



TECHNICAL SERVICE BULLETIN

6.7L - Lack Of Heat On Driver Side Vents When Operating In Ambient Temperatures Below -20°C (4°F)

18-2052

 12 February
2018

Model:

Ford 2017-2018 F-Super Duty

Issue: Some 2017-2018 F-Super Duty vehicles equipped with a 6.7L engine may exhibit a lack of heat on the driver side when operating the vehicle in ambient temperatures below -20°C (4°F). This condition may be due to deposits from the engine coolant trapped in the heater core.

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

Parts

Part Number	Description	Quantity
HC3Z-18476-A	Heater Core	1
HC3Z-18472-F	Heater Core Outlet Hose	1
HC3Z-18472-E	Heater Core Inlet Hose	1
BC3Z-8287-C	Heater Core O-ring/Clip Kit	1
BC3Z-6B851-A	Oil Cooler Hose	1
HC3Z-8100-B	Engine Coolant Cap	1
W714409-S439	Steering Column Shaft Bolt (1 piece required, 4 pieces per package)	1
W717731-S451	Front Seat Bolts, Driver and Passenger (8 pieces required, 8 pieces per package)	1
BC3Z-8100-A	Powertrain Secondary Coolant Pressure Relief Cap	1
BC3Z-00815-B	Powertrain Secondary Coolant Thermostat Gasket	1
DR3Z-19B596-A	Thermostatic Expansion Valve Manifold O-Rings (Kit)	1
BC3Z-8575-D	Thermostat Assembly	1
See Parts Catalogue	Upper Assist Handle Bolt Cover, Right Side	1
See Parts Catalogue	Upper Assist Handle Bolt Cover, Left Side	1
See Parts Catalogue	Lower Assist Handle Bolt Cover, Right Side	1
See Parts Catalogue	Lower Assist Handle Bolt Cover, Left Side	1
YN-12-D	Motorcraft® PAG Refrigerant Compressor Oil	1
VC-1	Motorcraft® Premium Cooling System Flush	1
328-5050R	Rotunda Water Test Strip Kit	1 kit
Obtain Locally	5/8" (16 mm) Garden Hose	1
Obtain Locally	5/8" (16 mm) Heater Hose	2

Obtain Locally	5/8" (16 mm) Garden Hose Coupling Adapter	2
Obtain Locally	3/4" x 5/8" (19 mm x 16 mm) Coupling Adapter	1
Obtain Locally	Hose Clamps For 5/8" Or 3/4" Hose	6
Obtain Locally	Prestone Cor-Guard Concentrated Antifreeze/Coolant	5 Gallons
Obtain Locally	Distilled Water	5 Gallons

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
2017-2018 F-Super Duty 6.7L 40/0/40 Seat: Diagnose And Replace The Heater Core Includes Time To Flush Both Primary And Secondary Cooling Systems (Do Not Use With Any Other Labor Operations)	182052A	12.2
2017-2018 F-Super Duty 6.7L 40/20/40 Seat: Diagnose And Replace The Heater Core Includes Time To Flush Both Primary And Secondary Cooling Systems (Do Not Use With Any Other Labor Operations)	182052B	12.3
2017-2018 F-Super Duty 6.7L Center Console: Diagnose And Replace The Heater Core Includes Time To Flush Both Primary And Secondary Cooling Systems (Do Not Use With Any Other Labor Operations)	182052C	12.4

Repair/Claim Coding

Causal Part:	18472
Condition Code:	42

Drive	Tool Name
1/4"	Power Tool
1/4"	Ratchet
1/4"	Torque Wrench
1/4"	4" Extension
1/4"	10" Extension
1/4"	5.5 mm Socket
1/4"	7 mm Socket
1/4"	8 mm Socket
1/4"	10 mm Socket
1/4"	11 mm Socket
1/4"	13 mm Socket
1/4"	Torx® T20 Socket
3/8"	Ratchet
3/8"	Torque Wrench

3/8"	Power Tool
3/8"	5" Extension
3/8"	10" Extension
3/8"	10 mm Socket
3/8"	13 mm Socket
3/8"	Torx® T30 Socket
1/2"	Power Tool
1/2"	21 mm Socket
	8 mm Wrench
	Hose Clamp Pliers
	Needle Nose Pliers
	Short Trim Tool
	Long Trim Tool
	Magnet
	Infrared Thermometer Or Equivalent

Service Procedure

1. Does the vehicle exhibit a lack of heat from the driver side when operated in temperatures below -20°C (4°F)?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 412-00.
2. Run the engine until it reaches normal operating temperature.
3. Select the floor position on the control assembly and set the temperature control to full warm with the blower to the lowest setting.
4. Increase the engine speed to 3,500 revolutions per minute (RPM). After 30 seconds, allow the engine to return to idle for an additional 30 seconds.
5. Using a suitable temperature measuring device, check the heater core inlet hose temperature. Is the heater core inlet hose above 66°C (150°F)?
 - (1). Yes – proceed to Step 6.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 412-00.
6. Measure the heater core inlet and outlet hose temperature. Are the hose temperatures within 6-17°C (10-30°F)?
 - (1). Yes - this article does not apply. Refer to Workshop Manual (WSM), Section 412-00.
 - (2). No - proceed to step 7.
7. Bypass the heater core using the following process:
 - (1). Drain the primary engine cooling system. Refer to WSM, Section 303-03.
 - (2). Disconnect the heater core hoses at the heater core. Refer to WSM, Section 412-00.
 - (3). Cut and discard the quick connect fitting ends from the heater core hoses where they attach to the heater core and install a 3/4 inch by 5/8 inch (19 mm by 16 mm) barbed coupling into both hoses to bypass the heater core.
 - (4). Secure with hose clamps.
8. Replace the heater core. Refer to WSM, Section 412-00.

- (1). Do not connect heater hoses at this time.
- 9.** Perform an primary engine cooling system flush using the without oil or transmission fluid contamination procedure. Refer to WSM, Section 303-03.
 - (1). In each step that the WSM instructs to turn on the fresh water supply and allow the water to flush; perform flush for 2 minutes.
 - (2). Do not perform the final fill and bleed of the engine cooling system as directed in the WSM at this time.
- 10.** Install new inlet and outlet heater core hoses. Refer to WSM, Section 412-00.
- 11.** Fill and bleed the primary cooling system using Prestone Cor-Guard Concentrated Antifreeze/Coolant. Refer to WSM, Section 303-03.
- 12.** Perform a powertrain secondary cooling system flush without fuel contamination procedure. Refer to WSM, Section 303-03.
 - (1). It is not necessary to perform WSM steps 23-39.
 - (2). In each step that the WSM instructs to turn on the fresh water supply and allow the water to flush; perform flush for 2 minutes.
- 13.** Fill and bleed the secondary cooling system using Prestone Cor-Guard Concentrated Antifreeze/Coolant. Refer to WSM, Section 303-03.

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