



TECHNICAL SERVICE BULLETIN

6.7L - Illuminated MIL With DTCs P21DD, P204C, P21CD And/Or U02A2 - Built On Or Before 1-Aug-2018

19-2315

 18 October
2019

Model:

Ford 2017-2019 F-Super Duty

Issue: Some 2017-2019 F-Super Duty vehicles built on or before 1-Aug-2018 equipped with a 6.7L engine may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P21DD, P204C, P21CD and/or U02A2 in the powertrain control module (PCM). This may be due to water intrusion within connectors C3613 and/or C4851 on the reductant harness going to the reductant pump/heater assembly and the reductant level sensor/quality module. To correct the condition, follow the Service Procedure steps to replace the reductant harness, the reductant pump/heater assembly and/or the reductant tank.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2017-2019 F-Super Duty
- Built on or before 1-Aug-2018
- 6.7L engine
- DTCs P21DD, P204C, P21CD and/or U02A2 stored in the PCM

Parts

Part Number	Description	Quantity
Pickup		
HC3Z-5J250-C	Inboard Frame Mounted Reductant Tank	1
HC3Z-14407-A	Inboard Frame Mounted Reductant Tank Harness	1
HC3Z-5J229-B	Inboard Frame Mounted Reductant Tank Pump/Heater Assembly	1
4L3Z-9276-AA	Inboard Frame Mounted Reductant Tank Pump O-Ring	1
Chassis Cab		
HC3Z-5J250-D	Outboard Frame Mounted Reductant Tank	1
HC3Z-14407-B	Outboard Frame Mounted Reductant Tank Harness	1
HC3Z-5J229-B	Outboard Frame Mounted Reductant Tank Pump/Heater Assembly	1
4L3Z-9276-AA	Outboard Frame Mounted Reductant Tank Pump O-Ring	1

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions 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

2017-2019 F250-550 6.7L DI T Pick Up: Inspect Connectors And Replace Harness (Do Not Use With Any Other Labor Operations)	192315A	0.6 Hrs.
2017-2019 F250-550 6.7L DI T Pick Up: Inspect Connectors And Replace Harness And The Reductant Pump /Heater Assembly Do Not Use With Any Other Labor Operations)	192315B	1.5 Hrs.
2017-2019 F250-550 6.7L DI T Pick Up: Inspect Connectors And Replace Harness And The Reductant Tank Assembly (Do Not Use With Any Other Labor Operations)	192315C	1.3 Hrs.
2017-2019 F350-550 Chassis Cab 6.7L DI T: Inspect Connectors And Replace Harness (Do Not Use With Any Other Labor Operations)	192315D	0.6 Hrs.
2017-2019 F350-550 Chassis Cab 6.7L DI T: Inspect Connectors And Replace Harness And The Reductant Pump /Heater Assembly Do Not Use With Any Other Labor Operations)	192315E	1.6 Hrs.
2017-2019 F350-550 Chassis Cab 6.7L DI T: Inspect Connectors And Replace Harness And The Reductant Tank Assembly (Do Not Use With Any Other Labor Operations)	192315F	1.4 Hrs.

Repair/Claim Coding

Causal Part:	14407
Condition Code:	49

Service Procedure

NOTE: For DTCs P21DD and/or P204C, this can indicate a concern with connector C3613. For DTCs P21CD and/or U02A2, this can indicate a concern with connector C4851.

1. Disconnect and inspect C3613 (16 pin connector) at the reductant pump/heater assembly and C4851 (4 pin connector) at the reductant level sensor/quality module for signs of corrosion. Refer to Workshop Manual (WSM), Section 303-08 and Wiring Diagram, Cell 27.

(1). Inspect both the harness side and component side of both connectors for signs of water intrusion. Focus on pins 4, 9 and 11 at connector C3613 and pins 1 and 4 at connector C4851. Inspect for signs of:

- Visible green corrosion on multiple terminals on the harness side of connector C3613. (Figure 1)
- Corroded pin 11 on the reductant pump/heater assembly at connector C3613. (Figure 2)
- Corroded pin 9 on the reductant pump/heater assembly at connector C3613 (Figure 3)
- Visible green corrosion on the reductant level sensor/quality module side of connector C4851. (Figure 4)
- Visible green corrosion on the harness side of connector C4851.(Figure 5)

