



TECHNICAL SERVICE BULLETIN

2.3L EcoBoost/3.3L Duratec - Rotary Gear Shift Knob - Slow Fuel Fill And/Or Spit Back During Refueling - Built On Or Before 14-Jul-2020

20-2252
04 August
2020

This bulletin supersedes 20-2143. Reason for update: Add Production Fix Date

Model:

Ford 2020 Explorer	Engine: 2.3L EcoBoost Engine: 3.3L Duratec
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Summary

This article supersedes TSB 20-2143 to update the production fix date.

Issue: Some 2020 Explorer vehicles equipped with a 2.3L EcoBoost/3.3L Duratec engine and a rotary gear shift knob built on or before 14-Jul-2020 may exhibit slow fuel fill, premature fuel nozzle shut off, and/or spit back during refueling with no diagnostic trouble codes (DTCs) 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
- Built on or before 14-Jul-2020
- 2.3L EcoBoost or 3.3L Duratec engine
- Rotary gear shift knob
- Exhibits slow fuel fill, premature fuel nozzle shut off, and/or spit back during refueling 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 2.3L/3.3L: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	202252A	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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