

THIS TSB HAS BEEN SUPERSEDED OR DEACTIVATED



TECHNICAL SERVICE BULLETIN

3.0L PHEV - Illuminated MIL And/Or Powertrain Malfunction (Wrench) Indicator With P084B Stored In PCM

24-2069

11 March
2024

Model:

Ford 2020-2023 Explorer	Engine: 3.0L PHEV
Lincoln 2020-2023 Aviator	Engine: 3.0L PHEV

Issue: Some 2020-2023 Explorer/Aviator 3.0L PHEV vehicles may exhibit an illuminated MIL and/or powertrain malfunction (wrench) indicator with DTC P084B stored in the PCM. This may be due to the software thresholds in the PCM. To correct this condition, perform the Service Procedure below to reprogram the PCM to the latest software level via the FDRS.

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

- 2020-2023 Explorer/Aviator
- 3.0L PHEV engine
- DTC P084B stored in the PCM

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020-2023 Explorer/Aviator 3.0L PHEV: Retrieve DTCs, Reprogram The Appropriate Modules As Required By The Software Update And Service Procedure (Do Not Use With Any Other Labor Operations)	MT242069	Actual Time

Repair/Claim Coding

Causal Part:	RECALEM
Condition Code:	04

Service Procedure

1. Connect a battery charger to the 12-volt battery.

NOTE: To prevent the battery saver mode from activating on the vehicle, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not have the vehicle plugged into the high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.

2. Reprogram the PCM using the latest software level of the FDRS diagnostic scan tool.
3. Check the availability of software updates on the following modules and update as required:

- (1) SOBDMC

(2). BECM

(3). Battery charger control module (BCCM)

(4). ABS

NOTE: Only one module may be updated at a time.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

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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.