



TECHNICAL SERVICE BULLETIN

6.7L - Chassis Cab - Crank/No Start, Incorrect Fuel Level And/OR Collapsed Fuel Tank For Vehicles In Dusty Conditions

20-2105
31 March 2020

Model:

Ford 2017-2019 F-Super Duty	Engine: 6.7L
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Issue: Some 2017-2019 F-Super Duty chassis cab vehicles equipped with a 6.7L engine and an aft of axle fuel tank operating in dusty conditions may exhibit a crank/no start concern with the fuel level showing over 1/4 tank full or the fuel gauge only registers up to 1/2 tank after filling with fuel. For vehicles equipped with an auxiliary fuel delivery source, the customer may also experience the inability to deliver fuel using this equipment. This may be due to dirt being trapped around the dust cap on the front or rear rollover valve preventing make-up air from entering the fuel tank. To correct the condition, follow the Service Procedure steps to replace the fuel tank and possibly also the fuel pump/sender unit.

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

- 2017-2019 F-Super Duty chassis cab only
- 6.7L diesel engine
- Aft of axle fuel tank
- At least one of the following symptoms:
 - Crank/no start concern with the fuel level showing over 1/4 tank full
 - The fuel gauge only registers up to 1/2 tank after filling with fuel

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated.

Parts

Part Number		Description	Quantity
HC3Z-9G297-D	Package Contains 1 Piece, 2 Pieces Required	Fresh Air Tube	2
HC3Z-9002-V	-	Fuel Tank, 40 Gallon Single Tank (Aft Of Axle Style Tank)	1
HC3Z-9H307-AJ	-	Fuel Pump/Sender Unit	1
4L3Z-9276-AA	-	Fuel Pump/Sender Unit O-ring	1

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

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Description	Operation No.	Time
2017-2019 F-Super Duty Chassis Cab 6.7L: Inspect The Fuel Tank (FAILED) Replace The Fuel Tank Includes Time To Inspect And Replace The Fuel Pump And Sender If Necessary Remove The Dust Cap And Install The Fresh Air Tube On The New Fuel Tank (Do Not Use With Any Other Labor Operations)	202105A	1.5 Hrs.

Repair/Claim Coding

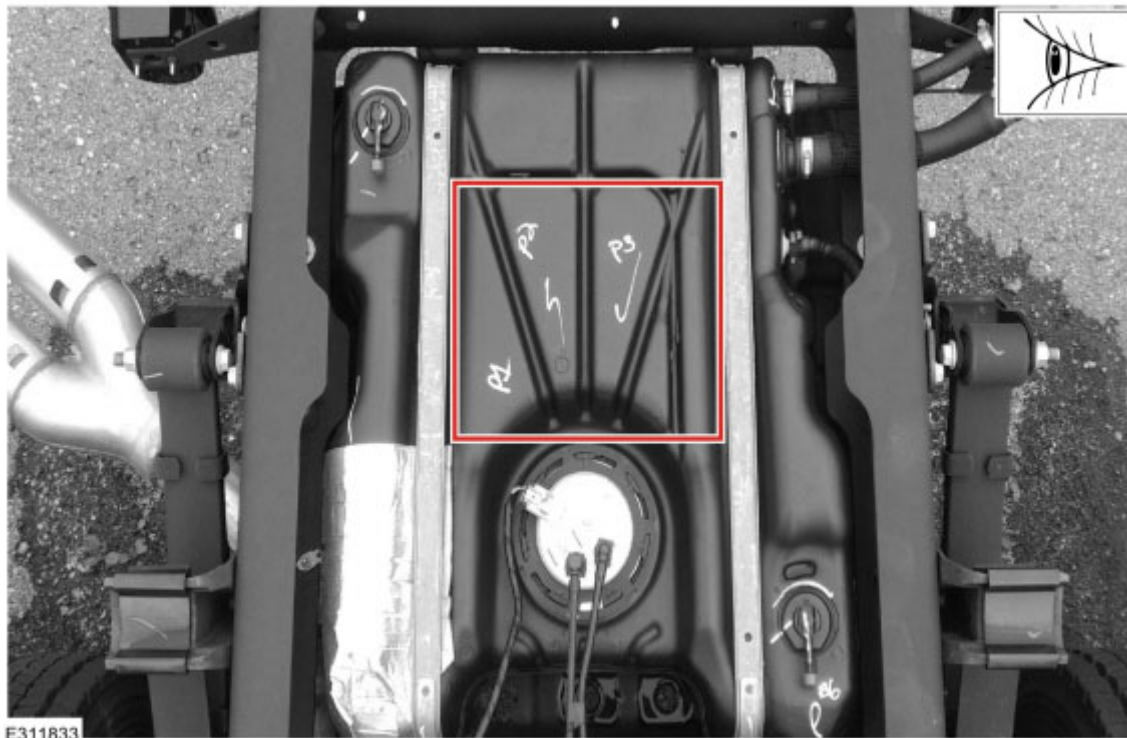
Causal Part:	9002
Condition Code:	42

Service Procedure

NOTE: The fuel tank will collapse down from the top of the highest portion of the fuel tank as fuel is drawn out and make-up air is not entering the tank.

