



TECHNICAL SERVICE BULLETIN

Hybrid - Brake Pedal Pulsation And/Or Vibration

21-2293
03 September
2021

Model:

Ford 2020-2021 Explorer
Lincoln 2020-2021 Aviator

Issue: Some 2020-2021 Explorer/Aviator hybrid vehicles may exhibit a brake pedal pulsation or vibration when the brakes are applied. The customer may state that the anti-locking brake system (ABS) system is activating without any indicators on the instrument panel cluster (IPC). This may be due to the regenerative braking software in the ABS module. To correct the condition, follow the Service Procedure Steps to perform a coordinated flash on the powertrain control module (PCM) and ABS module.

Action: Follow the Service Procedure steps to correct the concern on vehicles that meet the following criteria:

- 2020-2021 Explorer/Aviator
- Hybrid
- Brake pedal pulsation or vibration feeling

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

Labor Times

Description	Operation No.	Time
2020-2021 Explorer/Aviator Hybrid: Retrieve DTCs And Reprogram The PCM And Any Additional Modules Required By The Software Update (Do Not Use With Any Other Labor Operations)	212293A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	2005
Condition Code:	04

Service Procedure

1. Reprogram the PCM to perform a coordinated flash on the PCM and ABS module using the latest software level of the appropriate Ford 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.

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.