8, 2022. Dealers should repair any affected vehicles that experience unintended tailgate opening, whether or not the customer has received a letter.

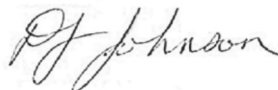
New! ATTACHMENTS

*Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Information Sheet
Owner's Manual Addendum
Owner Notification Letter*

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,



David J. Johnson

Customer Satisfaction Program 21M08 - *Supplement # 1*
Certain 2021-2022 Model Year F-150 Vehicles Equipped with a Power Release Tailgate
Unintended Tailgate Opening

OASIS ACTIVATION

OASIS was 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.

New! OWNER REFUNDS

- *Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires February 28, 2023.*
- 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 (if possible), for approval consideration.

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.

Customer Satisfaction Program 21M08 - Supplement # 1

Certain 2021-2022 Model Year F-150 Vehicles Equipped with a Power Release Tailgate
Unintended Tailgate Opening

New! 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 21M08 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 (21M08) 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: 21M08 - 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.
- **Provision for Locally Obtained Tool and Supplies:** *Includes Coroplast 837 electrical wire harness tape or equivalent, black electrical tape, rosin core solder and one 1-1/2 inch (38 mm) Bi-Metal Hole Saw with arbor and pilot bit (as needed). This provision is for the amount of supplies used for one vehicle repair and the tool which can be used for multiple repairs. Submit on the same repair line on which the FSA is claimed.*

NOTE: *The locally obtained supplies and the 1-1/2 inch (38 mm) Bi-Metal Hole Saw tool can be used on multiple vehicles.*

NOTE: *The \$20.00 provision for the 1-1/2 inch (38 mm) Bi-Metal Hole Saw is a one-time charge per dealer. Do not charge this amount more than once.*

 - Program Code: 21M08
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$22.00 (includes up to \$2.00 for locally obtained supplies and up to \$20.00 for the locally obtained 1-1/2 inch (38 mm) Bi-Metal Hole Saw tool)

Customer Satisfaction Program 21M08 - Supplement # 1

Certain 2021-2022 Model Year F-150 Vehicles Equipped with a Power Release Tailgate
Unintended Tailgate Opening

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<p><i>Install Tailgate Actuator Ground Wiring Kit, Replace Tailgate Handle Release Switch, Update BCM Software Using the Ford Diagnosis and Repair System (FDRS), Enable the Tailgate Switches Double Press (if equipped) and Disable Tailgate Ajar Message Via the FDRS Programable Parameters and Print <u>Both</u> the Customer Information Sheet and the Owner's Manual Addendum.*</i></p> <p><i>NOTE: The tailgate is required to be installed on the vehicle to perform the repair</i></p> <p><i>NOTE: Integrated Diagnostic Software (IDS) cannot be used on the affected vehicles</i></p>	21M08B	2.4 Hours
<p><i>Additional Time to Perform the 360 Degree View Camera Alignment Procedure (As Required)</i></p> <p><i>- Only vehicles equipped with the <u>360 Degree View Camera system</u> or with a <u>digital Rear Only Parking Aid Camera system</u></i></p>	21M08C	0.5 Hours
Time Allowed to Submit Photos for Related Damage Claims (As Needed)	21M08ZZ	0.2 Hours

*** Customer Information Sheet and Owner's Manual Addendum:** At the completion of this repair, dealership service management is to provide a copy of both the "Customer Information Sheet" and the "Owner's Manual Addendum" that are posted with this bulletin to the vehicle owner.

New! PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for Tailgate Actuator Ground Wiring Kit, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
ML3Z-14A411-S	Tailgate Actuator Ground Wiring Kit	1	1

NOTE: The Tailgate Actuator Ground Wiring kits are currently not available in sufficient quantities to repair all vehicles. Due to limited part supply, it is possible not all parts requests can be filled. The part orders will be placed by the SSSC in the order received. The Tailgate Actuator Ground Wiring kit part orders can be requested through the SSSC using the SSSC link at the bottom of the OASIS VIN report screen to repair vehicles. **The SSSC will only accept orders if:**

- The vehicle is currently at the dealership and the customer reports experiencing an unintended tailgate opening.
- The dealer has an open RO on the VIN with an unintended tailgate opening concern.

It is anticipated that parts will be available in sufficient quantities to repair all vehicles by the end of third quarter 2022.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Parts Requirements / Ordering Information Continued On The Next Page

Customer Satisfaction Program 21M08 - Supplement # 1
 Certain 2021-2022 Model Year F-150 Vehicles Equipped with a Power Release Tailgate
 Unintended Tailgate Opening

New! PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Order the parts and chemicals below through normal order processing channels:

Part Number	Description	Order Quantity	Claim Quantity
<i>GB5Z-9C888-B</i>	<i>Tailgate Handle Release Switch</i>	<i>1</i>	<i>1</i>
<i>ML3Z-9941018-AB</i>	<i>Tailgate Moulding - WITHOUT Tailgate Step</i>	<i>As Required</i>	
<i>ML3Z-9941018-AC</i>	<i>Tailgate Moulding - WITH Tailgate Step</i>		
<i>PM-13-B or Equivalent</i>	<i>Motorcraft® Anti-Corrosion Coating* (Only F-150 Super Cab vehicles, As Needed) - Check dealer inventory before ordering additional quantities. - 16 fl. Oz per container, sell pack of 1, 1/2 Oz per repair, repair 32 vehicles per can.</i>	<i>As Needed</i>	<i>.03</i>
<i>Obtain Locally</i>	<i>Electrical Wire Harness Tape* Coroplast 837 or Equivalent. - Can be obtained from Rotunda (NAI837X) or Narin.</i>	<i>Claim as Misc. OTHER</i>	
	<i>Black Electrical Tape*</i>		
	<i>Rosin Core Solder*</i>		

** The listed tapes and chemicals can be used on multiple vehicles.*

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

Replaced FSA Parts Inspection and Sign Off Continued On The Next Page

Customer Satisfaction Program 21M08 - Supplement # 1
Certain 2021-2022 Model Year F-150 Vehicles Equipped with a Power Release Tailgate
Unintended Tailgate Opening

REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 21M08

Mr. John Sample
123 Main Street
Anywhere, USA 12345

August 2022

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company is committed to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Ford Motor Company launched program 21M08 for customers who have previously repaired their power release tailgate and continue to experience unintended tailgate opening and would like an enhanced repair. 21M08 also is available to customers that have not received a tailgate repair and would like to have the enhanced repair. We are pleased to let you know that Ford Motor Company will provide enhanced repairs (if needed) on the power release tailgate system.

What is the effect?

This repair of the power release tailgate system will be available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded either time or mileage limits listed above, this repair offer will last through February 2023. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. If you have experienced unintended tailgate opening, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to modify the power release tailgate system wiring, install a new tailgate handle release switch and update the Body Control Module software free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

If you have experienced unintended tailgate opening, please contact your dealer and provide the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 21M08.

- What should you do? (continued)** The VIN is printed near your name at the beginning of this letter. Your dealer will modify the power release tailgate system wiring, install a new tailgate handle release switch and update the Body Control Module software free of charge (parts and labor).
- As always, please remember to secure any cargo in the truck bed. If you feel you have experienced unintended tailgate opening resulting in damage to your vehicle, please contact your dealer for an inspection of the damage to be considered for repair approval.
- If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
- NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Have you previously paid for this repair?** If you paid to have repairs done for an unintended tailgate opening concern, you may be eligible for a refund. Refunds will only be provided for service related to the concern description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **February 28, 2023**. To avoid delays, do not send receipts to Ford Motor Company.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support
- For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.
- Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

CERTAIN 2021-2022 MODEL YEAR F-150 VEHICLES EQUIPPED WITH A POWER RELEASE TAILGATE — UNINTENDED TAILGATE OPENING

Complete Tailgate Actuator Ground Wiring Part Kit

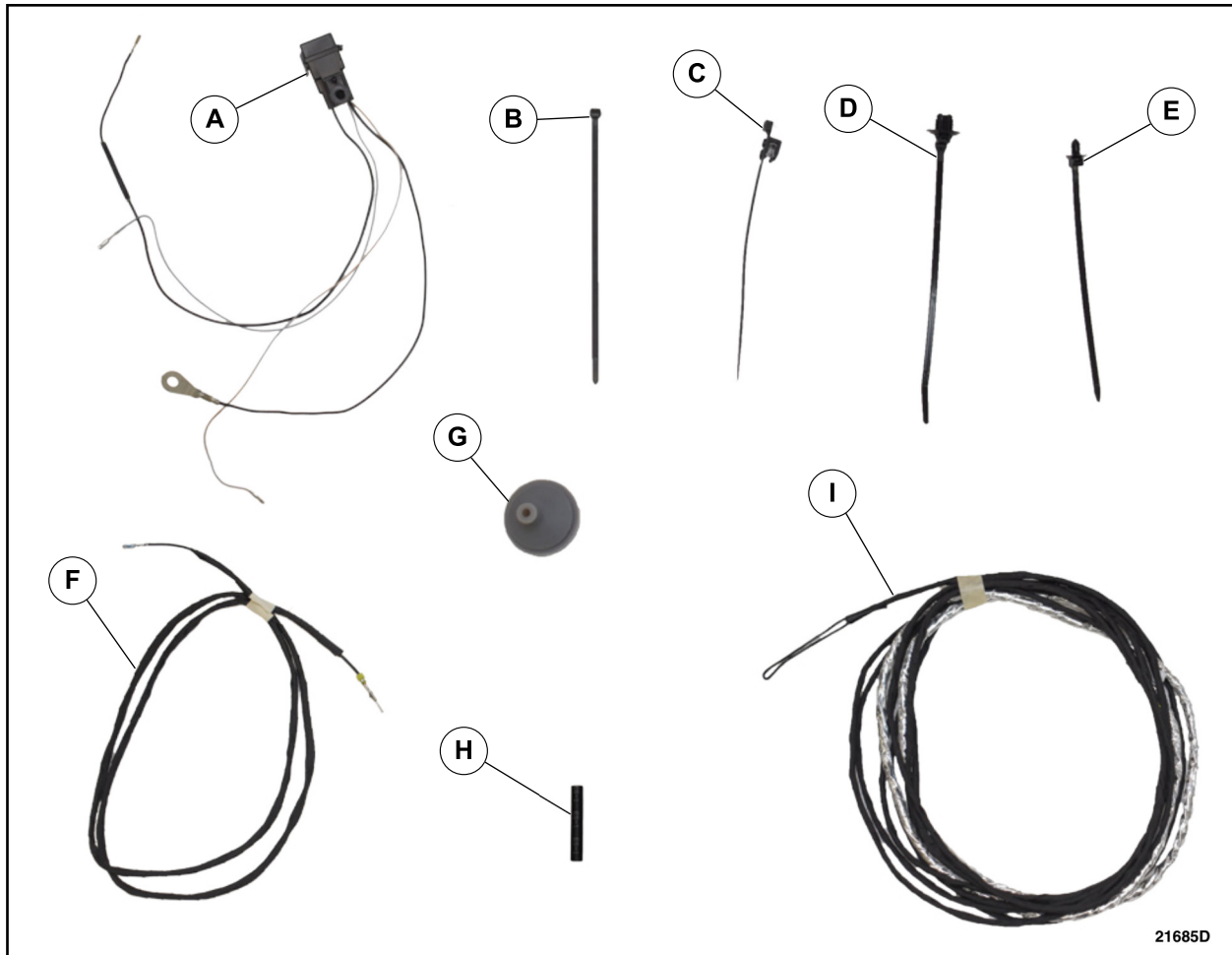


FIGURE 1

ITEM	DESCRIPTION	QUANTITY
A	Relay Harness	1
B	Tie Strap	-
C	Edge Biter Style Tie Strap	-
D	Oval Push Pin Style Tie Strap	-
E	Round Push Pin Style Tie Strap	-
F	Tailgate Jumper Harness	1
G	Grommet	1
H	Heat Shrink Tubing	-
I	Body Length Jumper Harness	1



NOTE: The parts being installed in this procedure are not labeled. Refer to Figure 1 for component identification.

SERVICE PROCEDURE

NOTE: At the completion of this repair, dealership service management is to provide a copy of the "Customer Information Sheet" and a copy of the "Owner's Manual Addendum" that is posted with this bulletin to the vehicle owner.

NOTE: The tailgate is required to be installed on the vehicle to perform the repair.

1. Position the vehicle on a hoist. Please follow the Workshop Manual (WSM) procedures in Section 100-02.
2. Remove the Glove Compartment. Please follow the WSM procedures in Section 501-12.
3. Lower the tailgate of the vehicle.
4. Disconnect the negative battery cable(s) and position aside. Please follow the WSM procedures in Section 414-01.
5. Remove the Right Hand (RH) Front Scuff Plate Trim Panel. Please follow the WSM procedures in Section 501-05.



6. Release the clips and remove the RH lower cowl trim panel. See Figure 2.

- Release the molded snap in the fuse panel cover then rotate fuse panel inboard and forward to disengage hooks from the cowl trim.

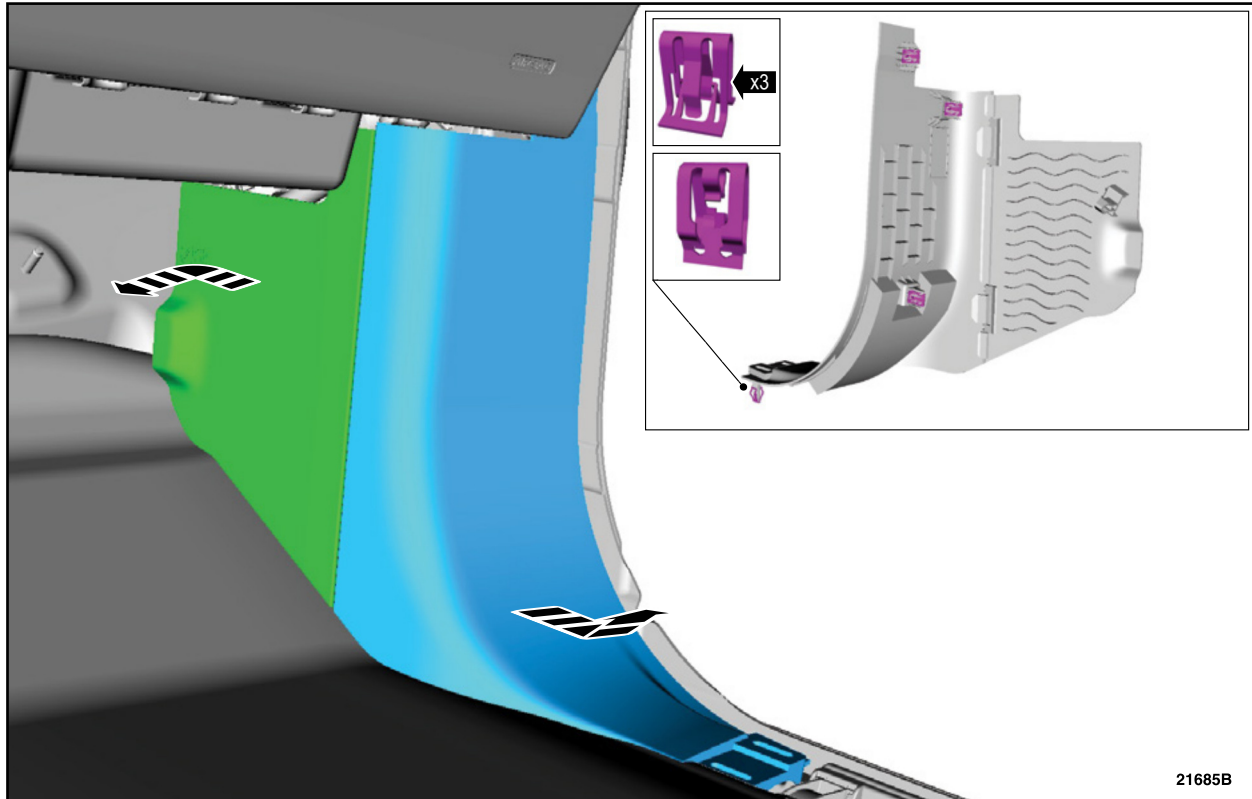


FIGURE 2



7. Using an Interior Trim Remover, remove the push pins and the RH insulation panel. See Figure 3.

- Disconnect the electrical connectors.

