



TECHNICAL SERVICE BULLETIN

6.7L - No Starter Engagement - Built On Or Before 01-May-2018

18-2139
14 May 2018

This bulletin supersedes 18-2068. Reason for update: Concern Carryover to New Model

Model:

Ford 2016-2018 F-650/750

Summary

This article supersedes TSB 18-2068 to update the Service Procedure and vehicle model years.

Issue: Some 2016-2018 F-650/F-750 vehicles equipped with a 6.7L diesel engine built on or before 01-May-2018 may exhibit no starter engagement with no diagnostic trouble codes (DTCs) stored in the powertrain control module (PCM). This may be due to extended cranking attempts resulting in starter protection mode.

Action: Follow the Service Procedure steps to correct the condition.

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.

Labor Times

Description	Operation No.	Time
2016-2018 F-650/F-750 6.7L Engine: Retrieve DTCs, Monitor PID And Reprogram The PCM	182139A	0.6 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

- Connect the appropriate Ford scan tool to the data link connector (DLC). Enter Datalogger > PCM. Does the STARTER_PROT parameter identification (PID) show as enabled?
 - Yes – proceed to Step 2.
 - No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) Manual for normal diagnostics.
- Reprogram the PCM to the latest calibration using the appropriate Ford scan tool release 109.03 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates.
 - 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.

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