



TECHNICAL SERVICE BULLETIN

6.7L Diesel – Incorrect Diesel Exhaust Fluid (DEF) Gauge Indication With No DEF Level Related DTCs - Built On Or Before 23-Apr-2018

19-2006

18 January
2019

This bulletin supersedes 18-2071. Reason for update: Add Production Fix Date

Model:

Ford 2016-2018 F-650/F-750

Summary

This article supersedes TSB 18-2071 to update the vehicle model years and production fix date.

Issue: Some 2016-2018 F-650/F-750 vehicles equipped with a 6.7L diesel engine built on or before 23-Apr-2018 may exhibit an inaccurate DEF level gauge with no DEF level related diagnostic trouble codes (DTCs) in the powertrain control module (PCM).

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-Super Duty 650/750 6.7L Engine: Reprogram The PCM	192006A	0.5 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Check the vehicle build date. Was the vehicle built on or before 23-Apr-2018?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 413-01 for normal diagnostics.
2. Does the vehicle exhibit an inaccurate DEF level gauge with no DEF related DTCs?
 - (1). Yes - proceed to Step 3.
 - (2). No - this article does not apply. Refer to WSM, Section 413-01 for normal diagnostics.
3. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.
 - (1). 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.

© 2019 Ford Motor Company

All rights reserved.

NOTE: The information 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 or Lincoln 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.