



SSM 53518 2025 Explorer/Aviator - No Crank/No Start And/Or Engine Shuts Off When Placed Into Gear - Built On Or Before 22-Feb-2025

Some 2025 Explorer/Aviator vehicles built on or before 22-Feb-2025 may exhibit a no crank/no start and/or engine shuts off when placed into gear. For 2.3L EcoBoost engine equipped vehicles, diagnostic trouble code (DTC) P1595 may also be stored in the powertrain control module (PCM). For 3.0L EcoBoost engine equipped vehicles, no DTCs will be present. This concern may be due to a connected vehicle data inquiry that was sent to the anti-lock brake system (ABS) module. Replacement of the powertrain control module (PCM), ABS module or electric brake booster (EBB) will not resolve this concern. If this condition occurs, perform a Factory Reset in the settings menu of the center display screen to clear the connected vehicle data inquiry by doing the following:

1. Press Settings from the Apps menu
2. Press System
3. Press Reset options
4. Select Factory Reset
5. Follow the prompts on screen to complete the reset
6. Turn off ignition, open and close the driver's door and wait 21 minutes before attempting to restart the vehicle

For claiming, use causal part 2C219 and applicable labor operations for Module Accessory Protocol Interface/SYNC reset in Section 10 of the Service Labor Time Standards (SLTS Manual). Follow normal Workshop Manual diagnostics and repair procedures if the Factory Reset does not resolve the no crank/no start and/or engine shuts off when placed into gear condition.