



TECHNICAL SERVICE BULLETIN

Hybrid - Illuminated MIL With Various DTCs Related To Hybrid Battery Pack/Motor Electronics Coolant Pump

20-2345
01 October
2020

This bulletin supersedes 20-2293. Reason for update: Missing or Incorrect Applications

Model:

Ford 2020 Explorer
2020 Police Interceptor Utility
Lincoln 2020 Aviator

Summary

This article supersedes TSB 20-2293 to update the vehicles affected.

Issue: Some 2020 Explorer/Aviator/Police Interceptor Utility vehicles equipped with a hybrid powertrain may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P0C48, P0C49, P2B29, P0CFF, P0E1F, P0C4B, P0C4A, P2CF3, P0A06, P0A07, P2D01, P2D00, P2D03, P2D04, P0C73, and/or P2D02 stored in the powertrain control module (PCM). This may be due to the software in the battery energy control module (BECM). To correct the condition, follow the Service Procedure to reprogram the BECM.

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

- 2020 Explorer/Aviator/Police Interceptor Utility equipped with a hybrid powertrain
- Exhibits an illuminated MIL with DTCs P0C48, P0C49, P2B29, P0CFF, P0E1F, P0C4B, P0C4A, P2CF3, P0A06, P0A07, P2D01, P2D00, P2D03, P2D04, P0C73, and/or P2D02 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 Explorer Hybrid / Police Interceptor Utility Hybrid / Aviator Hybrid: Retrieve DTCs And Reprogram The BECM And Any Additional Modules Required By The Software Update (Do Not Use With Any Other Labor Operations)	202345A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	RECALEM
Condition Code:	04

Service Procedure

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

NOTE: Once the BECM is reprogrammed, perform a visual inspection of the of the coolant level in the low temperature coolant degas bottle. If the level is at or below the minimum indicator, refer to Workshop Manual, Section 303-03 for further diagnostics.

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