

6.7L - ERRATIC OPERATION OF ELECTRICAL FEATURES WHEN USING ACCESSORIES WITH HIGH ELECTRICAL LOAD - BUILT ON OR BEFORE 12-MAY-2017

TSB 17-0052

FORD:

2017 F-Super Duty

ISSUE

Some 2017 F-Super Duty vehicles equipped with a 6.7L engine and built on or before 12-May-2017 may exhibit any or all of the following concerns at times of high electrical system draw such as snow plow operation, instrument cluster backlighting inoperative, erratic climate control blower motor operation, red brake warning indicator flickering and/or low battery temperature features turned off being displayed in the message center.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Connect the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool to the data link connector (DLC). Reprogram the powertrain control module (PCM) to the latest calibration using IDS or Ford J2534 Diagnostic Software (FJDS) release 105.04 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.
2. Check the F-Super Duty vehicle build date. Was the vehicle built on or before 08-Apr-2017?
 - a. Yes - reprogram the body control module (BCM) to the latest calibration using IDS or FJDS release 105.04 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.
 - b. No - repair is complete.

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 RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

OPERATION	DESCRIPTION	TIME
170052A	2017 F-Super Duty 6.7L: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.5 Hr.
170052B	2017 F-Super Duty 6.7L: Reprogram The PCM And BCM (Do Not Use With Any Other Labor Operations)	0.6 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
15604	04

NOTE: The information contained 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, Lincoln, or Mercury 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.