



## TECHNICAL SERVICE BULLETIN

### 3.3L Hybrid - Harsh Shift/Engagement To DRIVE/REVERSE And/Or Buck/Jerk At Low Speeds - Built On Or Before 17-Jul-2020

**20-  
2249**  
30 July 2020

#### Model:

Ford 2020 Explorer	Engine: 3.3L Hybrid
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**Issue:** Some 2020 Explorer/Police Interceptor Utility vehicles equipped with a 3.3L Hybrid engine and built on or before 17-Jul-2020 may exhibit a harsh shift, a harsh engagement to DRIVE and/or REVERSE and/or a buck/jerk/hesitation condition at low speeds with no diagnostic trouble codes stored in the powertrain control module (PCM). This may be due to the software in the PCM. To correct the condition, follow the Service Procedure to reprogram the PCM.

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

- 2020 Explorer/Police Interceptor Utility
- Built on or before 17-Jul-2020
- 3.3L Hybrid engine
- Exhibits a harsh shift, a harsh engagement to DRIVE and/or REVERSE and/or a buck/jerk/hesitation condition at low speeds with no DTCs stored in the PCM

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/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 Explorer 3.3L Hybrid Police: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	202249A	0.4 Hrs.

#### Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

#### Service Procedure

1. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.

**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.