

25S35 Chronology – Explorer PCM Resets

Ford's Vehicle Controls Team identified the potential for the data handling error during development of the original PCM software in **mid-2024**. At the time, the team believed the occurrence rate of the error would be very low to zero and that the only effect on customer if it was to occur would be a MIL in the instrument panel cluster (IPC). Updated software to address this issue was implemented at the assembly plant starting with vehicles built on **September 6, 2024**.

During a **December 2024** warranty review, Ford identified 293 warranty claims citing a Diagnostic Trouble Code potentially associated with the data handling error in 2025 Explorers. Some of the claims reported drivability problems and reduced power. On **January 7, 2025**, this concern was brought to Ford's Critical Concern Group (CCRG) for review.

From **January through February 2025**, the CCRG and Vehicle Controls team conducted their investigation and determined that the primary cause of the identified warranty claims was PCM resets induced by the data handling issue. Vehicle testing performed as part of the investigation showed that a PCM reset while driving may cause the park pawl to ratchet. Additionally, bench testing revealed that multiple consecutive PCM resets would disable fuel delivery until the reset was complete. Vehicle testing could not replicate this fuel disable condition.

From **February 2025 through March 2025**, the CCRG, Vehicle Controls team, and Transmission Systems team worked to determine the potential occurrence rate of park pawl ratcheting while driving and loss of motive power through review of connected vehicle data to understand the speeds at which resets were occurring in the field. Park gear ratcheting at vehicle speeds greater than 10 miles per hour may damage the transmission park system and reduce the ability of the transmission "Park" feature to hold the vehicle on a hill if the park brake is not applied.

As of **February 26, 2025**, Ford is aware of 366 claims that may relate to this issue in the U.S. and Canada. There are no known reports related to transmission park system damage.

On **April 4, 2025**, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any accidents, injuries or fatalities related to this concern.