



# TECHNICAL SERVICE BULLETIN

## Delayed Reverse Engagement

25-2228

28 May 2025

### Model:

Ford 2020-2022 Explorer	Engine: 2.3L EcoBoost Transmission/Transaxle: 10R60
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**Markets:** North American markets only

**Issue:** Some of the vehicles listed in the Model statement above may exhibit delayed reverse engagement. This may be due to the software in the PCM.

**Action:** For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reprogram the PCM and perform an adaptive learning drive cycle.

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/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/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
2020-2022 Explorer 2.3L EcoBoost: Reprogram The PCM And Perform Adaptive Learning Drive Cycle (Do Not Use With Any Other Labor Operations)	252228A	0.7 Hrs.

### Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

## Service Procedure

**NOTE:** The CDF sleeve repair is not needed for 10R60 and was intentionally not included in the Service Procedure.

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

**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.

2. Perform an adaptive learning drive cycle. Refer to WSM, Section 307-01.

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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.