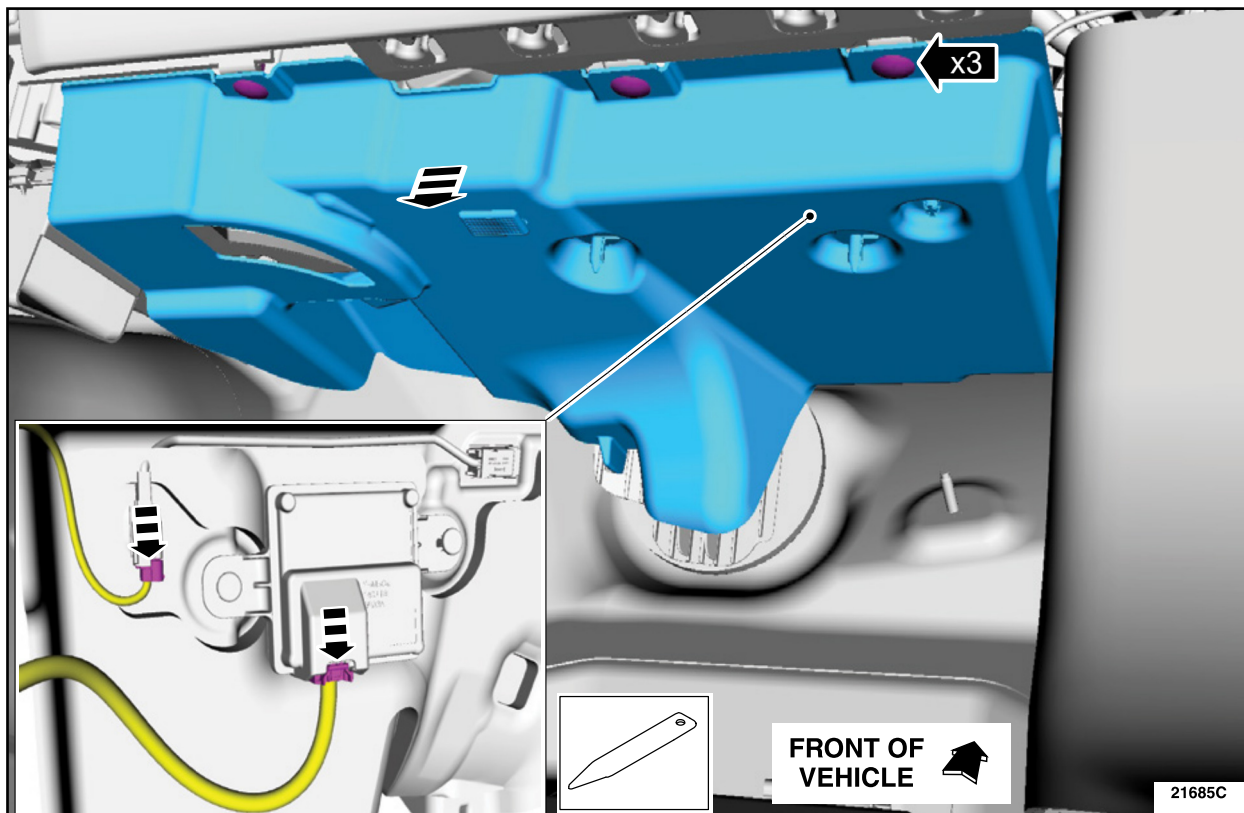


FIGURE 3



8. Place the Relay Harness, included in the kit, onto the Body Control Module (BCM) wiring harness and secure using a tie strap. See Figure 4.

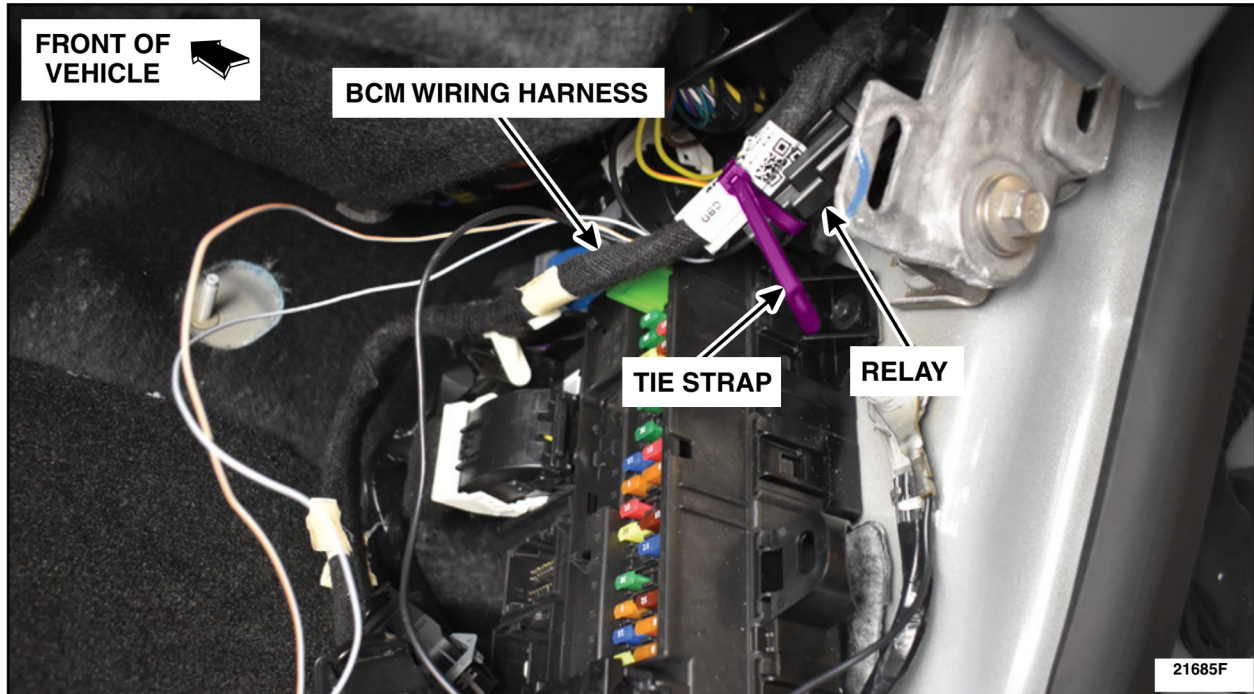


FIGURE 4

9. Locate and disconnect C212 on the climate control housing. See Figure 5.

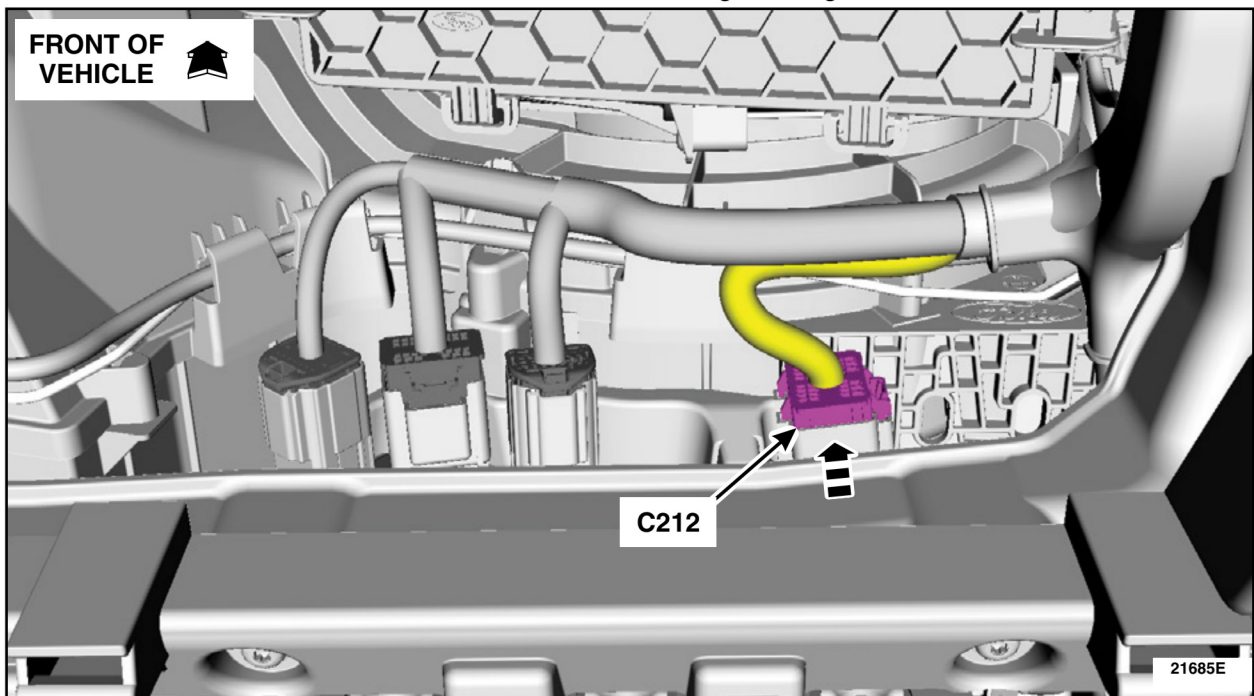


FIGURE 5



10. Remove the green locking tab on the female end of C212. See Figure 6.

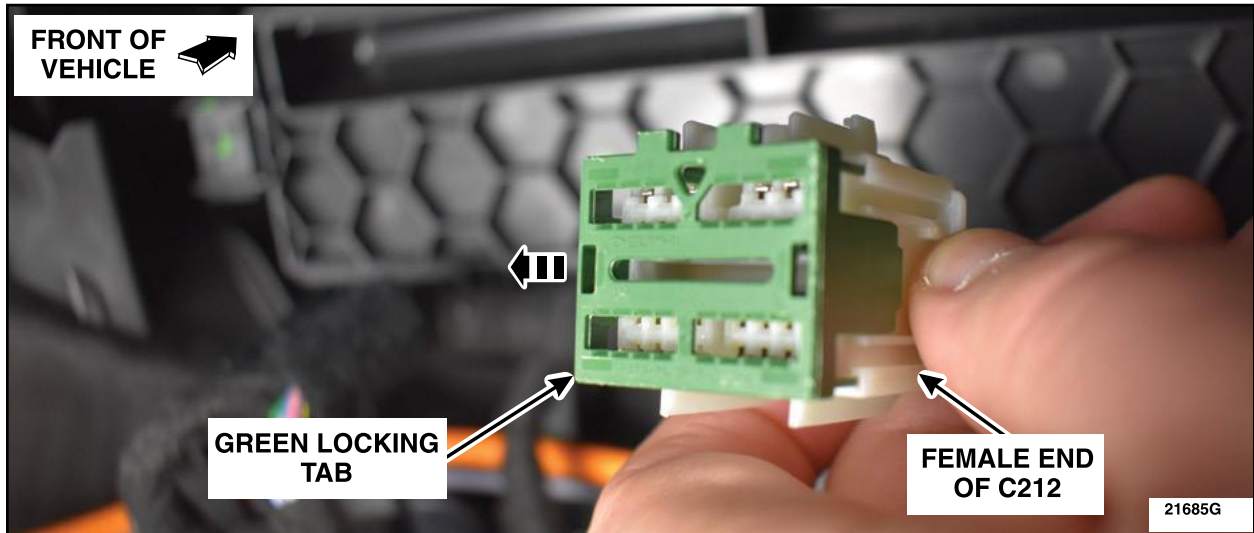


FIGURE 6

11. Install the Black (BK) wire from the relay into Pin 1 of the female end of C212. See Figure 7.

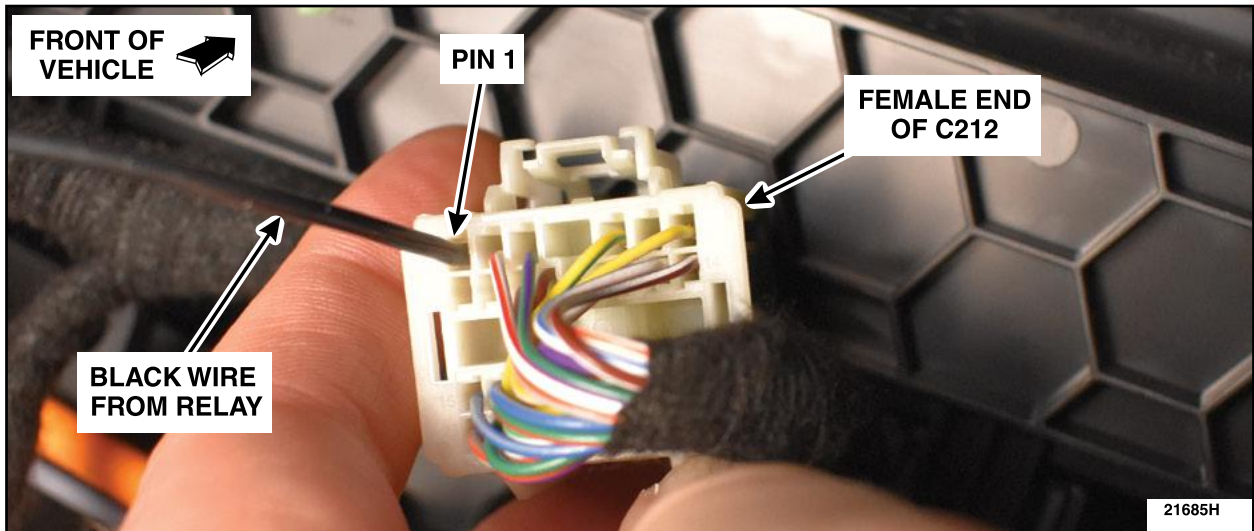


FIGURE 7



12. Install the green locking tab into the female end of C212. See Figure 8.

NOTE: Do not reconnect the electrical connector at this time.

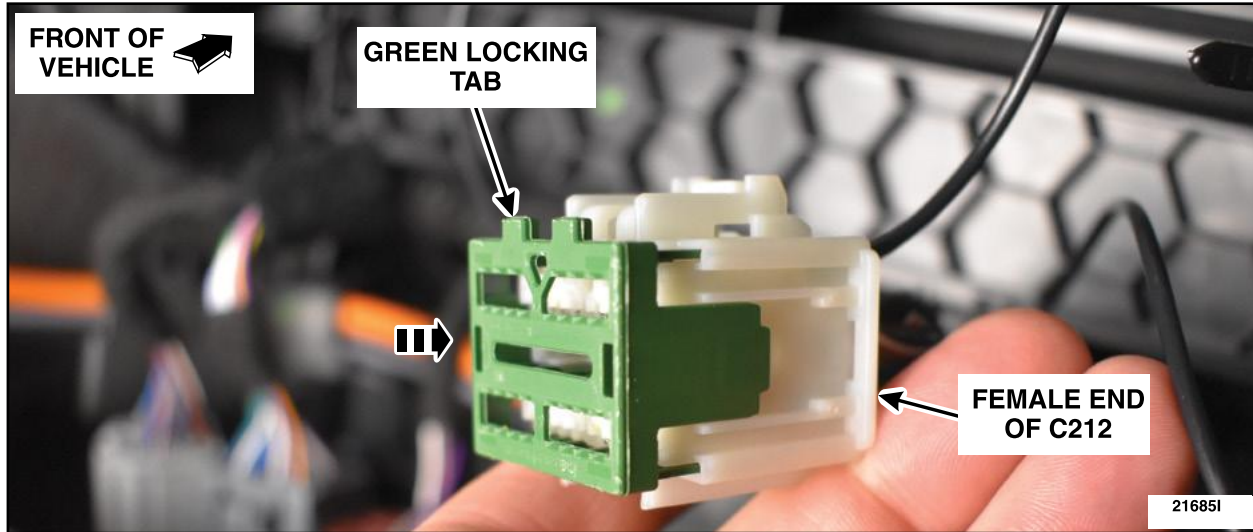


FIGURE 8

CAUTION: Do not over torque the ground stud nut.

