



## **SSM 52036 2021-2023 Bronco - Stuck In Neutral Tow Mode**

Some 2021-2023 Bronco vehicles equipped with 4x4 with part time engagement may exhibit a condition of the vehicle being stuck in neutral tow mode. This may be due to a concern with the all-wheel drive (AWD) module. Make sure the proper procedure is being followed to exit neutral tow mode by referring to the Owner's Manual > Towing Your Vehicle > Recreationally Towing Your Vehicle. Make sure the vehicle's battery is fully charged and then diagnose all diagnostic trouble codes (DTCs) in the AWD module. Refer to Workshop Manual (WSM), Section 307-07A. If diagnostics do not resolve the concern or there are no DTCs present in the AWD module, replace the transfer case and the AWD module. Refer to the appropriate section of the WSM. Once repair is complete, verify the vehicle's ability to successfully enter and exit neutral tow mode by cycling the vehicle in and out of neutral tow mode a minimum of two times, allowing the vehicle to enter sleep mode (key-off for at least 5 minutes) between each cycle. Inform customers that Ford is currently working on a software update to address this condition without a need to replace components. Let the customer know they can continue to drive and/or neutral tow their vehicle and schedule a follow-up appointment when software is expected to be available in April 2024. Follow up with the customer to confirm the appointment once OASIS is updated with the repair information. This future software release will have no other impact on the neutral tow experience or operation from current design. For claiming, use causal part 7P238 and applicable labor operations in Section 07 of the Service Labor Time Standards (SLTS) Manual.