



SSM 54882 2025-2026 Explorer/Aviator - No Crank/No Start/Discharged Battery With DTCs B144D:29, B144E:29, B1555:29, And/Or B1556:29 Stored In The RGTM

Some 2025-2026 Explorer/Aviator vehicles may exhibit a no crank/no start/discharged battery condition with diagnostic trouble codes (DTC) B144D:29, B144E:29, B1555:29, B1556:29 and/or U3003:16 stored in the rear gate trunk module (RGTM). The power liftgate may also be inoperative. This may be due to water intrusion into the left and/or right power liftgate motors caused by a loose grommet on the electrical harness at the body pass-through. To correct this condition, install a new power liftgate motor corresponding to the DTC(s) set in the RGTM (B144D:29/B144E:29 [left] or B1555:29/B1556:29 [right]). To prevent water intrusion into the new liftgate motor, make sure the grommet on the new motor is seated properly by pushing on the grommet at the body pass-through until it clicks into place. For claiming, use causal part 14B351 (Explorer) or 14B350 (Aviator) and labor operations 12651D and 14350AL (left) or 14350AR (right) or 14350AT (both)

If a vehicle with this concern exhibits water intrusion, corrosion, or unseated grommets in or around the liftgate motor, submit a Global Concern Report (GCR) to document evidence of water intrusion, corrosion, or unseated grommets. To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the PTS Vehicle ID screen (vehicle identification number [VIN] required) and fill out the form. Do not use the "Report A Problem" link to submit a report for this condition.