13. Install the ground eyelet to the ground stud. See Figure 9.

- Remove the nut from the ground stud.
- Install the BK ground wire with the eyelet onto the ground stud.
- Reinstall the nut to the ground stud.
- Torque: 70 lb. in (8 Nm)

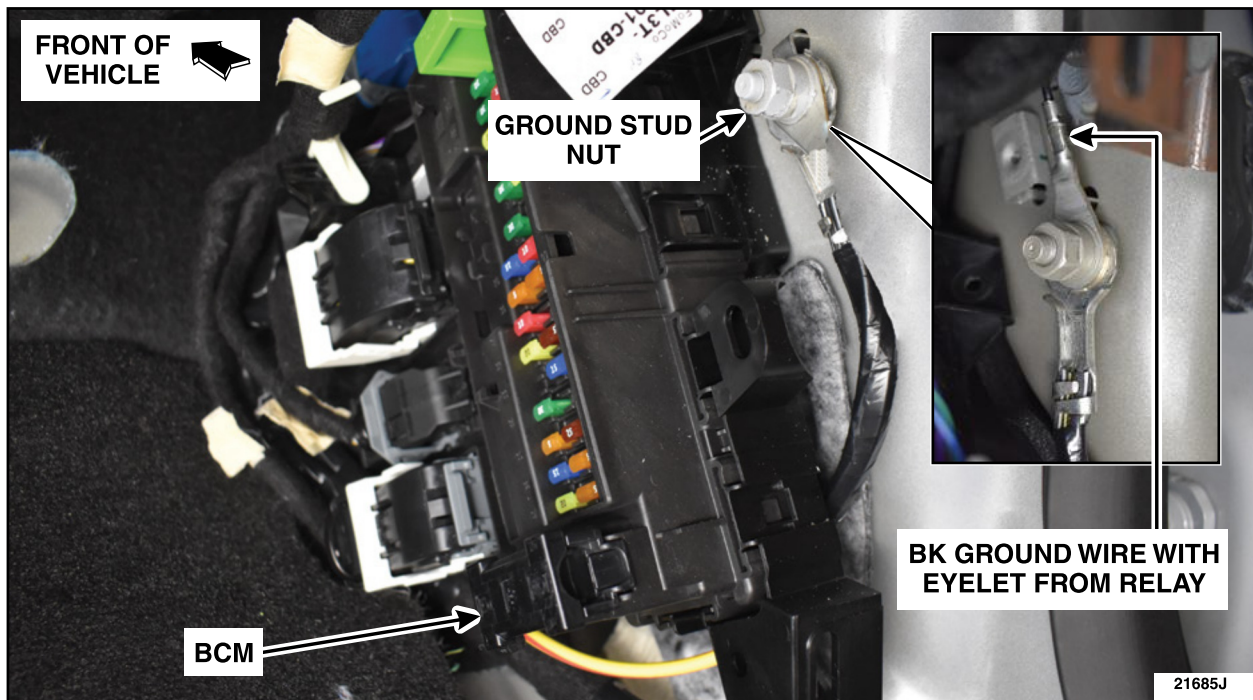


FIGURE 9



14. Disconnect C2280A and C2280B from the BCM. See Figure 10.

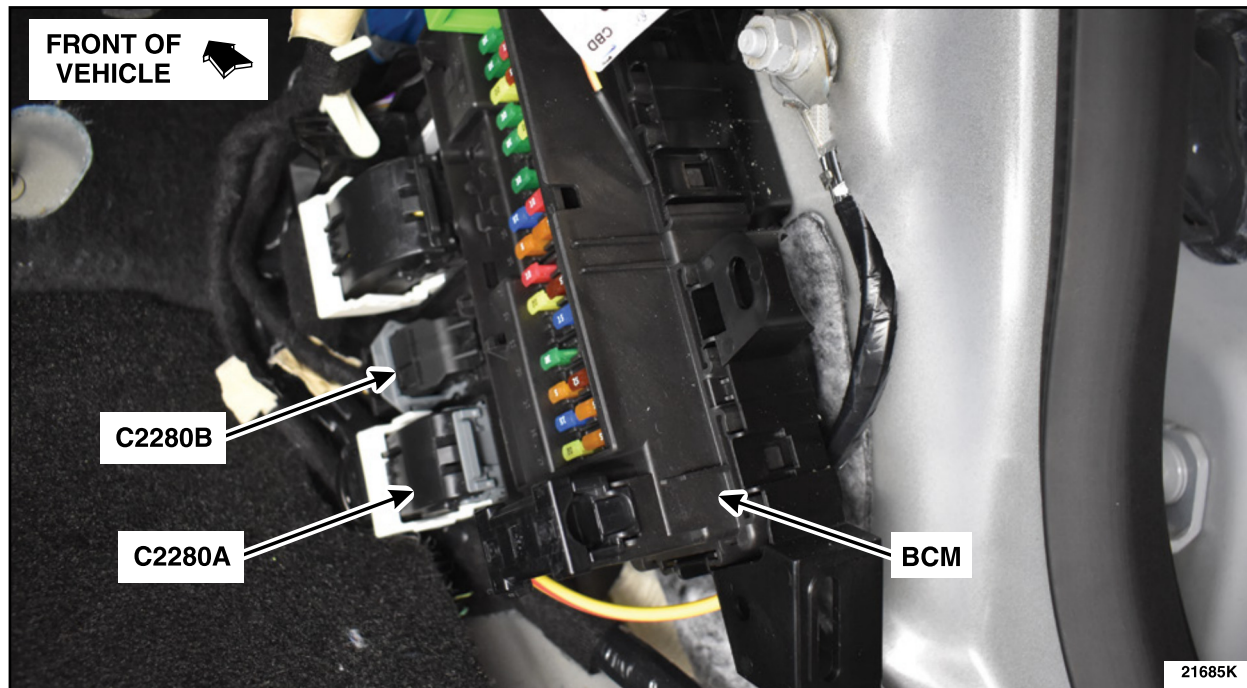


FIGURE 10

15. Remove the red locking tab of C2280A. See Figure 11.

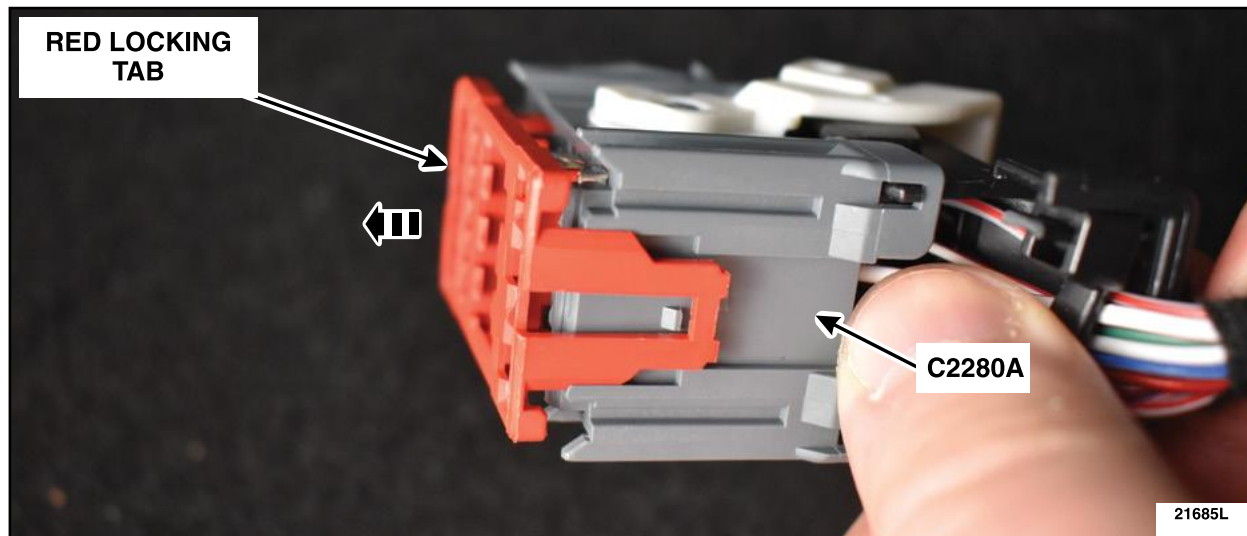


FIGURE 11



16. Release and position aside the connector cover. Route the Grey (GY) wire from the relay through the cover and install the terminal into Pin 7. See Figure 12.

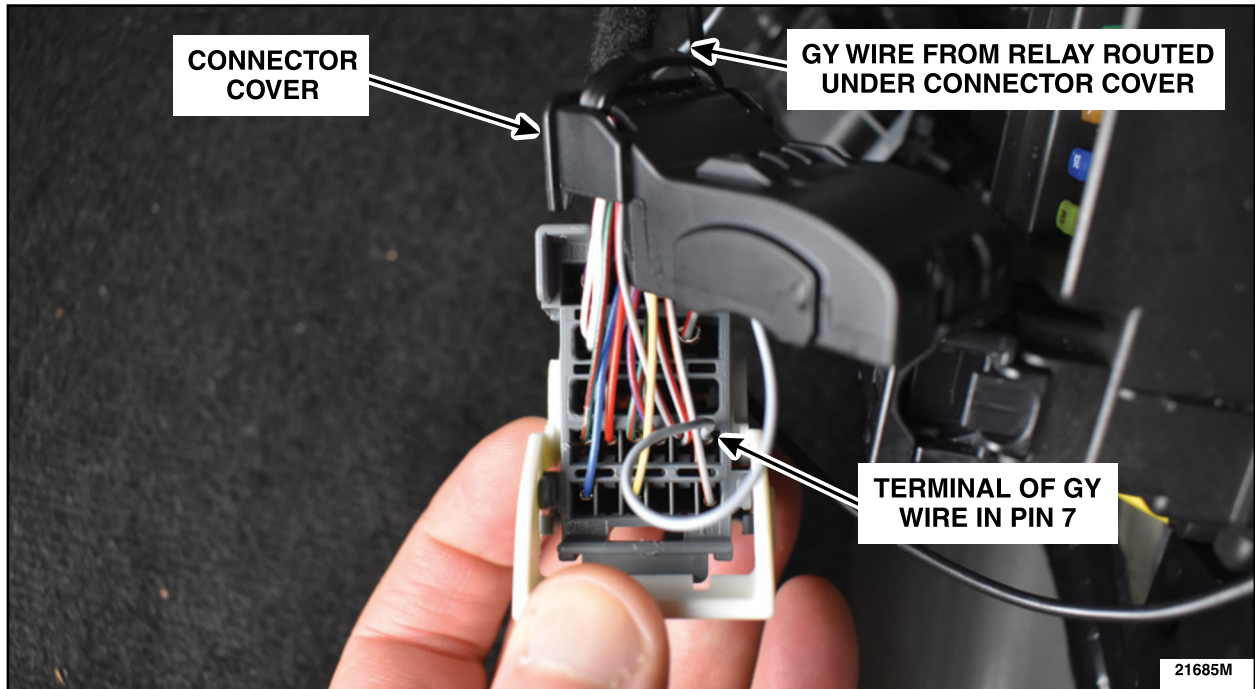


FIGURE 12

17. Position back the connector cover and install the red locking tab of C2280A. See Figure 13.

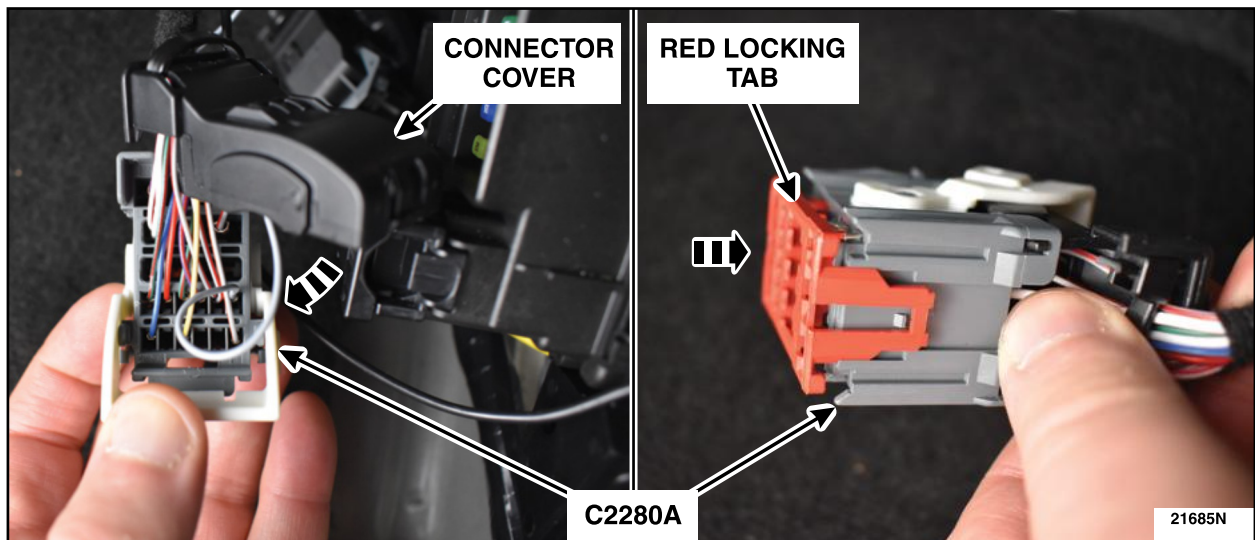


FIGURE 13



18. Install the Grey-Orange (GY-OG) wire from the relay into C2280B. See Figure 14.

- Remove the tie strap.
- Release the locking tabs.
- Remove the inserts from the connector cover.
- Install the GY-OG wire into Pin 12.
 - **If Pin 12 is occupied**, remove the terminal and follow sub-steps a through d.
 - a. Cut off the terminal from the GY-OG wire from the relay.
 - b. In-line splice the GY-OG wire from the relay onto the wire that occupied Pin 12.
 - c. Apply solder to the splice and seal using heat shrink tubing.
 - d. Reinstall the wire into Pin 12.
- Reinstall the inserts into the connector cover.
- Install a *new* tie strap and trim any excess.

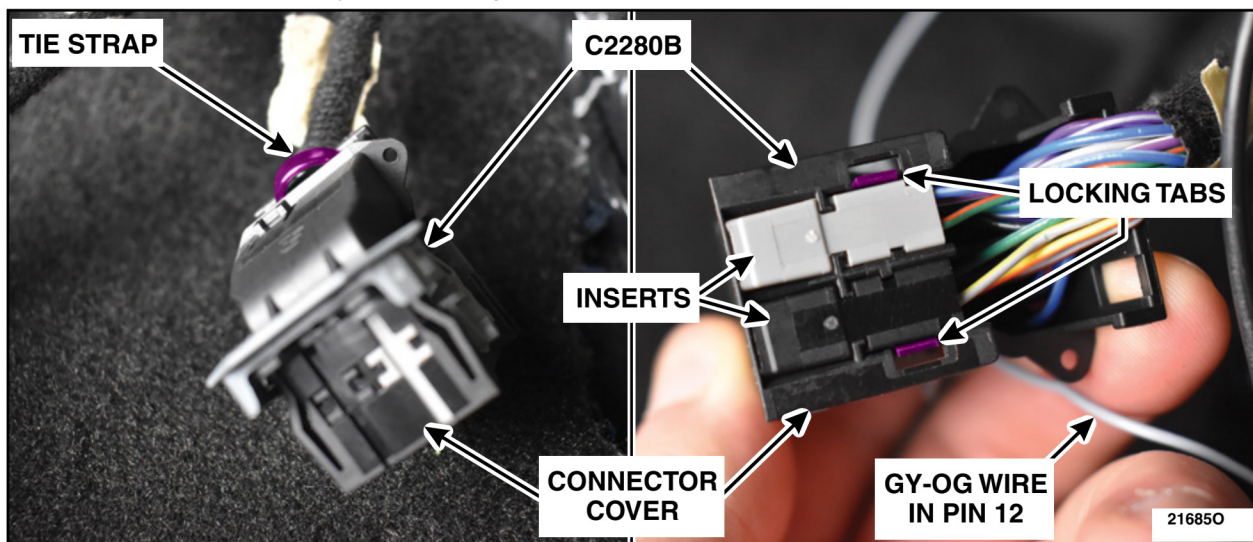


FIGURE 14



19. Position aside the RH carpet to expose the floor board. Use a block of wood or similar device to retain the carpet away from the area to be clear of obstruction. See Figure 15.

CAUTION: The area highlighted below should be kept clear from obstruction to avoid any damage to carpeting and/or wiring.