1. Inspect the top of the fuel tank to determine if it is collapsed. (Figure 1)
 - (1). Access the top of the fuel tank from underneath the vehicle.
 - (2). Lay a straightedge or a flat piece of wood across the top of the fuel tank and measure the depth of the collapsed portion of the tank.

Figure 1



2. Is the tank collapsed down 12 mm (about 1/2 inch) or more with the straight edge laying across the top of the tank?
 - (1). Yes - proceed to Step 3.
 - (2). No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) Manual for normal diagnostics.
3. Drain and remove the fuel tank. Refer to Workshop Manual (WSM), Section 310-01.

4. Remove the fuel pump/sender unit. Refer to WSM, Section 310-01.
5. Inspect the fuel pump/sender unit for signs of damage to the guiding rods. Standing the fuel pump and sender unit on a flat surface will help to determine if the guiding rods are bent. The top of the fuel pump and sender unit should be level with the surface it is resting on. Is damage present?
 - (1). Yes - replace both the fuel pump/sender unit and the fuel tank. Proceed to Step 6.
 - (2). No - replace the fuel tank only. Proceed to Step 6.

Figure 2

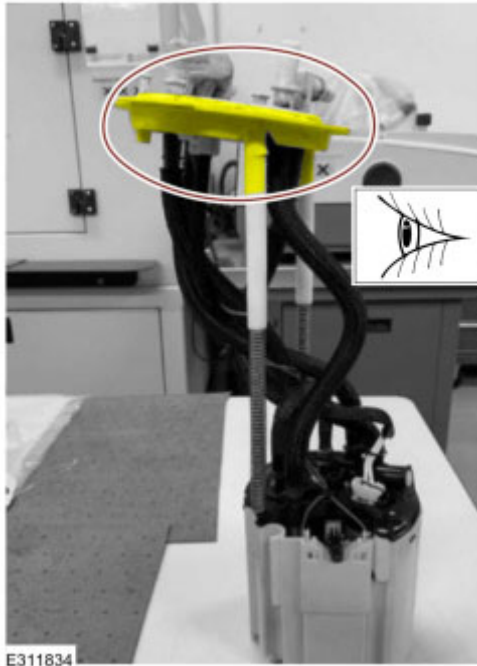


Figure 3

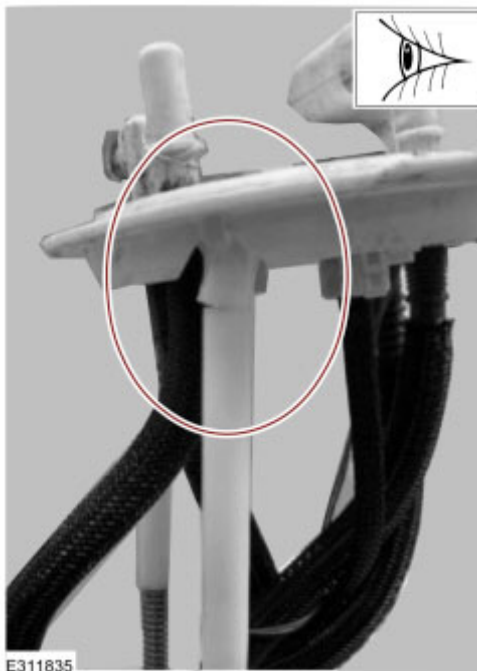
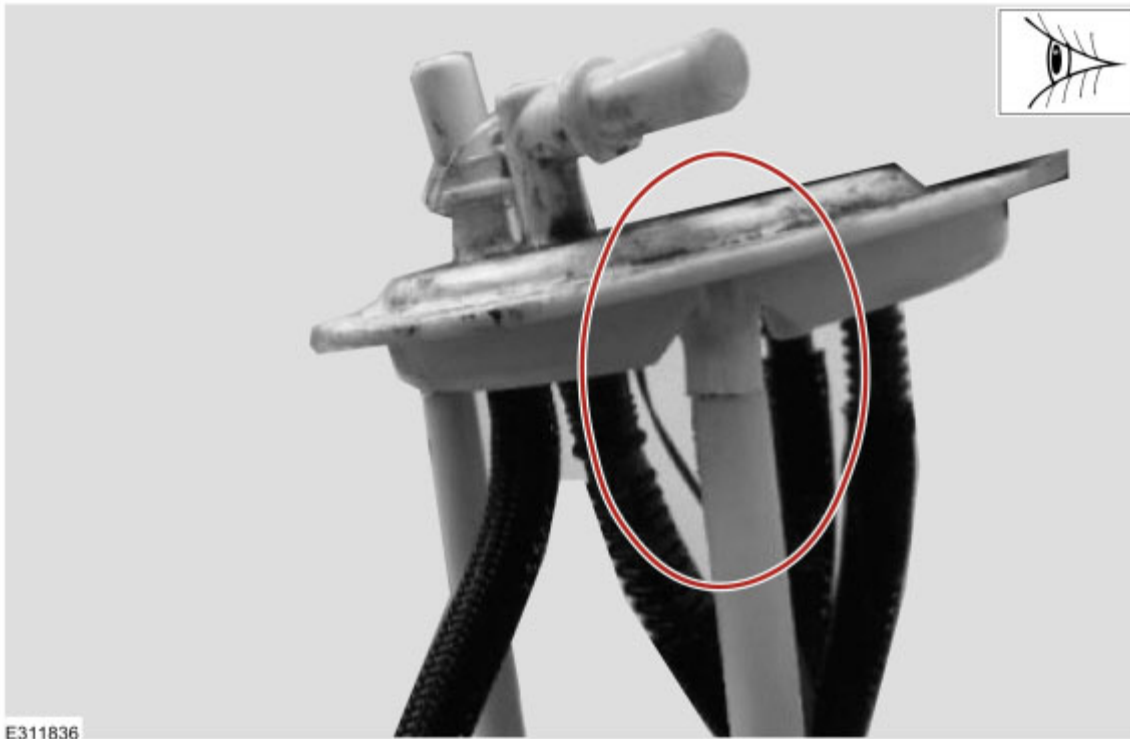


