



TECHNICAL SERVICE BULLETIN

6.7L - Illuminated MIL, Various DTCs And Possible Forced Idle - Built On Or Before 10-Feb-2021

21-2248

13 September 2021

This bulletin supersedes 21-2055. Reason for update: Incorrect or Incomplete Symptom

Model:

Ford 2020-2021 F-Super Duty	Engine: 6.7L
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Summary

This article supersedes TSB 21-2055 to update the Title, Issue, Action, vehicles affected and production fix date.

Issue: Some 2020-2021 F-Super Duty vehicles equipped with a 6.7L engine built on or before 10-Feb-2021 may exhibit an illuminated malfunction indicator lamp (MIL) and diagnostic trouble codes (DTCs) P0300-P0308, P0603, P203B, P208B, P208C, P20EE, P2201, P24C2, P27B4 and/or P27B5 stored in the powertrain control module (PCM). The vehicle may also exhibit a forced idle condition. This may be due to various strategies within the PCM software. To correct the condition, follow the Service Procedure to reprogram the PCM.

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

- 2020-2021 F-Super Duty
- Built on or before 10-Feb-2021
- 6.7L diesel engine
- DTCs P0300-P0308, P0603, P203B, P208B, P208C, P20EE, P2201, P24C2, P27B4 and/or P27B5 stored in the PCM

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

Labor Times

Description	Operation No.	Time
2020-2021 F-Super Duty 6.7L: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	212248A	0.6 Hrs.
2020-2021 F-Super Duty 6.7L: Retrieve DTCs, Reprogram PCM Includes Time To Remove The Vehicle From Forced Idle Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212248B	0.9 Hrs.

Repair/Claim Coding

Causal Part:	RECALEM
Condition Code:	04

Service Procedure

1. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.

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 relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

2. Does the vehicle exhibit a forced idle condition?

- (1). Yes - proceed to Step 3.
- (2). No - the repair is complete.

3. Remove the vehicle from forced idle.

- (1). Allow the vehicle to sit indoors to increase diesel exhaust fluid (DEF) tank temperature to greater than 0°C (32°F). In extreme cold weather, allow the vehicle to sit indoors at least 24 hours with a fan circulating air around the DEF tank to thaw the tank.
- (2). Start the vehicle and allow it to idle for 10-15 minutes.
- (3). Drive the vehicle forward at wide open throttle (WOT) for up to 5 minutes. It is very important to not back off the accelerator pedal when trying to get it out of forced idle. If the truck does not come out of forced idle mode after 2 minutes, stop the vehicle and idle for a few minutes before trying again.

NOTE: Full power is immediately restored when the vehicle is cleared from forced idle.

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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.