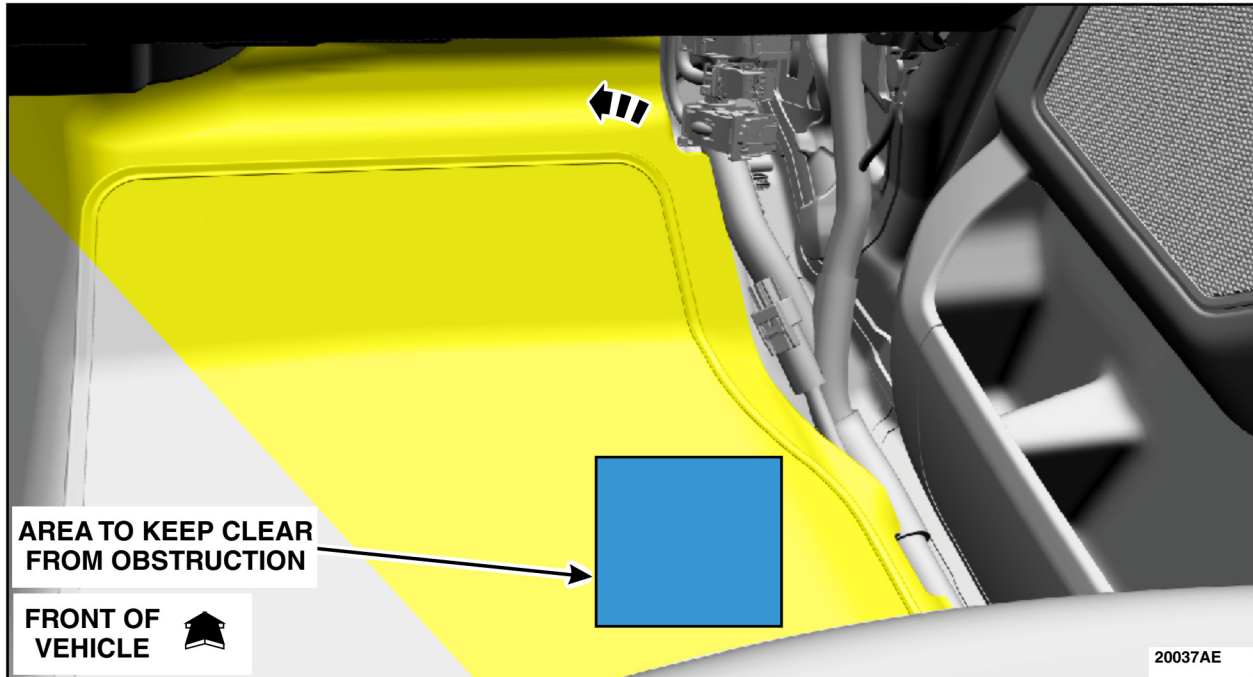


FIGURE 15

20. If equipped, push the tailgate step release button. See Figure 16.

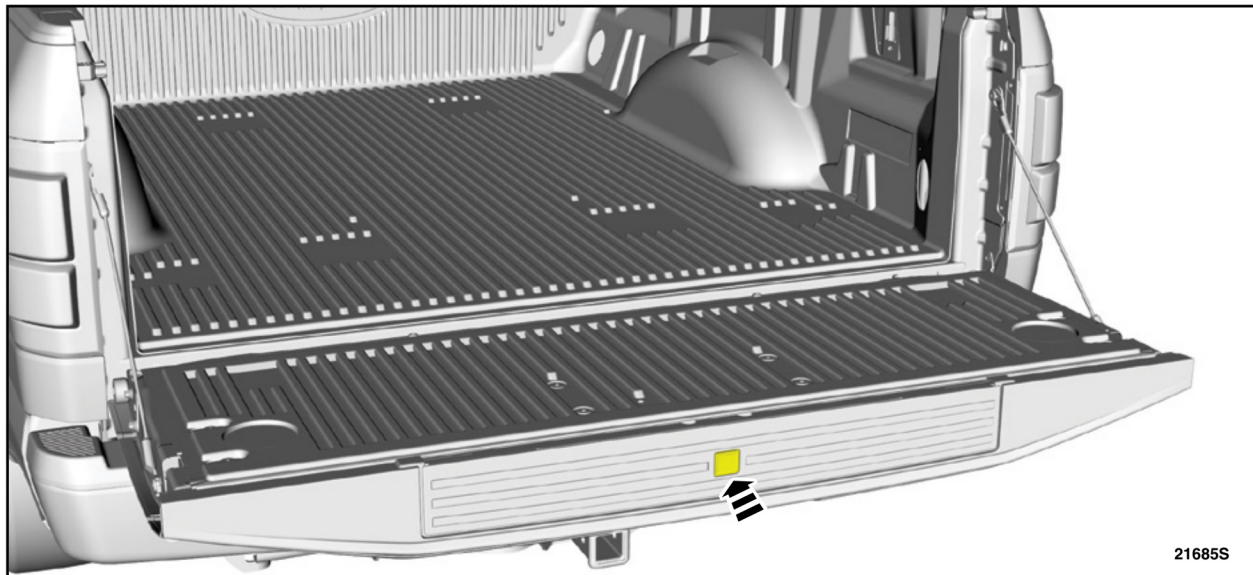
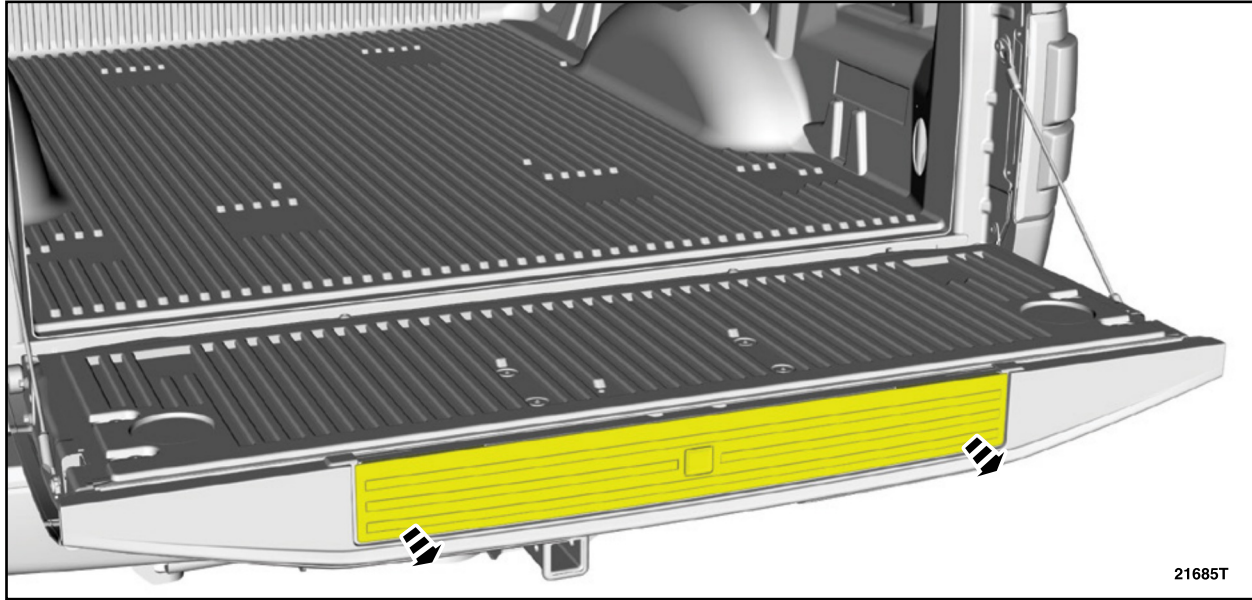


FIGURE 16



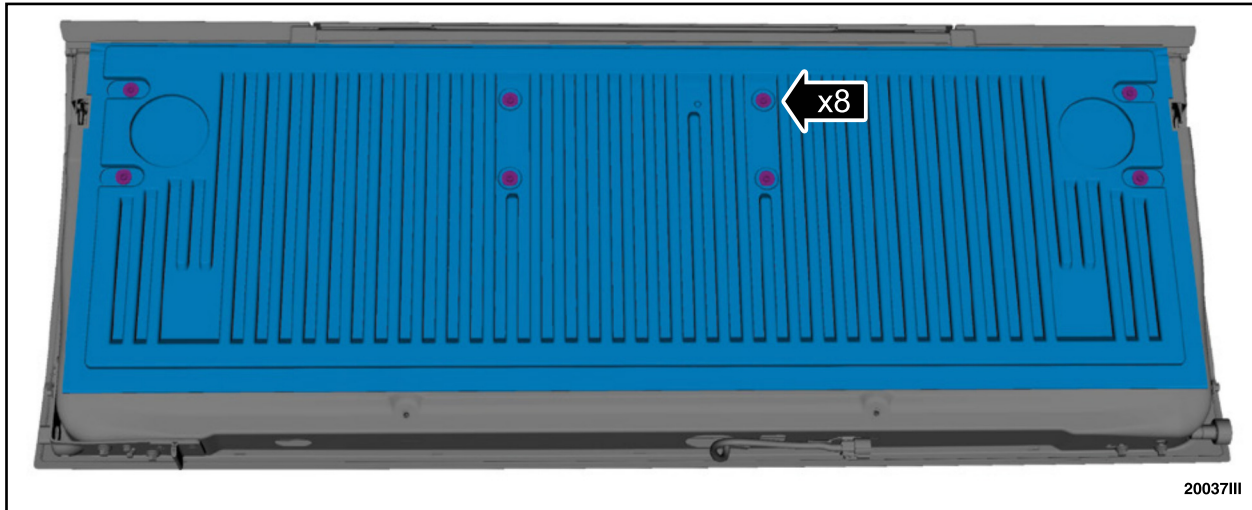
21. If equipped, open the tailgate step. See Figure 17.



21685T

FIGURE 17

22. If equipped, remove the bedliner tailgate cover. See Figure 18.



20037III

FIGURE 18



23. If equipped, remove the tailgate access panel bolts and the tailgate access panel. See Figure 19.

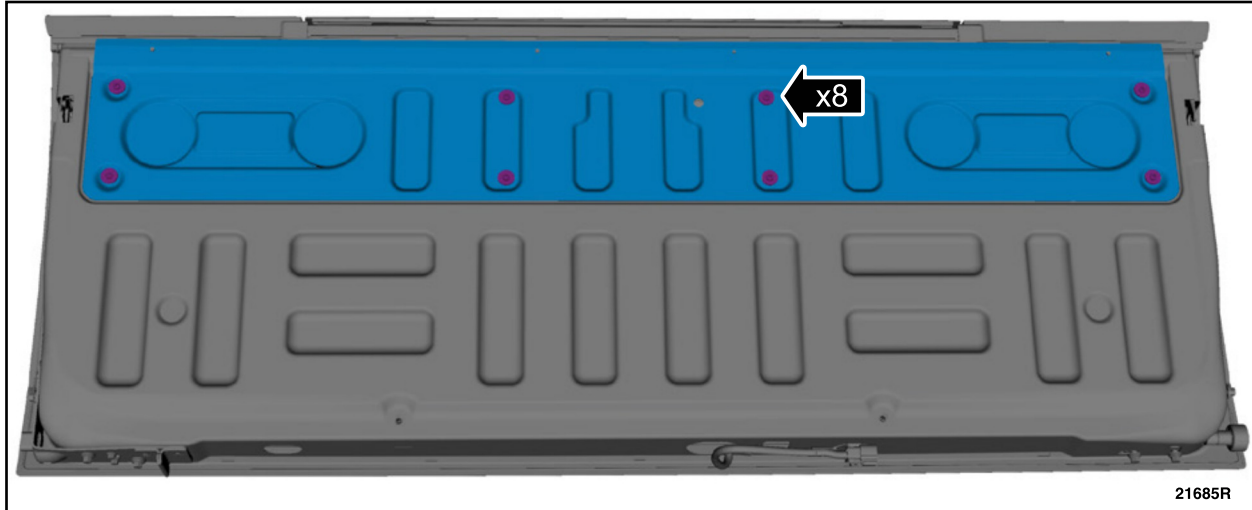


FIGURE 19

24. If equipped, remove the workspace tailgate access panel bolts and the workspace tailgate access panel. See Figure 20.

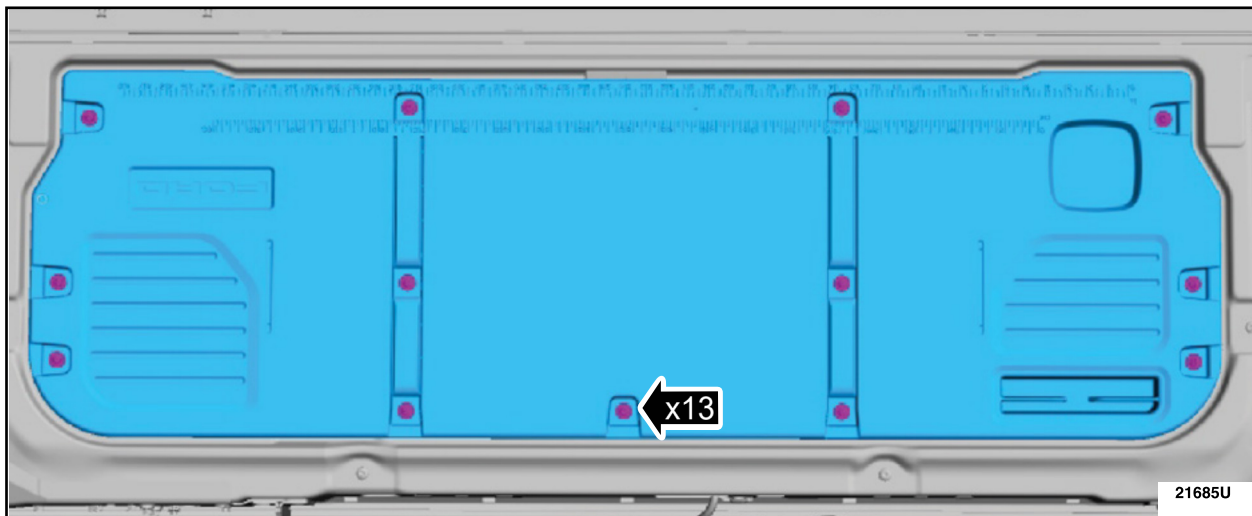


FIGURE 20



25. Remove the tailgate latch control assembly nuts and position the tailgate latch control assembly towards the rear of the vehicle. See Figure 21.

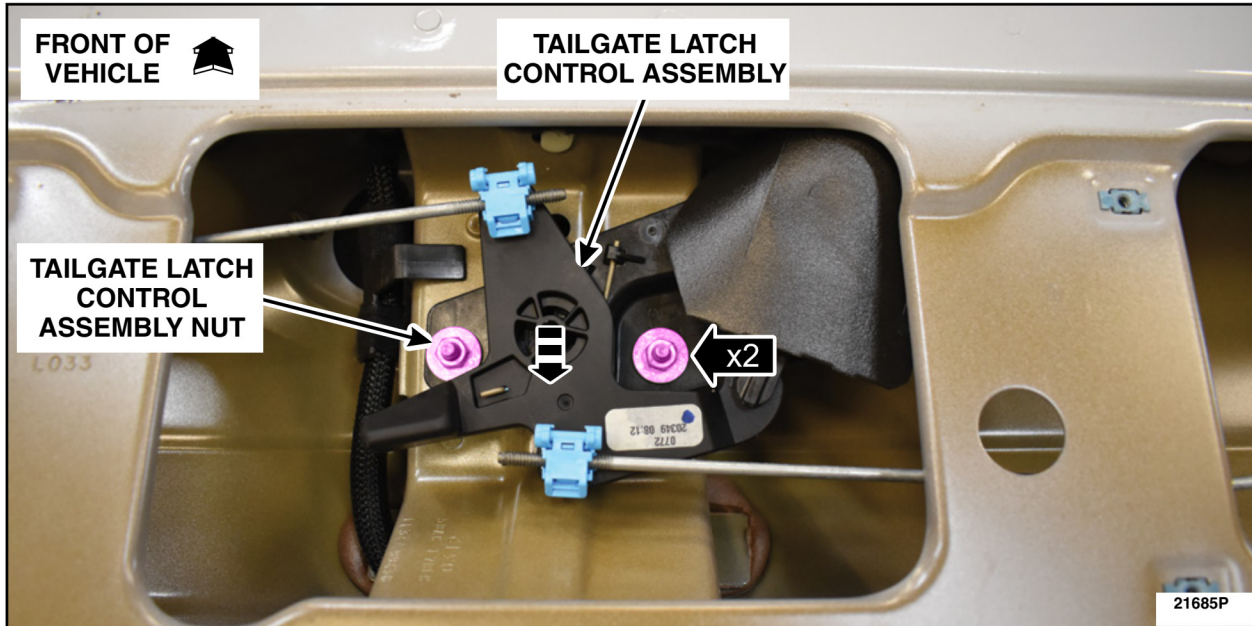


FIGURE 21

26. Disconnect the electrical connector and the push pin retainer. See Figure 22.

NOTE: Tailgate latch control assembly shown outside of the vehicle for clarity.