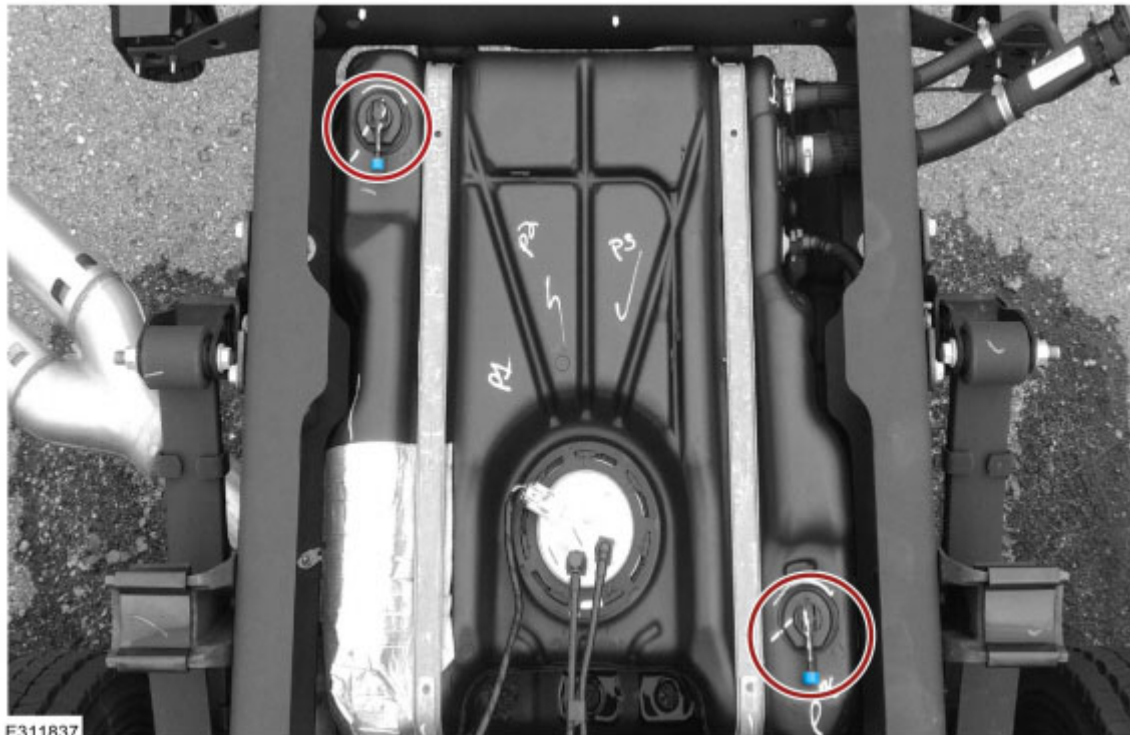
Figure 4



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6. On the new fuel tank, install a fresh air tube in place of the dust cap on both rollover valves. Tuck the vent tube so it is between the fuel tank shield and the fuel tank. (Figures 5-8)

Figure 5



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Figure 6



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Figure 7



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Figure 8



7. Install the original or new fuel pump/sender unit into the fuel tank. Refer to WSM, Section 310-01.
8. Install the fuel tank into the vehicle. Refer to WSM, Section 310-01.

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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.