

6.2L - ERRATIC OPERATION OF ELECTRICAL FEATURES WHEN USING UP-FITTED ACCESSORIES WITH HIGH ELECTRICAL LOAD DEVICES SUCH AS SNOW PLOW

TSB 17-0018

FORD:

2017 F-Super Duty

ISSUE

Some 2017 F-Super Duty vehicles equipped with a 6.2L gasoline engine may exhibit any or all of the following concerns at times of high electrical system draw such as snow plow operation, instrument cluster backlighting inoperative, erratic climate control blower motor operation, the red brake warning indicator flickering, and/or low battery - features temp turned off message in the message center.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Reprogram the body control module (BCM) to the latest calibration using IDS release 104.02 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com. Proceed to step 2.
2. Was the vehicle built on or before 01-Oct-2016?
 - a. Yes - reprogram the powertrain control module (PCM) to the latest calibration using IDS release 104.02 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.
 - b. No - repair is complete.

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.

| OPERATION | DESCRIPTION | TIME |
|-----------|--|---------|
| 170018A | 2017 F-Super Duty 6.2L: Reprogram The BCM (Do Not Use With Any Other Labor Operations) | 0.3 Hr. |
| 170018B | 2017 F-Super Duty 6.2L: Reprogram The BCM And PCM (Do Not Use With Any Other Labor Operations) | 0.4 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 |
|----------------|----------------|
| 15604 | 04 |

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.