

SSM 49058 - 2020 Explorer –

HVAC Airflow And/Or Temperature Does Not Operate As Commanded -Built On Or Before 01-Dec-2019

Some 2020 Explorer vehicles built on or before 01-Dec-2019 may exhibit heating, ventilation and air conditioning (HVAC) airflow or temperature not operating as commanded. This may be perceived as a lack of airflow from various vents or inconsistent temperature from side to side. This may be due to the software in the HVAC module. To correct the condition, reprogram the HVAC module using the latest software level of the appropriate Ford diagnostic scan tool. For claiming, use causal part 19980 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES
2020 CAR: TW U625N EXPLORER