

## SB-10056310-7059

### FORD:

2011 F-Super Duty

This article supersedes TSB 12-11-11 to update the Warranty Causal Part Number, Part List and Service Labor Time Standards.

### ISSUE

Some 2011 F-Super Duty vehicles equipped with a 6.7L diesel engine and built on or before 3/29/2011 may exhibit a runs rough or no crank concern due to a broken exhaust valve. DTCs P0671, P0672, P0673, P0674, P0675, P0676, P0677 and/or P0678 may be stored in the powertrain control module (PCM) from a damaged glow plug. The glow plug circuit DTCs may also be accompanied by cylinder misfire DTCs, cylinder contribution DTCs or other engine performance DTCs.

### ACTION

Follow the Service Procedure steps to correct the condition.

### SERVICE PROCEDURE

1. Does the vehicle exhibit a runs rough, no crank concern with any of the following DTCs P0671, P0672, P0673, P0674, P0675, P0676, P0677 and/or P0678?
  - a. No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnosis.
  - b. Yes - proceed to Step 2.
2. Remove and inspect the glow plug associated with glow plug circuit DTC present. Refer to Workshop Manual (WSM), Section 303-07C. Is the glow plug damaged?
  - a. No - this article does not apply. Refer to the PC/ED manual for normal diagnosis.
  - b. Yes - replace the engine long block. Refer to WSM, Section 303-01C.
    - (1) For prior approval warranty repairs, complete the cost cap tool by selecting short block, both cylinder heads, oil cooler and 16 lifters.

| PART NUMBER   | PART NAME                    |
|---------------|------------------------------|
| FC3Z-6006-A   | Long Block                   |
| BC3Z-6079-B   | Installation Kit             |
| FC3Z-00810-A  | Spacers                      |
| FC3Z-9Y427-A  | Exhaust Manifold Heat Shield |
| DC3Z- 9A462-A | Shield - Pickup              |
| DC3Z-9A462-B  | Shield - Chassis Cab         |

| OPERATION | DESCRIPTION                                                                                                                            | TIME      |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 140127A   | 2011 F-Super Duty 6.7L Check DTCs, Inspect Glow Plug, Replace Long Block Following The WSM Procedure (Can Be Claimed With Operation B) | 20.4 Hrs. |

NOTE: The information contained 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, Lincoln, or Mercury 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.

| OPERATION | DESCRIPTION                                                                                                                                                                             | TIME    |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 140127B   | Additional Time To Contact Hotline And Complete The Online Forms.<br>This Operation Is To Be Used Only For Dealerships That Require Prior<br>Approval (Can Be Claimed With Operation A) | 0.3 Hr. |

**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.

**DEALER CODING**

| BASIC PART NO. | CONDITION CODE |
|----------------|----------------|
| 6006           | 42             |