



SSM 52484 2020-2022 Explorer - Keyless Entry Keypad Inoperative And/Or Does Not Illuminate Following Ignition Off Timeout - No DTCs In The BCM

Some 2020-2022 Explorer vehicles may exhibit keyless entry keypad inoperative and/or does not illuminate when any keypad button is pressed following ignition off timeout period with no diagnostic trouble codes (DTCs) in the body control module (BCM). This may be due to network wake up signal processing. To correct this condition, reprogram the BCM using the latest software level of the Ford Diagnosis and Repair System (FDRS) located under the SW Updates tab. Do not replace the keyless entry keypad. For claiming, use causal part 7820555 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.