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Some 2016-2018 Explorer vehicles built on or before 07-Aug-2018 may automatically switch from A/C to heat and defrost after 1 minute during a remote start event when the customer expects the A/C to remain on. To resolve the concern, reprogram the heating, ventilation and air conditioning (HVAC) control module using the latest software level of the appropriate Ford diagnostic scan tool. For claiming, use causal part 19980 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.