



## **SSM 52197 2021-2024 Bronco - Stuck In Neutral Tow Mode - Built On Or Before 12-Jan-2024**

Some 2021-2024 Bronco vehicles equipped with 4x4 with part time engagement and built on or before 12-Jan-2024 may exhibit a condition of the vehicle being stuck in neutral tow mode. This may be due to a concern with the all-wheel drive (AWD) module software. Make sure the proper procedure is being followed to exit neutral tow mode by referring to the Owner's Manual > Towing Your Vehicle > Recreationally Towing Your Vehicle. Make sure the vehicle's battery is fully charged and then diagnose all diagnostic trouble codes (DTCs) in the AWD module. Refer to Workshop Manual (WSM), Section 307-07A. If diagnostics do not resolve the concern or there are no DTCs present in the AWD module, reprogram the AWD module using the latest software level of the Ford Diagnosis and Repair System (FDRS) diagnostic scan tool. Refer to the appropriate section of the WSM. Once the repair is complete, verify the vehicle's ability to successfully enter and exit neutral tow mode by cycling the vehicle in and out of neutral tow mode a minimum of two times, allowing the vehicle to enter sleep mode (key-off for at least 5 minutes) between each cycle. This software release will have no other impact on the neutral tow experience or operation from current design. For claiming, use causal part 7P238 and applicable labor operations in Section 07 of the Service Labor Time Standards (SLTS) Manual.