



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
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February 13, 2023

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
Safety Recall 23S05**
Certain 2020-2022 Model Year Explorer Vehicles Equipped with 2.3L Engines and
10R60 Transmission
Park System Inspection and Repair

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2020	Chicago	May 13, 2019 through September 24, 2020
Explorer	2021	Chicago	June 9, 2020 through November 9, 2021
Explorer	2022	Chicago	August 18, 2021 through August 25, 2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, customers may encounter transmission park system damage following a Powertrain Control Module (PCM) reset. When the PCM resets, the transmission clutches default to off (neutral) and line pressure defaults to high, resulting in park system actuation. If reset occurs while the vehicle is in park or is stopped, there is no concern. If the reset occurs when the vehicle is in motion, the park pawl will ratchet and not engage until transmission output shaft speed (OSS) reaches 84-111 RPM (approximately 1.5 – 3 mph).

During a PCM reset, customers may notice a temporary loss of motive power, and/or a loud or harsh grinding noise. If park system damage occurs, customers may notice the vehicle will roll in “Park” until the Electronic Park Brake applies automatically. Alternatively, customers may notice the vehicle stuck in “Park”, or the vehicle will not move.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers the 1st Quarter 2023 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive, flowing style.

Stacy L. Balzer