## 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               | Engine: 3.3L FHEV              |
|--------------------|--------------------------------|
| 2020-2023 Explorer | 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<br>No. | Time        |
|---|------------------|-------------|
| 2020-2023 Explorer Hybrid 3.3L FHEV: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations) |                  | 0.4<br>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.

<sup>© 2024</sup> Ford Motor Company

All rights reserved.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article.

The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.