

**SSM 48806- 2018-2020 Navigator - 3.5L EcoBoost High-Output (HO)  
- Excessive Oil Consumption With Or Without DTCs P0365 And/Or  
P0369**

Some 2018-2020 Navigator vehicles may exhibit excessive oil consumption with no visible oil leaks with or without diagnostic trouble code (DTC) P0365 and/or P0369. Engineering is working to implement a PCM calibration update for this condition. In the interim, clear the DTCs with the appropriate Ford scan tool, top off the oil to the top of the "full range" on the dipstick and schedule a follow-up appointment with the customer for late July 2020. Advise the customer that a repair is expected to be available in July and remind customers to follow the Owner's Manual to check oil level.