TECHNICAL SERVICE BULLETIN

18-2253

20 August 2018

6.7L - Lack Of Heat From Driver Side Vents When Operating In Ambient Temperatures Below -20°C (4°F) - Built On Or Before 8-Jul-2018

This bulletin supersedes 18-2052. Reason for update: New Part/Procedure For Same Condition

Model:

Ford 2017-2018 F-Super Duty

Summary

This article supersedes TSB 18-2052 to update the Service Procedure, Parts List, Issue Statement and production fix date.

Issue: Some 2017-2018 F-Super Duty vehicles equipped with a 6.7L engine built on or before 8-Jul-2018 may exhibit a lack of heat coming from the driver side vents 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-00815-B	Powertrain Secondary Coolant Thermostat Gasket	1
W714409-S439	Steering Column Shaft Bolt (1 piece required, 4 pieces per package)	1
BC3Z-8100-A	Powertrain Secondary Coolant Pressure Relief Cap	1
HC3Z-8100-B	Engine Coolant Cap	1
DR3Z-19B596-A	Thermostatic Expansion Valve Manifold O-Rings (Kit)	1
BC3Z-8575-D	Thermostat Assembly	1
BC3Z-6B851-A	Oil Cooler Hose	1
BC3Z-8287-C	Heater Core O-ring/Clip Kit	1
W717731-S451	Front Seat Bolts, Driver and Passenger (8 pieces required, 8 pieces per package)	1
1531458	Upper Assist Handle Bolt Cover, Right Side - Refer To The Parts Catalog For The VIN Specific Application	1
1531459	Upper Assist Handle Bolt Cover, Left Side - Refer To The Parts Catalog For The VIN Specific Application	1
1531458	Lower Assist Handle Bolt Cover, Right Side - Refer To The Parts Catalog For The VIN	1

	Specific Application	
1531459	Lower Assist Handle Bolt Cover, Left Side - Refer To The Parts Catalog For The VIN Specific Application	1
FPS 8262	Authorized Modification Label	1
YN-12-D	Motorcraft® PAG Refrigerant Compressor Oil	1
VC-1	Motorcraft® Premium Cooling System Flush	1
VC-13-G	Motorcraft® Yellow Concentrated Antifreeze/Coolant	5
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	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)	182253A	12.2 Hrs.
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)	182253B	12.4 Hrs.
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)	182253C	12.4 Hrs.

Repair/Claim Coding

Causal Part:	18472
Condition Code:	42

Tool List

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

Drive	Tool Name
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 vents 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 temperature above 66°C (150°F)?

(1). Yes – proceed to Step 6.

(2). No - this article does not apply. Refer to 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 WSM, Section 412-00.

(2). No - proceed to Step 7.

7. Bypass the heater core.

(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" by 5/8" (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. Do not connect the heater hoses at this time.

9. Perform a primary engine cooling system flush using the without oil or transmission fluid contamination procedure. Refer to WSM, Section 303-03.

(1). When the WSM states to flush the cooling system with fresh water, make sure to flush the system 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 Motorcraft® Yellow 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). When the WSM states to flush the cooling system with fresh water, make sure to flush the system for 2 minutes.

13. Fill and bleed the secondary cooling system using Motorcraft® Yellow Concentrated Antifreeze/Coolant. Refer to WSM, Section 303-03.

14. Fill out the Authorized Modification Label with the following text: "Use Only Motorcraft® Yellow Antifreeze/Coolant".

15. Clean the coolant reservoir surface with isopropyl alcohol and apply the Authorized Modification Label.

16. Advise the owner or driver the unit is using a different coolant (Motorcraft® Yellow Antifreeze/Coolant) for the environmental conditions. Highlight the coolant used on the customer's copy of the repair order.
