



TECHNICAL SERVICE BULLETIN

6.7L - Diesel Exhaust Fluid (DEF) Level Indicator Stuck At Full

18-2278
13 September
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 concern where the DEF level indicator appears to be stuck in the full position.

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
2017-2018 F-Super Duty 6.7L: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	182278A	0.5 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Is the customer's symptom that the DEF level indicator appears to be stuck in the full position?

(1). Yes - reprogram the powertrain control module (PCM) using the latest level of the appropriate Ford scan tool.

- 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.

(2). No - this article does not apply. Refer to the Powertrain Controls/Emissions Diagnosis (PC/ED) Manual for normal diagnostics.

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