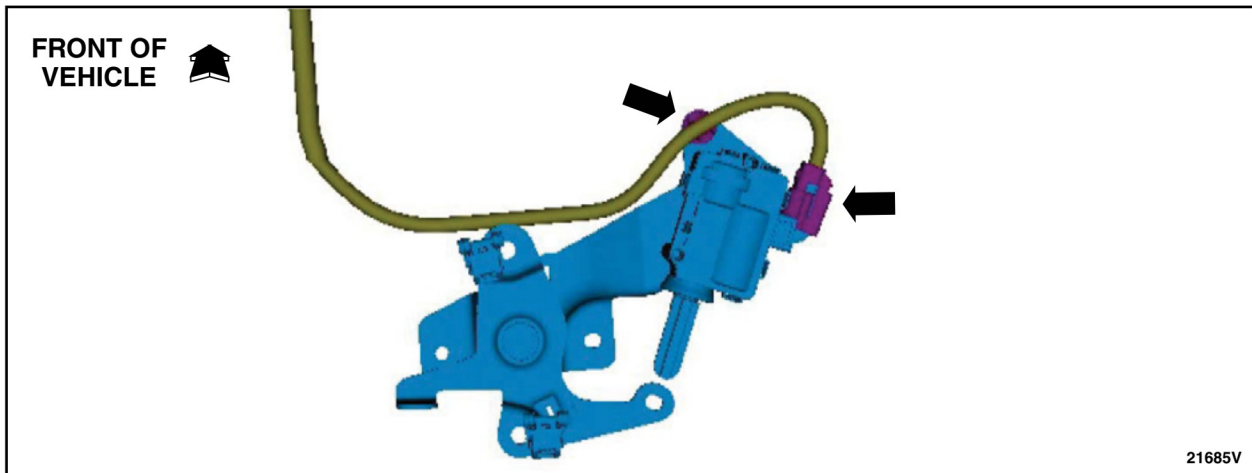


FIGURE 22



27. Remove the white locking tab and the Black-Yellow (BK-YW) wire from the tailgate latch control assembly connector. Cut off the terminal of the BK-YW wire. See Figure 23.

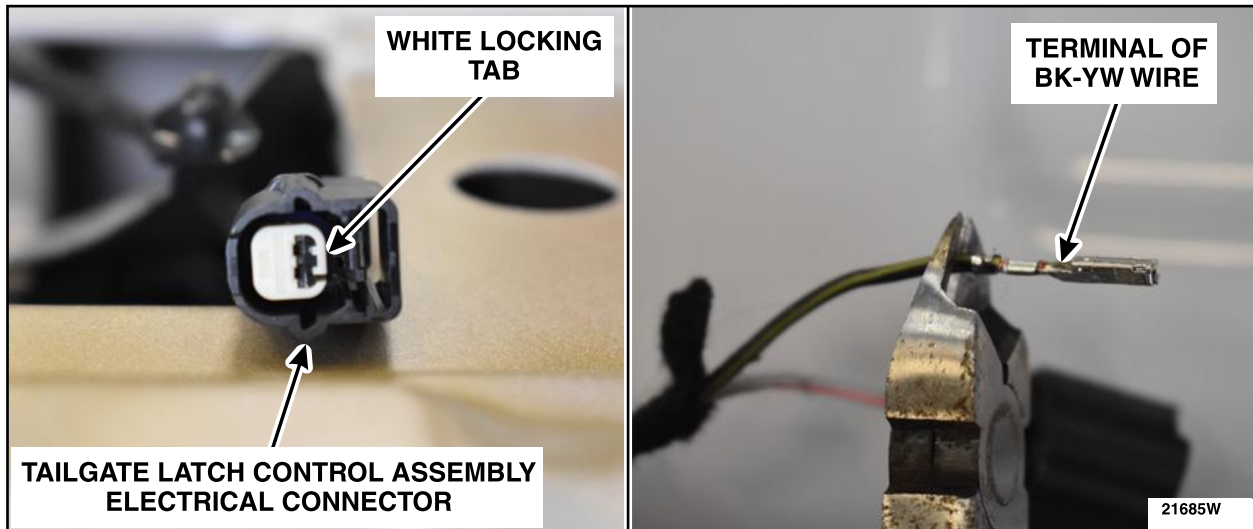


FIGURE 23

28. Seal the BK-YW wire using heat shrink tubing. Bend back the sealed wire and secure using Coroplast® 837 or Equivalent Electrical Wire Harness Tape. See Figure 24.

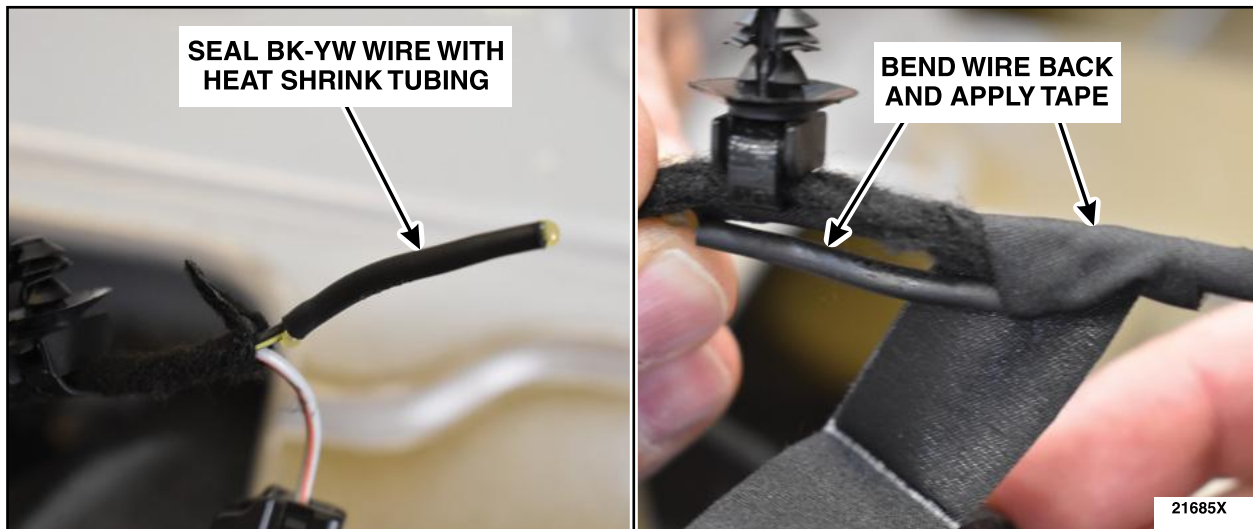


FIGURE 24



29. Install the Tailgate Jumper Harness non-sealed end terminal into the open pin in the tailgate latch control assembly electrical connector. Secure using Coroplast® 837 or Equivalent Electrical Wire Harness Tape. Reinstall the white locking tab. See Figure 25.



FIGURE 25

30. Reconnect the electrical connector and the push pin retainer. See Figure 26.

NOTE: Tailgate latch control assembly shown outside of the vehicle for clarity.

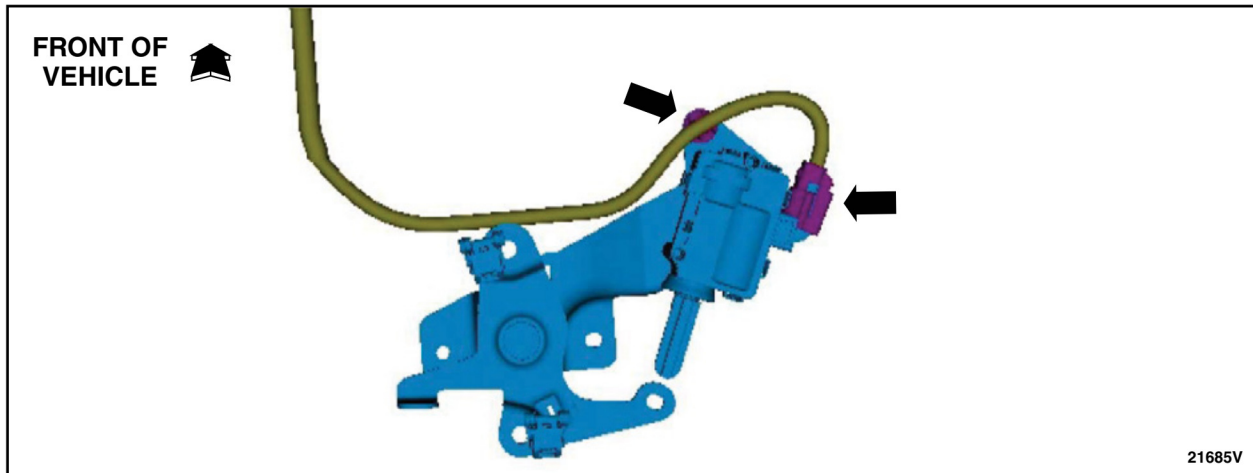


FIGURE 26



31. Using a straightened coat hanger, tape the sealed terminal end of the Tailgate Jumper Harness Wire to one end of the coat hanger. Route the wire and coat hanger on the Left Hand (LH) side of the tailgate latch control assembly and through the opening in the center bottom of the tailgate. Continue to pass through the opening in the bed and down through the bottom of the vehicle. See Figure 27.

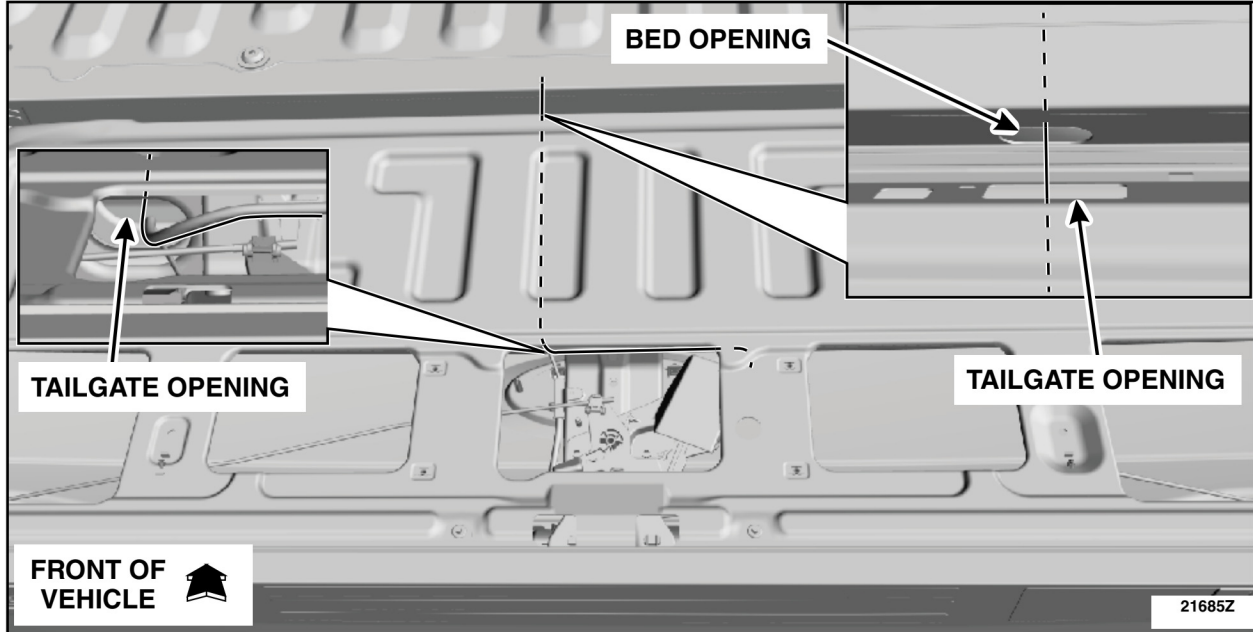


FIGURE 27

32. Secure the Tailgate Jumper Harness using tie straps and trim any excess length of tie strap. See Figure 28.

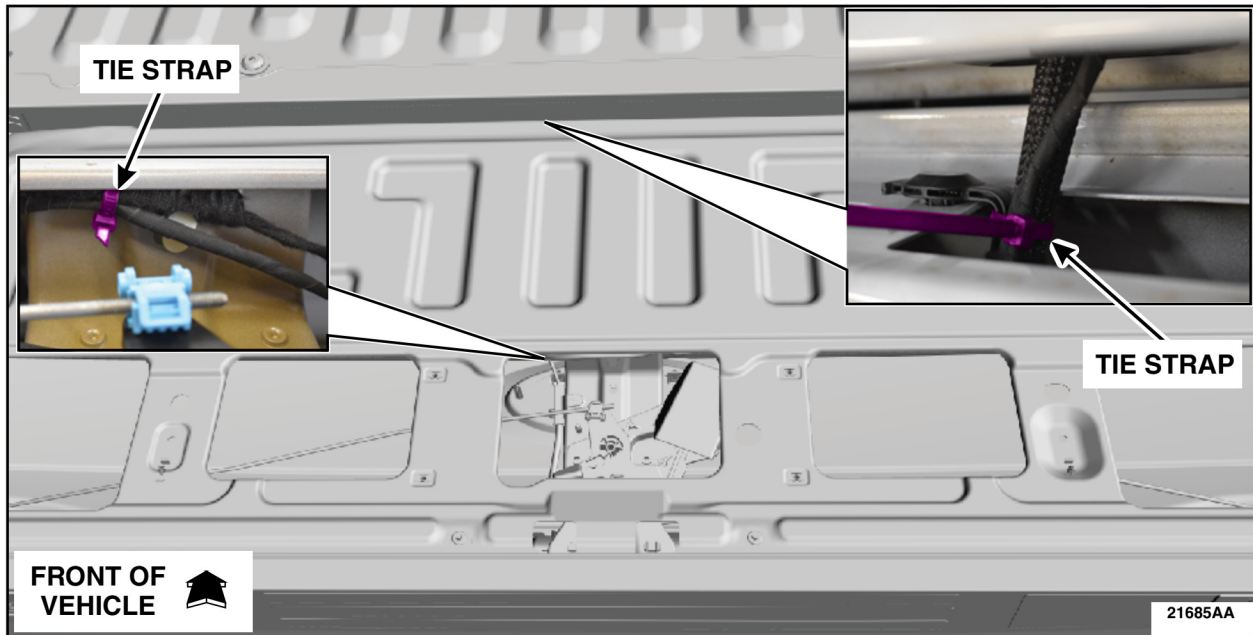


FIGURE 28



33. Position back the tailgate latch control assembly and install the nuts. See Figure 29.

- Torque 80 lb.in (9 Nm)

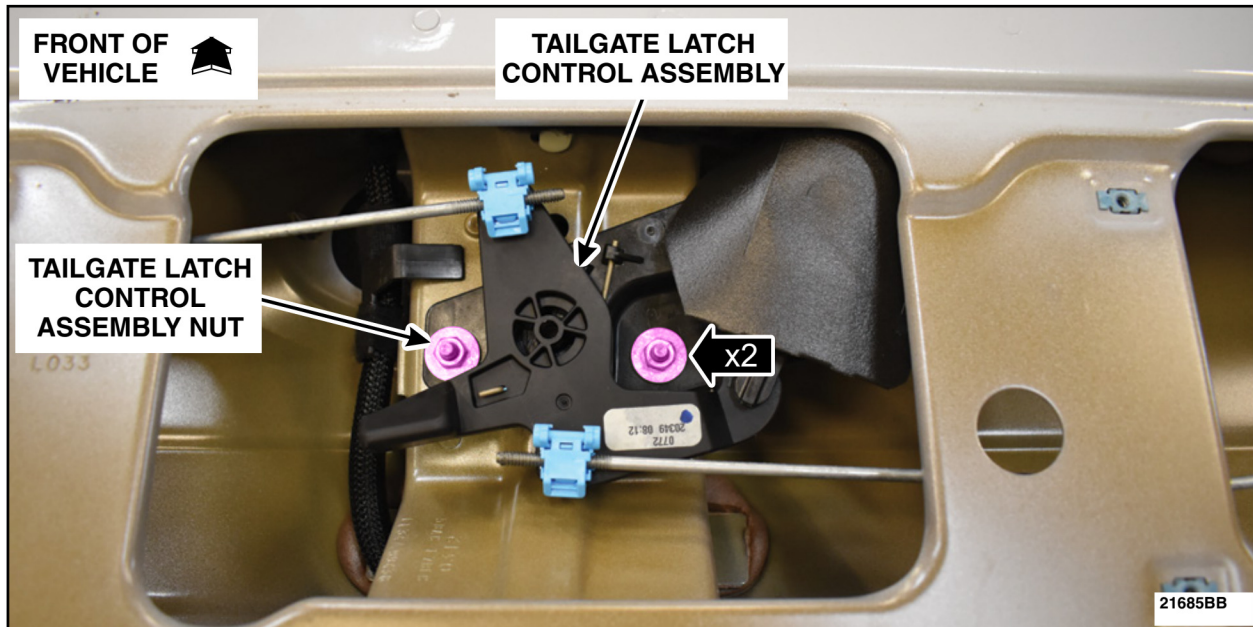


FIGURE 29

34. Replace the Tailgate Release Switch. Please follow the WSM procedures in Section 501-14.

- For vehicle equipped with the 360 Degree View Camera system or with the digital Rear Only Parking Aid Camera system, do not perform the 360 Degree View Camera Alignment at this time.

