



TECHNICAL SERVICE BULLETIN

Power Liftgate - Discharged Battery And/Or Interior Lamps Cycle On And Off Erratically And/Or Liftgate Ajar Message In The IPC

**19-
2104**
02 April
2019

Model:

| |
|---------------------------------|
| Ford 2019 Edge |
| Lincoln 2019 Nautilus |

Issue: Some 2019 Edge and Nautilus vehicles built on or before 14-Nov-2018 equipped with a power liftgate may exhibit a discharged battery, interior lamps cycling on and off erratically and/or a Liftgate Ajar message in the instrument panel cluster (IPC) when the liftgate/doors are shut. This may be due to the calibration of the rear gate trunk module (RGTM) keeping the module awake. Reprogram the RGTM using the latest software level of the appropriate Ford diagnostic scan tool.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2019 Edge/Nautilus
- Built on or before 14-Nov-2018
- Power liftgate equipped

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

| Description | Operation No. | Time |
|--|---------------|----------|
| 2019 Edge/Nautilus: Check Build Date, Charge The Battery And Reprogram The RGTM (Do Not Use With Any Other Labor Operations) | 192104A | 0.3 Hrs. |

Repair/Claim Coding

| | |
|-----------------|--------|
| Causal Part: | 14B291 |
| Condition Code: | 04 |

Service Procedure

1. Does the customer complain of a discharged battery, interior lamps cycling on and off and/or a Liftgate Ajar message on in the IPC with all doors and liftgate securely closed?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. Refer to the Workshop Manual (WSM), Section 414-01 for normal diagnostics.
2. Is the battery discharged?
 - (1). Yes - recharge the battery. Proceed to Step 3.

(2). No - proceed to Step 3.

3. Reprogram the RGTM with the latest software level of the appropriate Ford diagnostic scan tool.

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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.