



TECHNICAL SERVICE BULLETIN

3.3L Hybrid - Illuminated MIL With DTC U0100 In BECM - Built On Or Before 21-Oct-2020

**20-
2429**
23
December
2020

Model:

Ford 2020-2021 Explorer
2020-2021 Police Interceptor Utility

Issue: Some 2020-2021 Explorer/Police Interceptor Utility vehicles equipped with a 3.3L hybrid engine and built on or before 21-Oct-2020 may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble code (DTC) U0100 stored in the battery energy control module (BECM). This may be due to the software in the powertrain control module (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:

- 2020-2021 Explorer/Police Interceptor Utility
- 3.3L hybrid engine
- Built on or before 21-Oct-2020
- Exhibits an illuminated MIL with DTC U0100 stored in the BECM

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
2020-2021 Explorer Hybrid / Police Interceptor Utility Hybrid: Retrieve DTCs And Reprogram The PCM And Any Additional Modules Required By The Software Update (Do Not Use With Any Other Labor Operations)	202429A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	RECALEM
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.