35. Release the C4002/C4003 retainer and disconnect C4002, C4003 and C4321. See Figure 30.

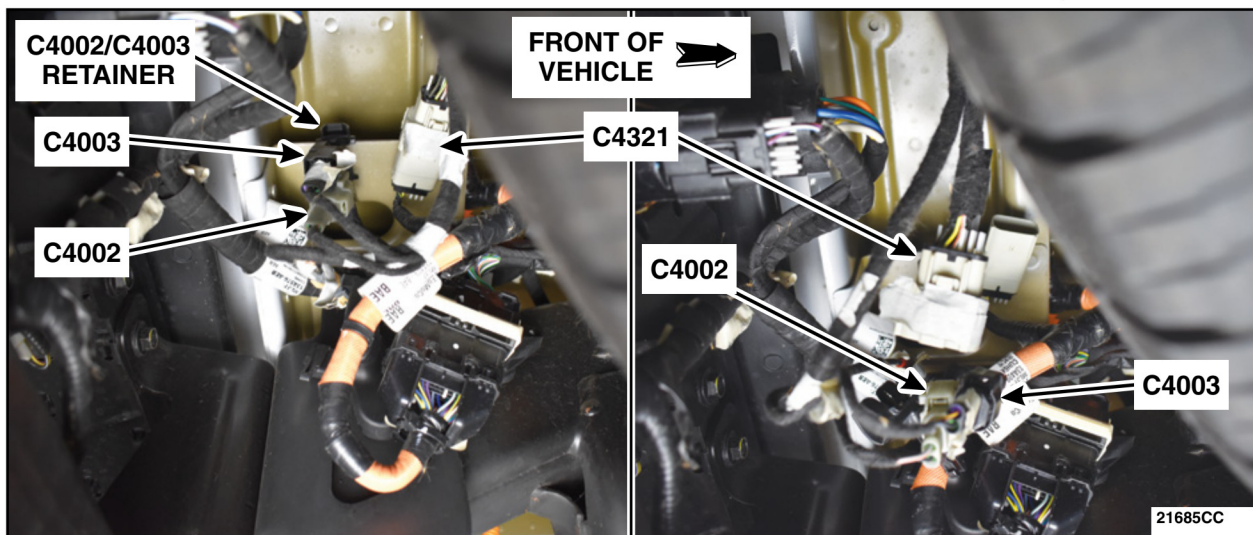


FIGURE 30



36. Remove any tape and/or convolute from the gray C4002 male end to expose the Black (BK) dummy wire. Cut the BK dummy wire just in front of the heat shrink tubing and discard the heat shrink end. Cut off the sealed terminal on the Tailgate Jumper Harness. Install a *new* piece of heat shrink tubing, twist the Tailgate Jumper Harness and the C4002 male end BK dummy wire together. See Figure 31.

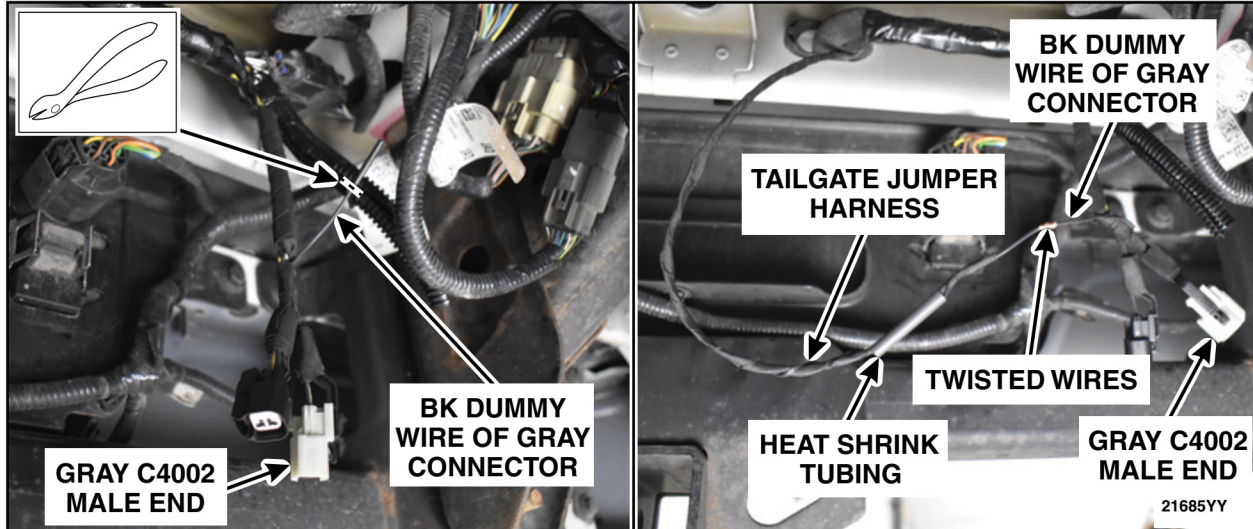


FIGURE 31

37. Solder the twisted wires and apply and seal the heat shrink tubing. See Figure 32. Reapply the convolute and/or black electrical tape.

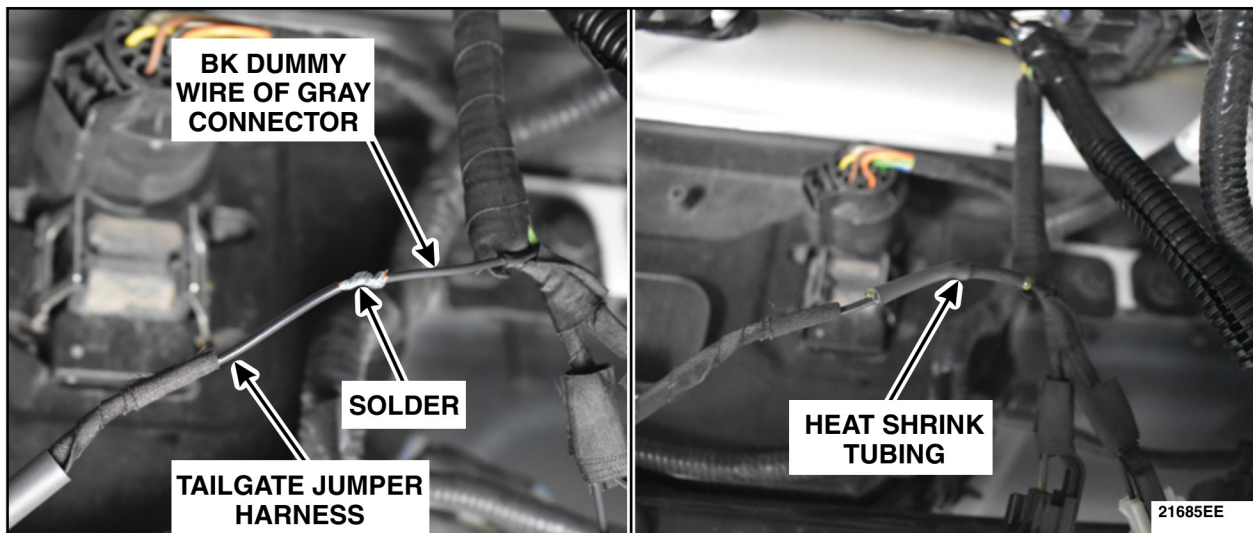


FIGURE 32



38. Remove any tape and/or convolute from the gray C4002 female end to expose the Black (BK) dummy wire. Cut the BK dummy wire just in front of the heat shrink tubing and discard the heat shrink end. Cut off the sealed terminal on the Body Length Jumper Harness. Install a *new* piece of heat shrink tubing, twist the Body Length Jumper Harness and the C4002 female end black dummy wire together. Solder the twisted wires and apply and seal the heat shrink tubing. Reapply the convolute and/or black electrical tape. See Figure 33.

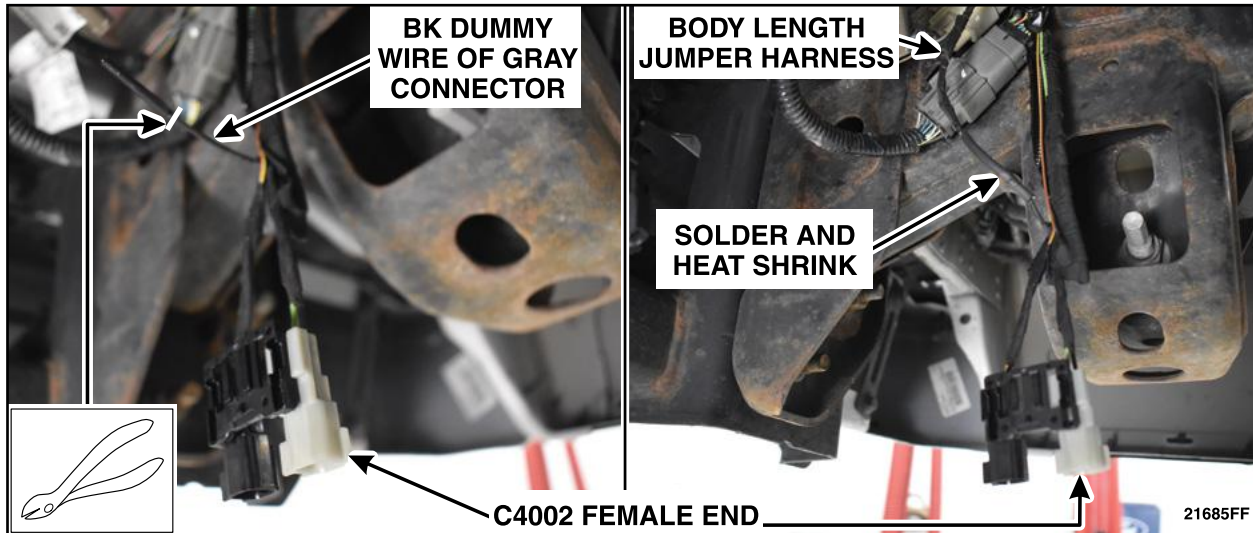


FIGURE 33

39. Reconnect C4002, C4003, C4321 and the C4002/C4003 retainer. See Figure 34.

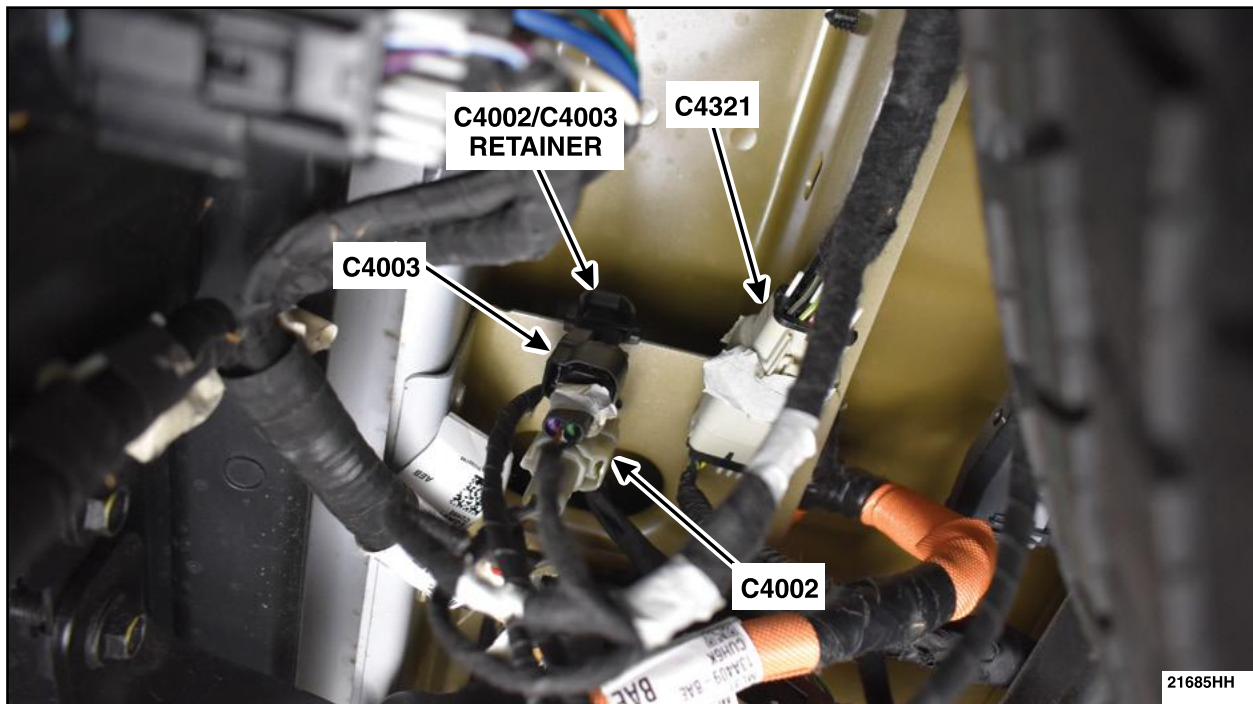


FIGURE 34



40. Route the Body Length Jumper Harness along the LH frame rail towards the front of the vehicle keeping the harness as close to the bed as possible. Secure using tie straps every 12 in (305 mm). See Figure 35.

NOTE: The tie straps were left untrimmed for clarity. Trim any excess from the tie straps once installed.



FIGURE 35

41. Continue to route the Body Length Jumper Harness along the LH frame rail. Once at the fuel tank, route the Body Length Jumper Harness across the crossbrace to the RH side of the frame rail. Secure the Body Length Jumper Harness to the existing harness and to the holes within the crossbrace using the assorted supplied tie straps every 12 in (305 mm). See Figures 36 and 37.

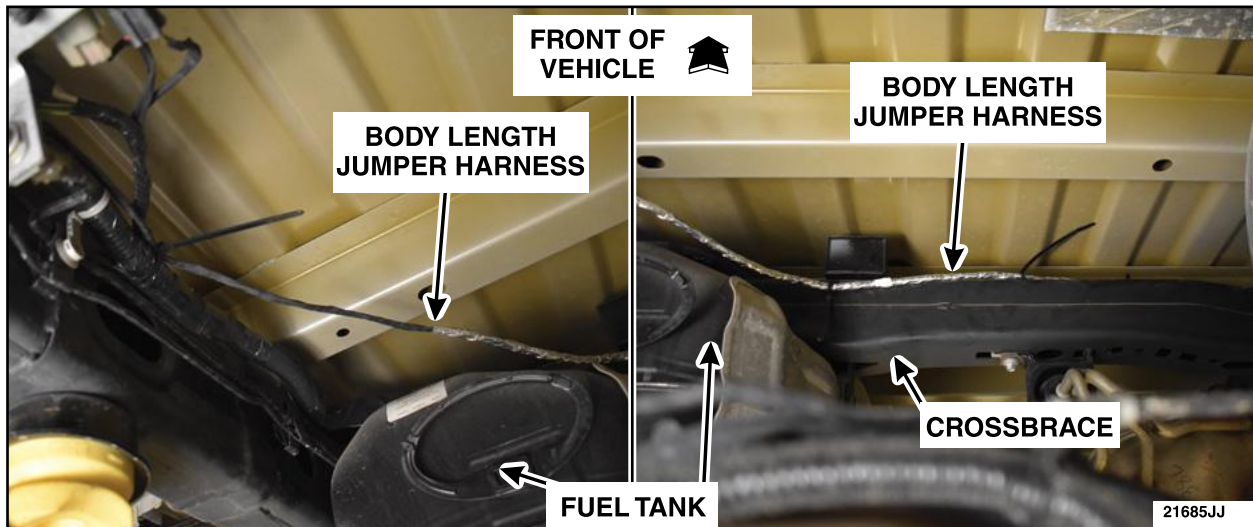


FIGURE 36





FIGURE 37

42. Route the Body Length Jumper Harness over the RH frame rail and continue on the outboard RH frame rail as close to the bed as possible. Secure the Body Length Jumper Harness to the holes within the underside of the bed and the outboard RH frame using the assorted supplied tie straps every 12 in (305 mm). See Figure 38.

