

SSM 49128 - 2020 Explorer/Police Interceptor Utility - Discharged Battery/No Crank - Built On Or Before 30-Aug-2019

Some 2020 Explorer/Police Interceptor Utility vehicles equipped with SYNC built on or before 30-Aug-2019 may exhibit a discharged battery/no crank condition. This may be caused by the software in the accessory protocol interface module (APIM), body control module (BCM) and/or the telematics control unit (TCU) module. To correct the condition, reprogram the APIM, BCM, and the TCU using the latest software level of the appropriate Ford diagnostic scan tool. The SYNC 3 universal thumb drive should not be used to correct this condition. If the battery drain concern is still present, follow normal diagnostics in Workshop Manual (WSM), Section 414-01 > General Procedures.

APPLICABLE VEHICLES
2020 CAR: TW U625N EXPLORER