



SSM 53173 2022-2024 Maverick - 2.5 Hybrid - XL/XLT Trim Levels - IPC With 4 Inch Display - Neutral Tow Mode Warning Message Will Not Clear From The IPC

Some 2023-2024 Maverick XL/XLT trim level hybrid vehicles equipped with a 4 inch instrument panel cluster (IPC) display (minor feature code HCAAH) may exhibit a condition where the "Neutral tow mode enabled, leave the transmission in neutral" warning message will not clear from the IPC and the neutral "N" gear position will remain displayed on the PRNDL display if the customer deviates from the prescribed deactivation procedure. To restore the IPC functionality, perform a 12V power reset to the vehicle by disconnecting the 12V battery negative cable for 5 minutes. Make sure to inform the customer to follow the Owner's Manual (OWM) Section > Towing Your Vehicle to deactivate the neutral tow mode properly to prevent recurrence. Engineering is currently working on a software solution for this condition that is expected in Q1 of 2025. Replacement/reprogramming of the IPC or other modules will not resolve this condition. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.