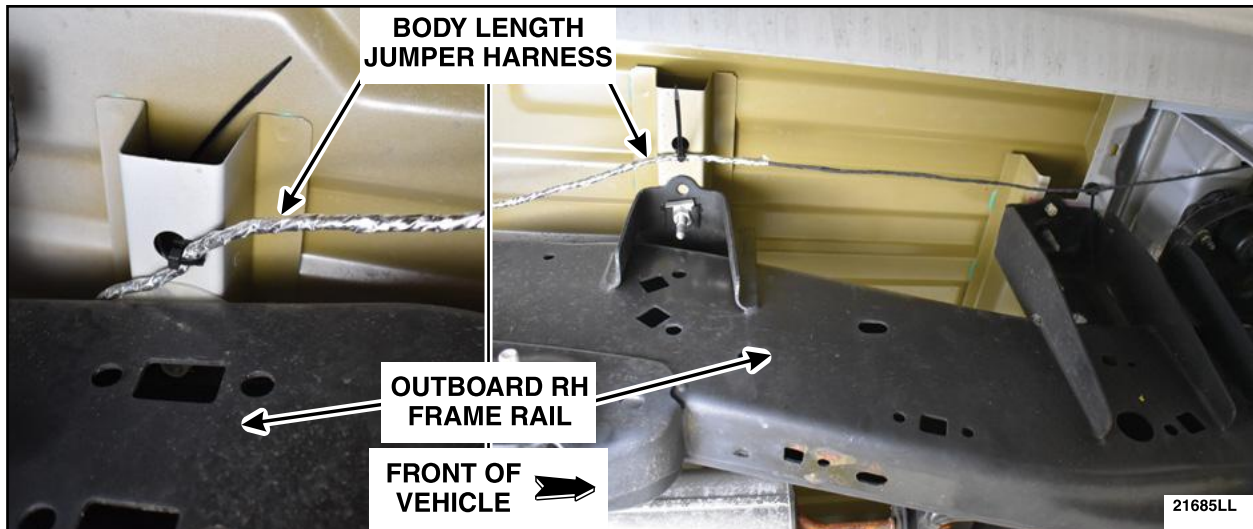


FIGURE 38



43. **ALL** vehicles equipped **WITH** power running boards have a grommet located on the front passenger floor board. **Super Cab** vehicles **WITHOUT** power running boards have no hole present on the front passenger floor board. **Crew Cab** vehicles **WITHOUT** power running boards have a plug on the front passenger floor board. See Figure 39.

- Is the vehicle equipped with power running boards or have a body plug on the floor?

YES - Proceed to Step 46.

NO - Proceed to Step 44.

NOTE: Floor board grommet shown, floor board plug similar.



FIGURE 39

44. Locate the floor board stamped circular hole on the under side of the front passenger floor board. Using a Center Punch, mark the center of the circular hole. Using a 1-1/2 inch (38 mm) Bi-Metal Hole Saw with arbor and pilot bit, drill through the floor board towards the inside of the vehicle. De-burr the hole. See Figure 40.

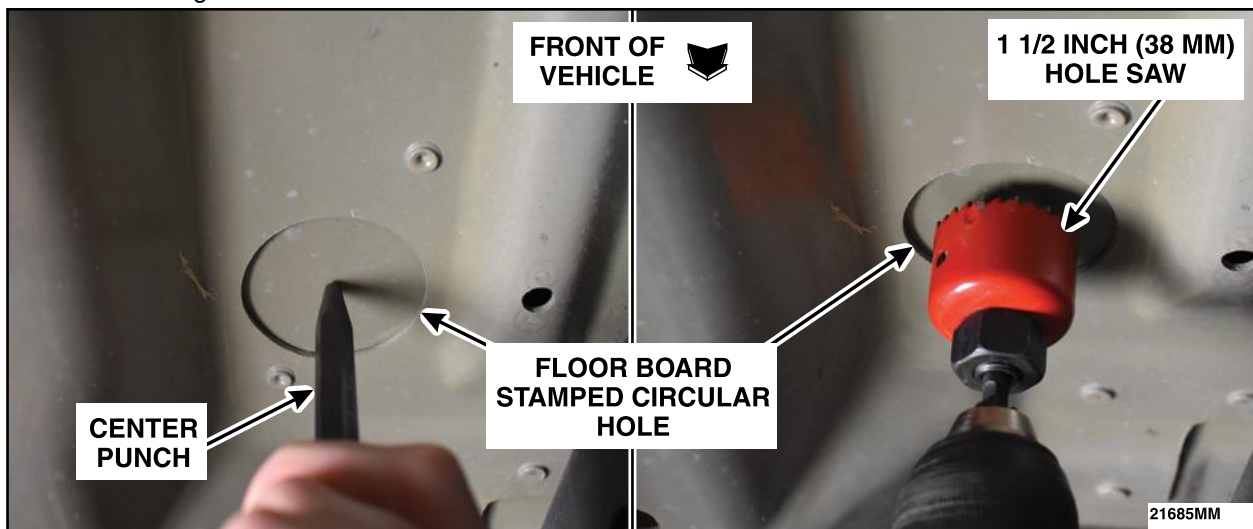


FIGURE 40



45. Following the directions on the can, liberally apply some PM-13-B Anti Corrosion Coating or equivalent to the edge and surface around the hole drilled into the floor board. Allow to fully dry. See Figure 41.

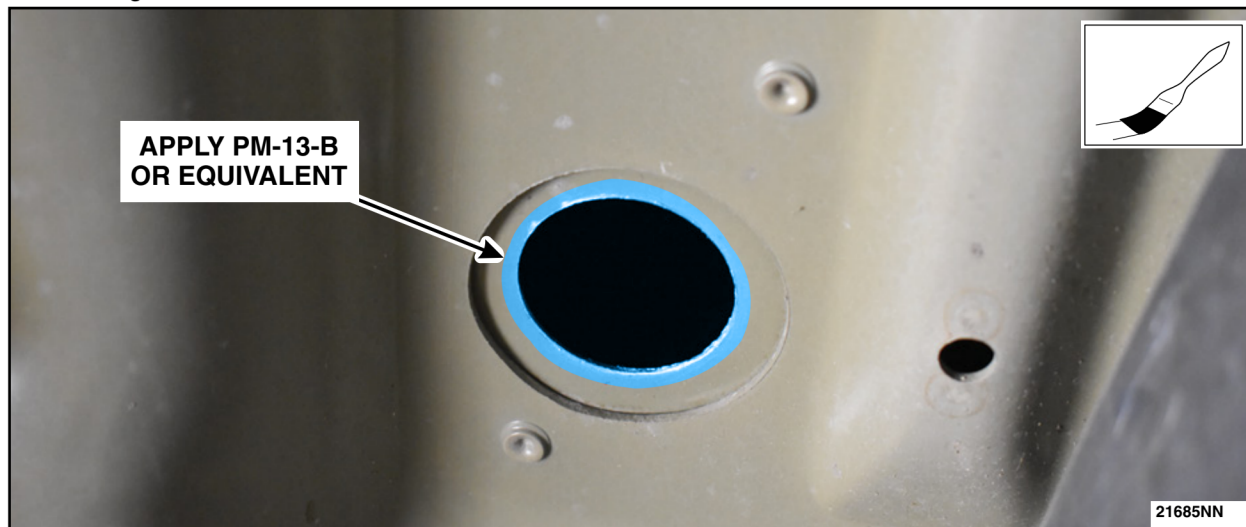


FIGURE 41



NOTE: If equipped with power running boards, the grommet will already be installed into the floor board. If equipped with a body plug, remove and discard.

46. Install the grommet and route the Body Length Jumper Harness. See Figure 42.

- As needed, install the grommet included in the Tailgate Actuator Ground Wiring Part Kit into the hole drilled into the floor board being sure that the grommet is fully seated.
 - a. **If equipped with power running boards**, remove the electrical tape off of the grommet that is already installed into the floor board.
- Route the Body Length Jumper Harness through the center of the grommet.
 - b. **If equipped with power running boards**, route the Body Length Jumper Harness through the center of the existing grommet along side of the existing wire. See Figure 43.
- Apply black electrical tape over the end of the grommet and the Body Length Jumper Harness.

NOTE: Grommet on vehicle without power running boards shown, other similar.

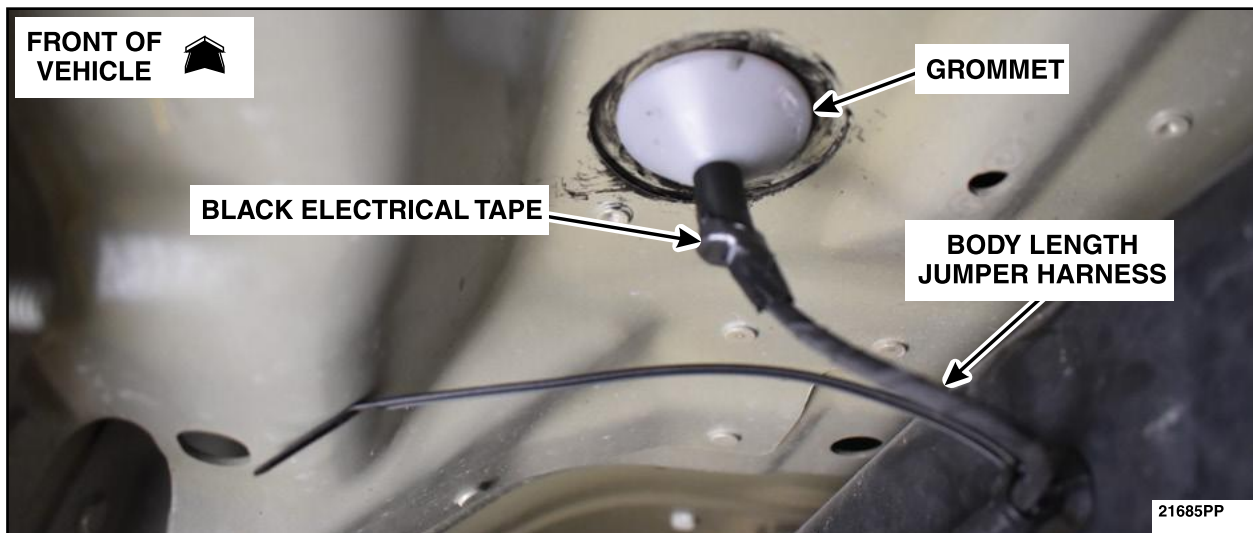


FIGURE 42



NOTE: Grommet on vehicle with power running boards shown, other similar.

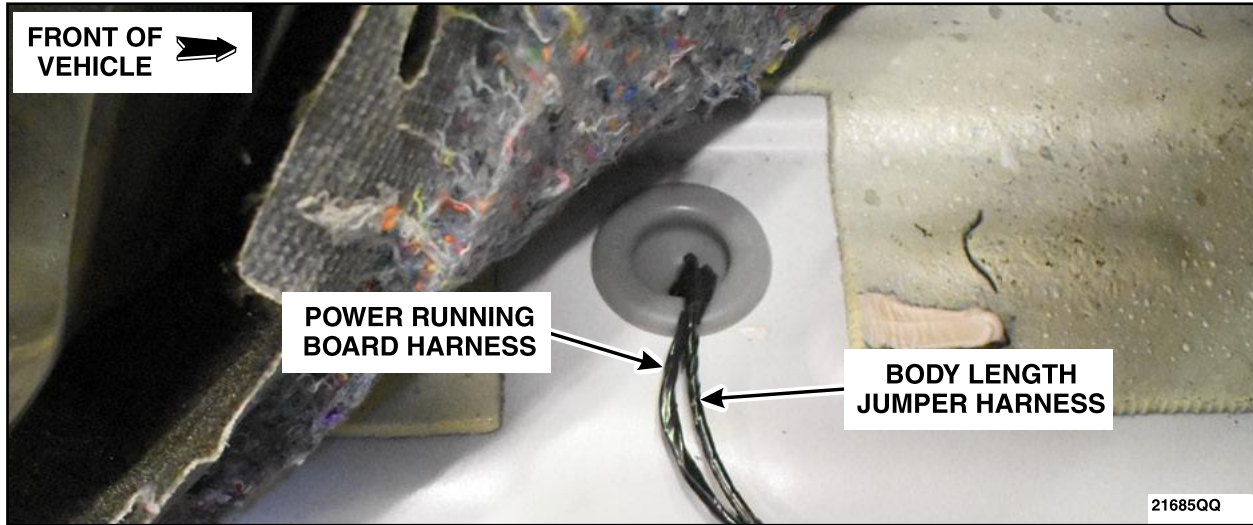


FIGURE 43

47. Disconnect the push pin of the male end of C212 from the instrument panel bracket. See Figure 44.



FIGURE 44



48. Remove the green locking tab and install the Body Length Jumper Harness terminal into the Pin 1 cavity of the C212 male end. See Figure 45.

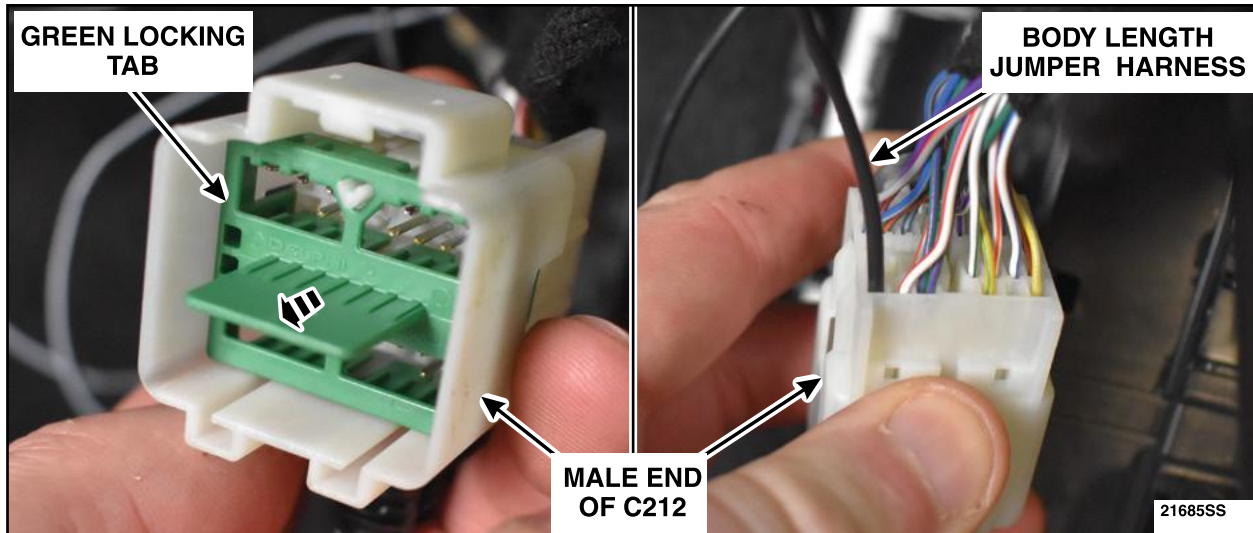


FIGURE 45

49. Reinstall the green locking tab, position back the push pin of the male end of C212 into the instrument panel bracket and reconnect the C212 electrical connector. See Figure 46.

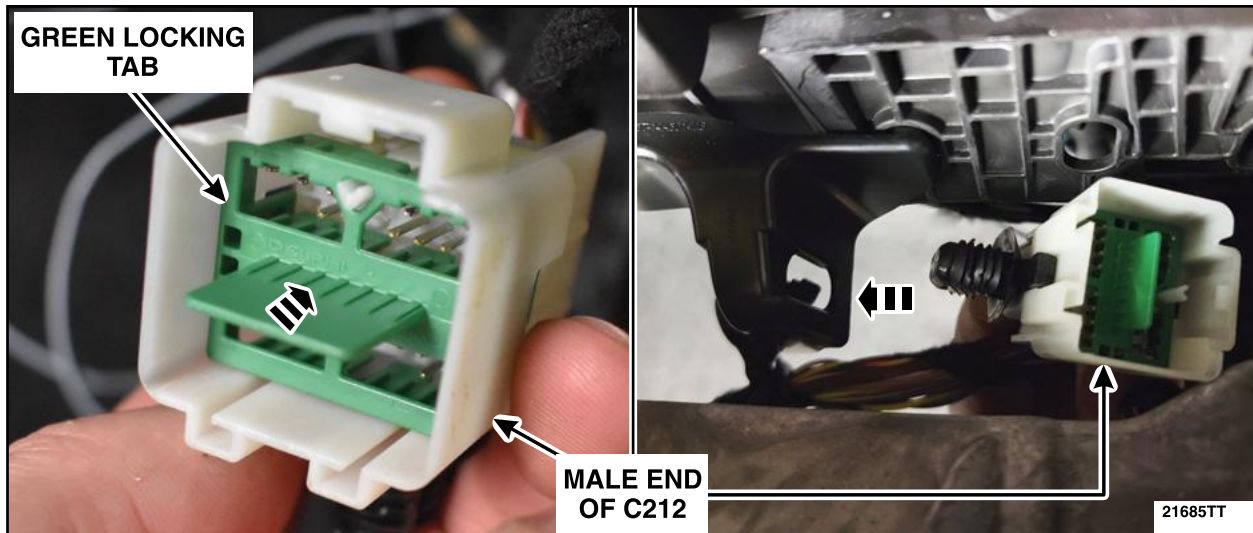


FIGURE 46



50. Position back the carpet. Reconnect C2280A and C2280B to the BCM. Secure the relay wiring to the existing BCM wiring harness using tie straps. Trim any tie straps excess. See Figure 47.

