TECHNICAL SERVICE BULLETIN
2.3L/3.0L EcoBoost - Engine Over-Temperature Warning Displayed In The IPC And Illuminated MIL With DTCs P1299 And P2C38 Or P2C39 Stored In The PCM - Vehicles Built On Or Before 15-Oct-2024

24-2393
15 November 2024

Model:

Ford 2025 Explorer	Engine: 2.3L EcoBoost Engine: 3.0L EcoBoost Built on or before 15-Oct-2024
Lincoln 2025 Aviator	Built on or before 15-Oct-2024

Markets: North American markets only

Issue: Some 2025 Explorer/Aviator vehicles built on or before 15-Oct-2024 with a 2.3L/3.0L EcoBoost engine may exhibit an engine over-temperature warning displayed in the IPC and an illuminated MIL with DTC P1299 along with P2C38 or P2C39 stored in the PCM. The vehicle's cooling fan will operate normally with no loss of engine coolant. This may be due to software in the PCM. To correct the condition, follow the Service Procedure to reprogram the PCM using the latest software level of the FDRS scan tool.

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

- 2025 Explorer/Aviator
- Built on or before 15-Oct-2024
- 2.3L/3.0L EcoBoost engine
- Engine over-temperature warning displayed in the IPC
- Illuminated MIL with DTC P1299
- Illuminated MIL with DTC P2C38 or P2C39
- Vehicle's cooling fan operates normally with no loss of engine coolant

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

Labor Times

Description	Operation No.	Time
2025 Explorer 2.3L/3.0L EcoBoost 2025 Aviator 3.0L: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	242393A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	RECALEM
Condition Code:	04

Service Procedure

1. Connect a battery charger such as Rotunda GRX-3590 or DCA-8000 to the 12-volt battery.

NOTE: To prevent the battery saver mode from activating on the vehicle, make sure the negative cable of the charger is installed on a chassis or engine ground, and not the 12-volt battery negative terminal. Do not have

the vehicle plugged into high voltage battery charger during programming. This can cause incorrect module programming. Make sure only the 12-volt battery charger is installed.

2. Reprogram the PCM using the latest software level of the FDRS scan tool.

NOTE: Advise the customer 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.
