

**18-2068**23 February
2018

TECHNICAL SERVICE BULLETIN

6.7L Diesel - No Starter Engagement

Model:

Ford 2016-2017 F-650/F-750

Issue: Some 2016-2017 F-650/F-750 vehicles equipped with a 6.7L diesel engine may exhibit no starter engagement with no diagnostic trouble codes (DTCs) stored in the powertrain control module (PCM). This may be due to extended cranking attempts resulting in starter protection mode.

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
2016-2017 F-Super Duty 650/750 6.7L Engine: Retrieve DTCs, Monitor PID And Reprogram The PCM	182068A	0.6 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

- Connect the Ford Integrated Diagnostic System (IDS) or Ford J2534 Diagnostic Software (FJDS) to the data link connector (DLC). Enter Datalogger > PCM. Does the STARTER_PROT parameter identification (PID) show as enabled?
 - Yes – proceed to Step 2.
 - No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) Manual for normal diagnostics.
- Reprogram the PCM using IDS or FJDS release 108.05 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.
 - 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.

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.