

## SSM 49267: 2019-2020 Edge/Nautilus - Power Liftgate Inoperative With DTC B144F

Some 2019-2020 Edge/Nautilus vehicles may exhibit an inoperative power liftgate with diagnostic trouble code (DTC) B144F:79 stored in the rear gate trunk module (RGTM). This may be due to the calibration of the RGTM. To resolve the concern, reprogram the RGTM using the latest software level of the appropriate Ford diagnostic scan tool. For claiming use causal part number 14B291 and Section 10 of the Service Labor Time Standards (SLTS) Manual. Do not replace the power strut unless DTC B144F remains after reprogramming the RGTM.

### Vehicles:

|           |                    |
|-----------|--------------------|
| 2019-2020 | Edge (CD539N) (DQ) |
| 2019-2020 | MKX/Nautilus (D9)  |

### Symptom Code:

B144F

### Global Customer Symptom Codes:

| Category                   | Q1                                 | Q2                | Q3                 | Full Code |
|----------------------------|------------------------------------|-------------------|--------------------|-----------|
| Driver Aides & Information |                                    |                   |                    | 2****     |
| Driver Aides & Information | Warning Indicators/Messages/Chimes |                   |                    | 227***    |
| Driver Aides & Information | Warning Indicators/Messages/Chimes |                   |                    | 2270**    |
| Driver Aides & Information | Warning Indicators/Messages/Chimes |                   |                    | 227000    |
| Driver Aides & Information | Warning Indicators/Messages/Chimes | Body Closure Ajar |                    | 227C**    |
| Driver Aides & Information | Warning Indicators/Messages/Chimes | Body Closure Ajar |                    | 227C00    |
| Driver Aides & Information | Warning Indicators/Messages/Chimes | Body Closure Ajar | Flashes            | 227C30    |
| Driver Aides & Information | Warning Indicators/Messages/Chimes | Body Closure Ajar | Inoperative        | 227C38    |
| Driver Aides & Information | Warning Indicators/Messages/Chimes | Body Closure Ajar | Stays On           | 227C68    |
| Fit/Finish/Body            |                                    |                   |                    | 3****     |
| Fit/Finish/Body            | Body Panels                        |                   |                    | 331***    |
| Fit/Finish/Body            | Body Panels                        | Liftgate/Hatch    |                    | 3318**    |
| Fit/Finish/Body            | Body Panels                        | Liftgate/Hatch    | Alignment          | 331801    |
| Fit/Finish/Body            | Body Panels                        | Liftgate/Hatch    | Difficult to Close | 331815    |
| Fit/Finish/Body            | Body Panels                        | Liftgate/Hatch    | Difficult to Open  | 331822    |
| Fit/Finish/Body            | Body Panels                        | Liftgate/Hatch    | Power Control      | 331861    |
| Fit/Finish/Body            | Body Panels                        | Liftgate/Hatch    | Power Function     | 331862    |
| Safe & Secure              |                                    |                   |                    | 8****     |
| Safe & Secure              | Latches/Locks                      |                   |                    | 881***    |
| Safe & Secure              | Latches/Locks                      |                   |                    | 8810**    |
| Safe & Secure              | Latches/Locks                      |                   |                    | 881000    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       |                    | 8813**    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       |                    | 881300    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       | Appearance         | 881303    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       | Difficult to Close | 881315    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       | Difficult to Open  | 881322    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       | Loose/Attachment   | 881342    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       | Manual Function    | 881345    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       | Power Function     | 881362    |
| Safe & Secure              | Latches/Locks                      | Trunk/Hatch       | Sticks/Binds       | 881371    |

|               |               |                     |                    |        |
|---------------|---------------|---------------------|--------------------|--------|
| Safe & Secure | Latches/Locks | Tailgate            |                    | 8814** |
| Safe & Secure | Latches/Locks | Tailgate            |                    | 881400 |
| Safe & Secure | Latches/Locks | Tailgate            | Appearance         | 881403 |
| Safe & Secure | Latches/Locks | Tailgate            | Difficult to Open  | 881422 |
| Safe & Secure | Latches/Locks | Tailgate            | Loose/Attachment   | 881442 |
| Safe & Secure | Latches/Locks | Tailgate            | Manual Function    | 881445 |
| Safe & Secure | Latches/Locks | Tailgate            | Sticks/Binds       | 881471 |
| Safe & Secure | Latches/Locks | Storage Compartment |                    | 8816** |
| Safe & Secure | Latches/Locks | Storage Compartment |                    | 881600 |
| Safe & Secure | Latches/Locks | Storage Compartment | Difficult to Close | 881615 |
| Safe & Secure | Latches/Locks | Storage Compartment | Difficult to Open  | 881622 |
| Safe & Secure | Latches/Locks | Storage Compartment | Loose/Attachment   | 881642 |
| Safe & Secure | Latches/Locks | Storage Compartment | Manual Function    | 881645 |
| Safe & Secure | Latches/Locks | Storage Compartment | Sticks/Binds       | 881671 |
| Safe & Secure | Latches/Locks | Not Listed          |                    | 881Z** |
| Safe & Secure | Latches/Locks | Not Listed          |                    | 881Z00 |
| Safe & Secure | Handle/Lever  |                     |                    | 88C*** |
| Safe & Secure | Handle/Lever  | Liftgate/Hatch      |                    | 88C2** |
| Safe & Secure | Handle/Lever  | Liftgate/Hatch      |                    | 88C200 |
| Safe & Secure | Handle/Lever  | Liftgate/Hatch      | Appearance         | 88C203 |
| Safe & Secure | Handle/Lever  | Liftgate/Hatch      | Difficult to Close | 88C215 |
| Safe & Secure | Handle/Lever  | Liftgate/Hatch      | Difficult to Open  | 88C222 |
| Safe & Secure | Handle/Lever  | Liftgate/Hatch      | Loose/Attachment   | 88C242 |
| Safe & Secure | Handle/Lever  | Liftgate/Hatch      | Sticks/Binds       | 88C271 |