



# TECHNICAL SERVICE BULLETIN

## 2.3L - 10R60 Automatic Transmission - Delayed Reverse Engagement

**23-2176**

05 June 2023

**Model:**

<b>Ford</b> 2020-2022 Explorer	Engine: 2.3L Transmission/Transaxle: 10R60
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**Issue:** Some 2020-2022 Explorer vehicles equipped with 2.3L engine and 10R60 automatic transmission may exhibit a delayed reverse engagement. 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:

- 2020-2022 Explorer
- 2.3L engine
- 10R60 automatic transmission
- Delayed reverse engagement

**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
2020-2022 Explorer 2.3L: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	232176A	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 Ford Diagnosis and Repair System (FDRS) 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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