TECHNICAL SERVICE BULLETIN
3.3L FHEV - Illuminated MIL And/Or Powertrain Malfunction (Wrench) Indicator With P084B Stored In PCM - Built On Or Before 12-Nov-2023

24-2019
18 January 2024

Model:

Ford 2020-2023 Explorer	Engine: 3.3L FHEV Built on or before 12-Nov-2023

Issue: Some 2020-2023 Explorer 3.3L full hybrid electric (FHEV) vehicles built on or before 12-Nov-2023 may exhibit an illuminated malfunction indicator lamp (MIL) and/or powertrain malfunction (wrench) indicator with diagnostic trouble code (DTC) P084B stored in the powertrain control module (PCM). This may be due to the software thresholds in the PCM. To correct this condition, perform the Service Procedure below to reprogram the PCM to the latest software level via the Ford Diagnosis and Repair System (FDRS).

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2022-2023 Explorer
- Built on or before 12-Nov-2023
- 3.3L FHEV engine
- DTC P084B stored in the PCM

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020-2023 Explorer Hybrid 3.3L FHEV: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	242019A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	RECALEM
Condition Code:	04

Service Procedure

1. Reprogram the PCM using the latest software level of the FDRS.

NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.