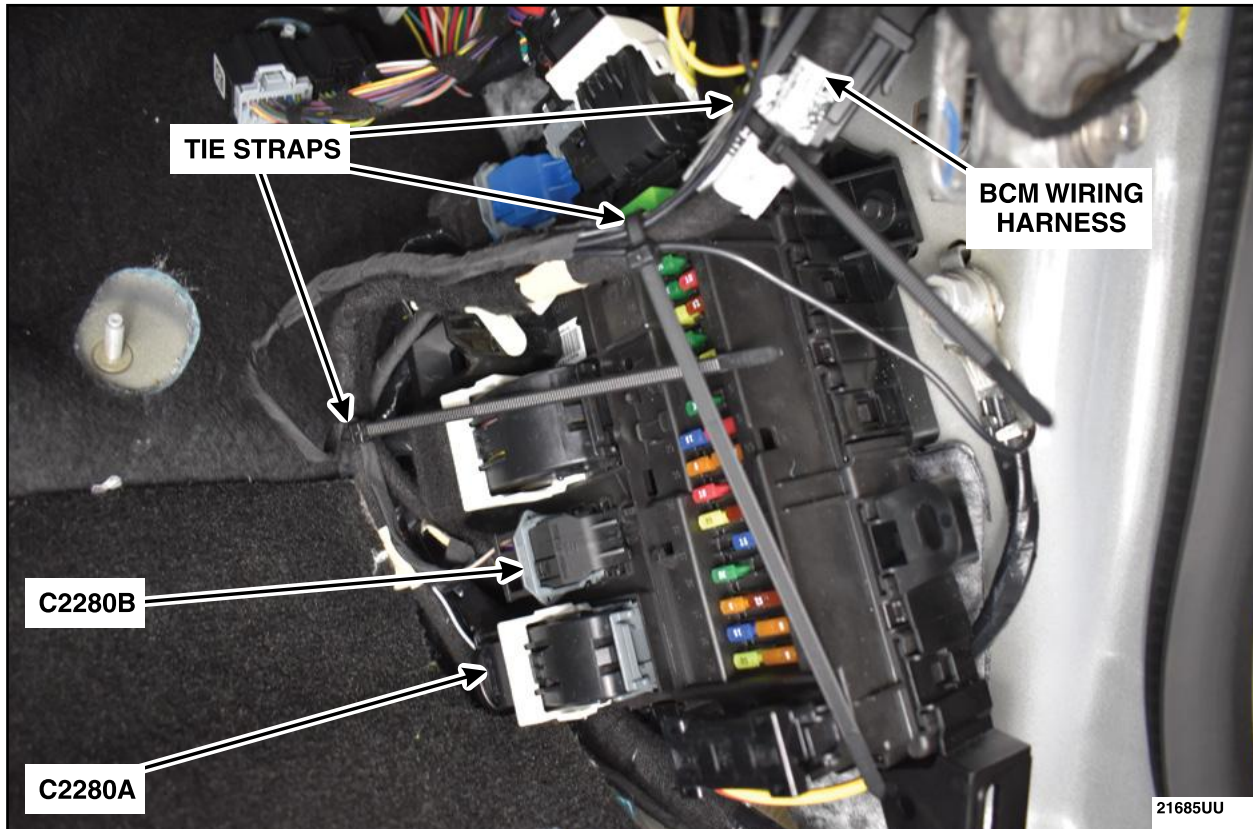


FIGURE 47



51. Connect the electrical connectors, install the RH insulation panel and the push pins. See Figure 48.

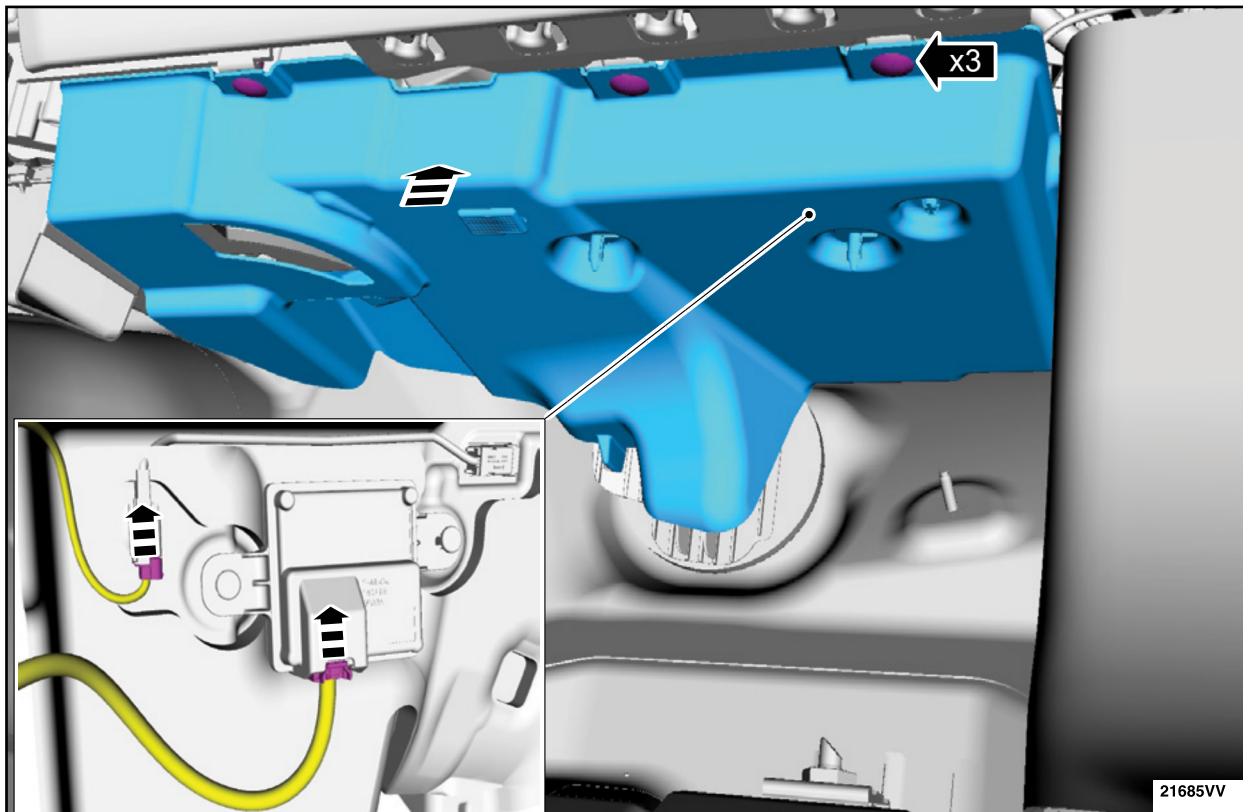


FIGURE 48



52. Install the RH lower cowl trim panel and the fuse panel cover. See Figure 49.

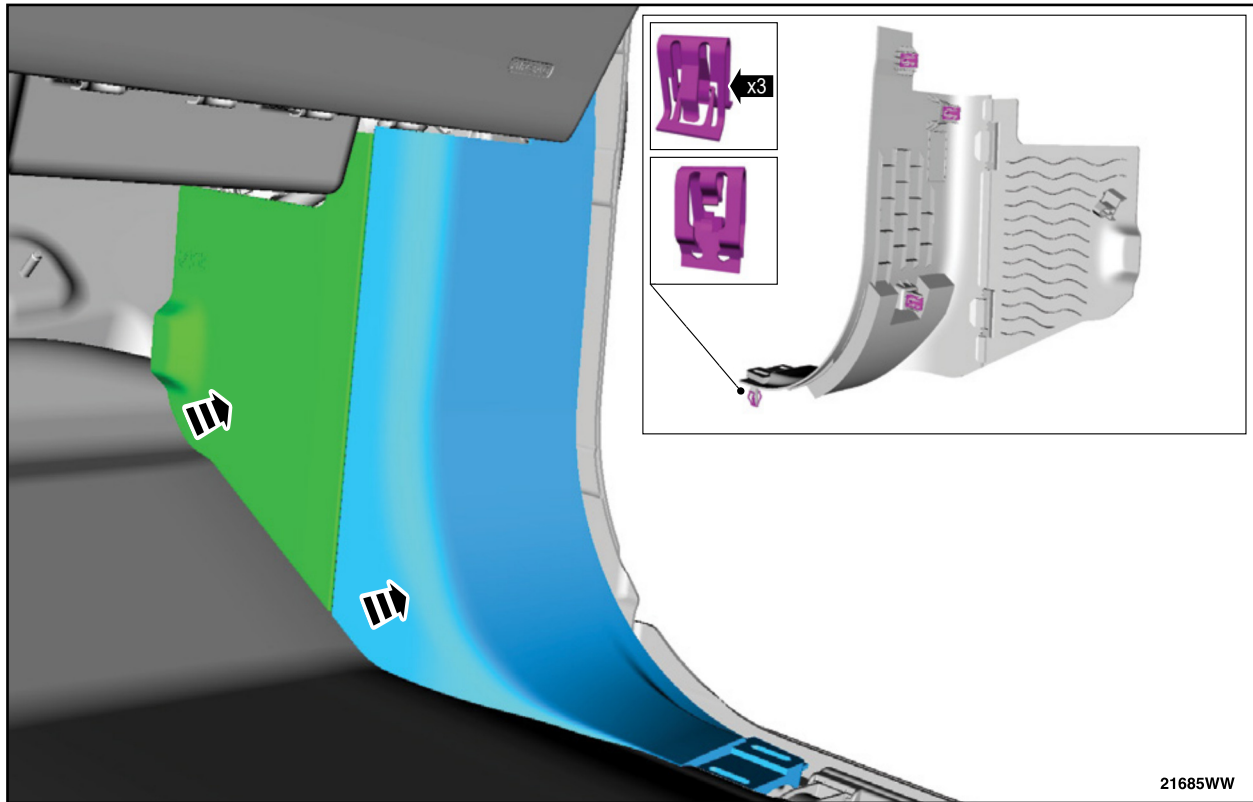


FIGURE 49

53. Install the RH Front Scuff Plate Trim Panel. Please follow the WSM procedure in Section 501-05.

54. Connect the negative battery cable(s). Please follow the WSM procedures in Section 414-01.

55. Install the Glove Compartment. Please follow the WSM procedures in Section 501-12.

56. For vehicles equipped with the 360 Degree View Camera system or with the digital Rear Only Parking Aid Camera system, perform 360 Degree View Camera Alignment. Please follow the WSM procedures in Section 413-13B.



Module Programming

NOTE: Program appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after programming, follow normal diagnostic service procedures.

57. Connect a battery charger to the 12V battery.

NOTE: Verify that the negative cable of the charger is installed on a chassis or engine ground, and not the 12 volt battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the VCM is properly connected to the DLC.

58. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

59. Click 'Read VIN from Vehicle' or manually enter the VIN.

NOTE: Available modules are shown on the LH side of the screen, and available procedures are listed on the RH side of the screen. Modules that are communicating are highlighted in green.

60. Select Toolbox tab.

61. From the list on the LH side of the screen, select the BCM.

62. From the list on the RH side of the screen, select BCM - Body Control Module (BCM) Software Update.

63. Click RUN. Follow all on-screen instructions carefully.

64. If equipped, from the list on the RH side of the screen, select BCM - Tailgate Interior Release Switch Configuration.

65. Click RUN. Follow all on-screen instructions carefully.

66. When prompted to choose a parameter state, select Double Press.

67. From the list on the RH side of the screen, select Tailgate Ajar Message.

68. Click RUN. Follow all on-screen instructions carefully.

69. When prompted to choose a parameter state, select Disable.

70. From the list on the RH side of the screen, select Self-Test and click RUN.

71. Click the Run Selected Tests button in the lower right.



72. Click the Clear & Retest button at the top of the screen to clear DTC's in all modules.

73. Disconnect the battery charger from the 12V battery once the programming has completed. This completes the recall.

Important Information for Module Programming

NOTE: When programming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect FDRS/scan tool to a power source.

NOTE: A good internet connection is necessary to identify the vehicle and to load the diagnostic software.

- Inspect Vehicle Communication Module II (VCM II)/Vehicle Communication and Measurement Module (VCMM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable FDRS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module

- a. Disconnect the VCMII or VCMM from the data link connector (DLC) and your PC.
- b. After ten seconds, reconnect the VCMII/VCMM to the DLC and the PC. Launch FDRS. The VCMII/VCMM icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to VCM connection.
- c. If you are using the same FDRS as the initial programming attempt, select the appropriate VIN from the Vehicle Identification menu. If you are using a different FDRS, select "Read VIN from Vehicle" and proceed through the Network Test.
- d. In the Toolbox menu, navigate to the failed module and Download/Run Programmable Module Installation (PMI). Follow the on-screen prompts. When asked if the original module is installed, select "No" and continue through the installation application.
- e. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





**Customer Satisfaction Program, Unintended Tailgate Opening
2021-2022 Model Year F-150 Vehicles
Customer Information Sheet**

Thank you for having Customer Satisfaction Program 21M08 completed on your vehicle.

Improvements have been made to your vehicle's electronic tailgate system to prevent unintended tailgate opening. These include the following software updates:

- The vehicle must be in park (P) to operate the power release tailgate
- To open the power release tailgate from the interior of the vehicle, press the button on the instrument panel (if equipped) twice within three seconds
- To open the power release tailgate from the exterior, press the button in the top of the tailgate handle twice within three seconds

Your vehicle was designed with multiple ways to open the tailgate. Please be aware that certain factors can cause your tailgate to appear to be closed, although it may not be fully latched.

Please remember to ensure that your tailgate is closed prior to driving. For further information regarding electronic tailgate operation, please refer to your vehicle Owner Manual.

Please keep this letter with your vehicle's Owner Manual for future reference.

Sincerely,
Ford Motor Company

Owner's Manual Addendum

Please insert this page in your Owner's Manual.

Tailgate - Vehicles With: Remote Power Tailgate Release/Remote Release Tailgate

The following information supplements your Owner's Manual. For any questions regarding the tailgate, contact an authorized dealer.

OPENING THE TAILGATE FROM INSIDE YOUR VEHICLE

The vehicle must be in park (P) to operate the power tailgate.

Press the button on the instrument panel twice within three seconds.

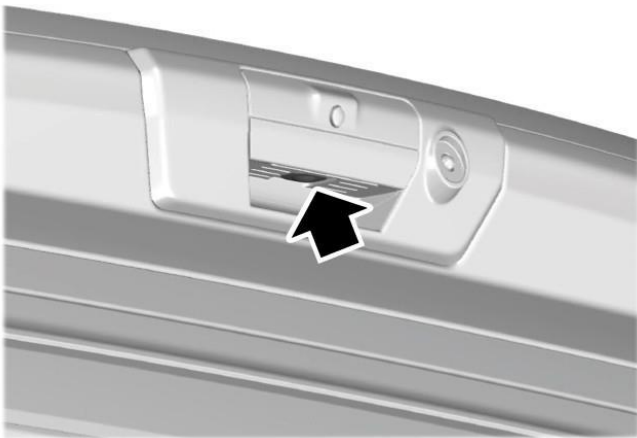


Note: A tone sounds when the tailgate opens.

OPENING THE TAILGATE FROM OUTSIDE YOUR VEHICLE

1. Unlock the vehicle with the remote control or power door unlock button.

Note: If an intelligent access transmitter is within 1 m (3 ft) of the tailgate, the tailgate unlocks when you press the tailgate release button.



2. Press the button in the top of the tailgate handle twice within three seconds.