Figure 1

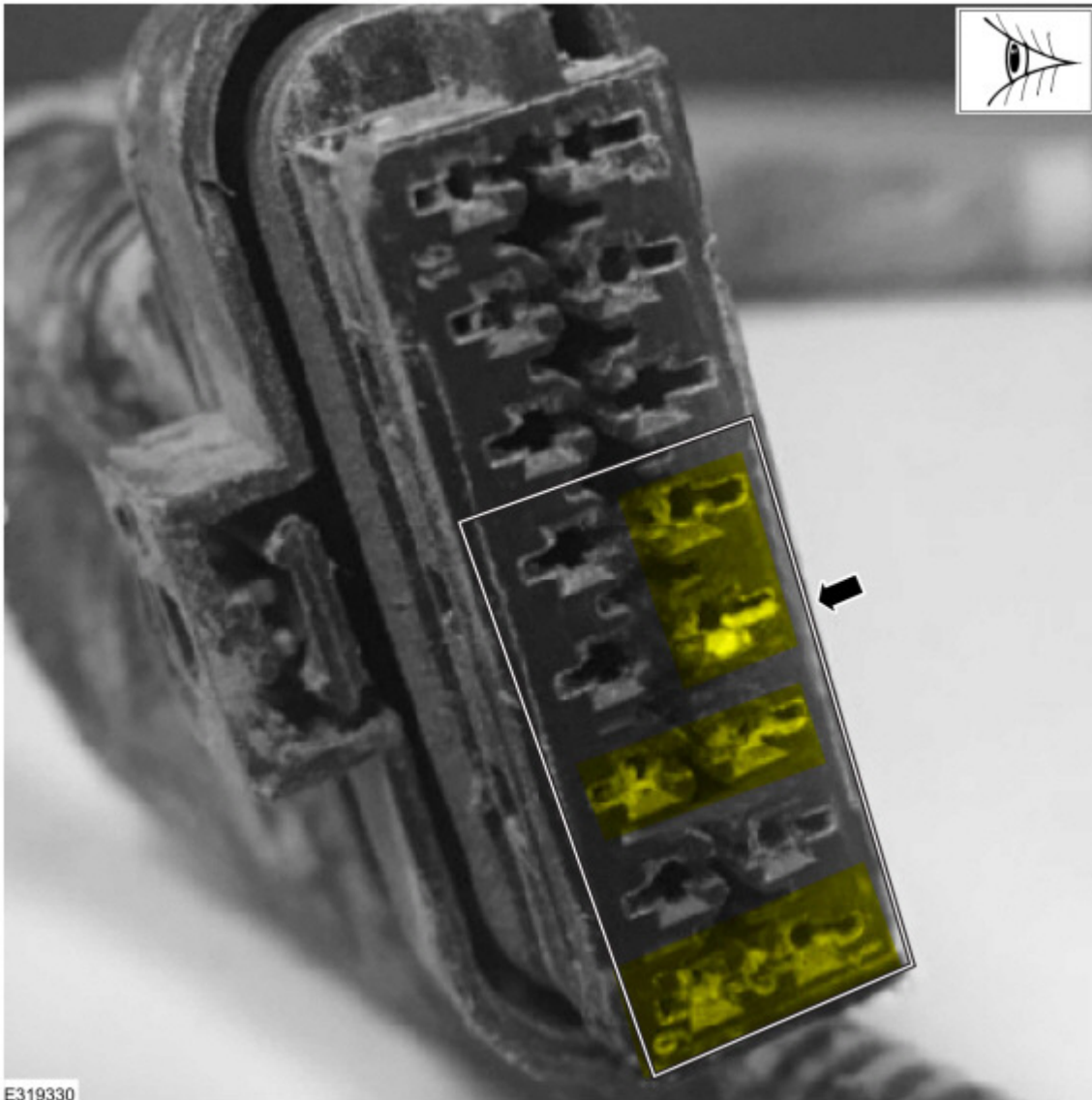


Figure 2

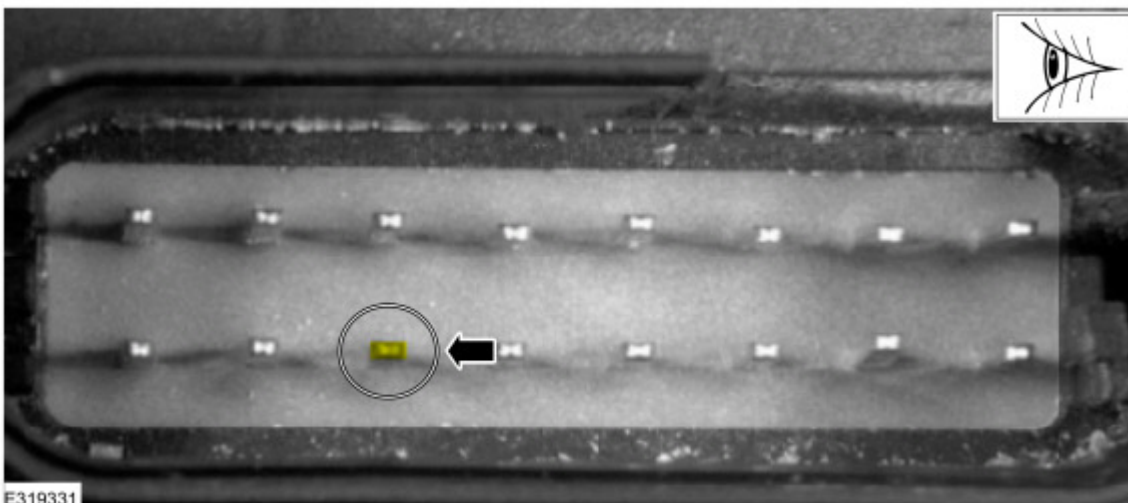


Figure 3

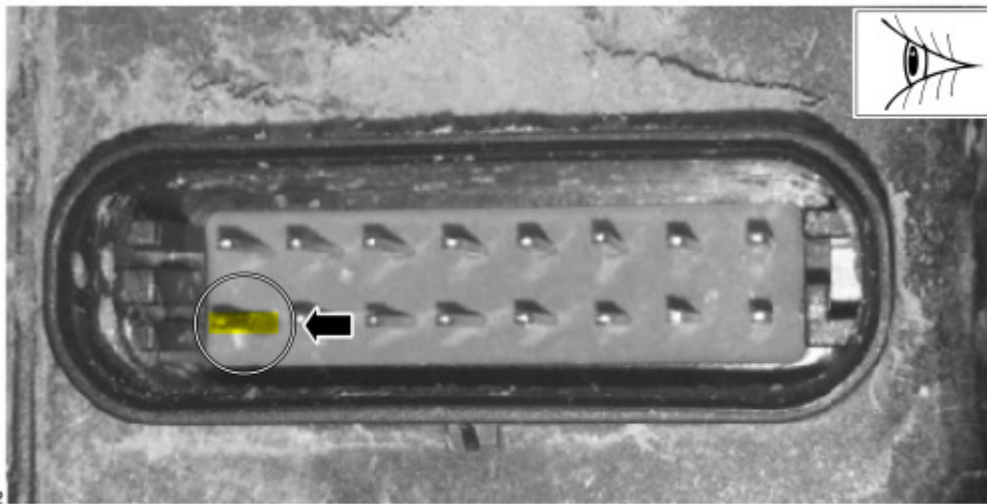


Figure 4

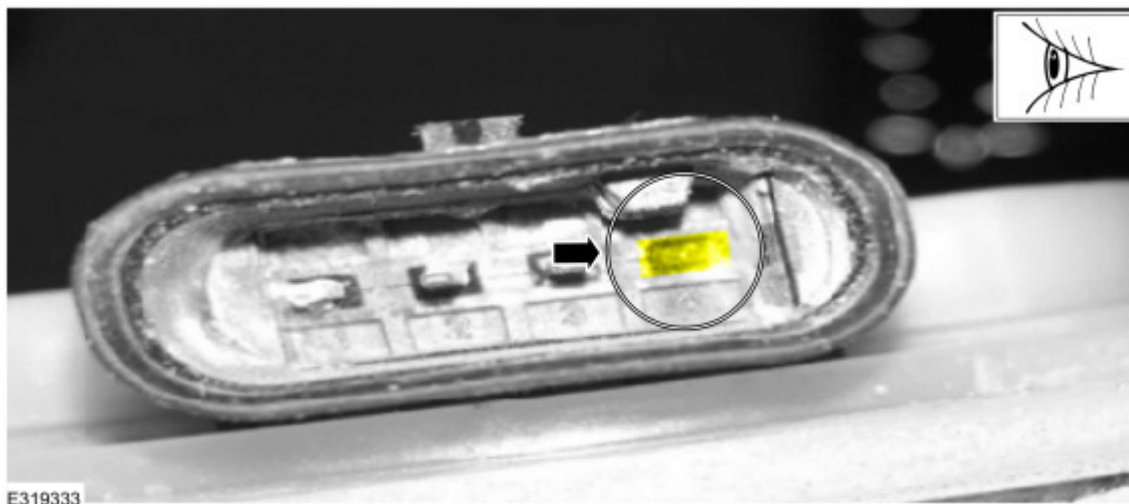
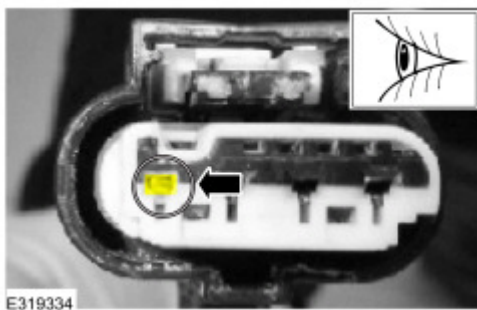


Figure 5



2. Replace the reductant harness, the reductant pump/heater assembly and/or the reductant tank based on which connectors show signs of corrosion or water intrusion. Refer to WSM, Section 303-08.

(1). If there are no signs of corrosion present within either connector but signs of water intrusion appear to be present, replace only the reductant harness.

(2). If there is corrosion present on the harness or component side of connector C3613, replace the reductant harness and the reductant pump/heater assembly.

(3). If there is corrosion present on the harness or component side of connector C4851, replace the reductant harness and the reductant tank. The replacement tank will include a new reductant level sensor/quality module.

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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.