

SSM 49172 - 2020 Explorer/Aviator – Lack Of Power Steering Assist at Engine Start-Up – DTC C102D – Built On 07-Nov-2019 And Through 04-Aug-2020

Some 2020 Explorer/Aviator/Police Interceptor Utility vehicles built on 07-Nov-2019 and through 04-Aug-2020 may exhibit a lack of power steering assist at initial engine start-up with diagnostic trouble code (DTC) C102D stored in the power steering control module (PCSM). This may be due to the software in the PCSM. During normal diagnostics in Workshop Manual (WSM), Section 211-02, if pinpoint test (PPT) step AI5 is answered YES, reprogram the PCSM with the latest software level of the appropriate Ford diagnostic scan tool. If DTC C102D returns, continue with normal diagnostics. For claiming, use causal part 3504 and applicable labor operations in Sections 03 and 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2020 CAR: TV U611N AVIATOR

2020 CAR: TW U625N EXPLORER