



TECHNICAL SERVICE BULLETIN

3.5L EcoBoost High-Output - Excessive Oil Consumption With Or Without DTC P0365/P0369 - Built On Or Before 11-Sept-2020

**20-
2423**
14
December
2020

This bulletin supersedes 20-2294. Reason for update: Missing or Incorrect Applications

Model:

Ford 2018-2020 F-150
Lincoln 2018-2020 Navigator

Summary

This article supersedes TSB 20-2294 to update the Service Procedure and vehicles affected.

Issue: Some 2018-2020 F-150/Navigator vehicles equipped with a 3.5L EcoBoost High-Output engine and built on or before 11-Sept-2020 may exhibit excessive oil consumption with no visible oil leaks with or without diagnostic trouble code (DTC) P0365 and/or P0369. To correct the condition, follow the Service Procedure steps to reprogram the powertrain control module (PCM) and if necessary, replace the engine valve covers.

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

- One of the following vehicles
 - 2018-2020 F-150 Raptor
 - 2019-2020 F-150 Limited Series
 - 2018-2020 Navigator
- 3.5L EcoBoost High-Output engine
- Built on or before 11-Sept-2020
- Customer concern of excessive oil consumption

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. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

Parts

Part Number		Description	Quantity
HL3Z-9H486-A	Package Contains 6 Pieces, 6 Pieces Required	Intake Gaskets	1
HL3Z-6582-E	-	Left Valve Cover	1
HL3Z-6582-C	-	Right Valve Cover	1
HL3Z-9J323-C	-	High Pressure Fuel Pump To Fuel Rail Tube	1
		Fuel Tube Retaining Bolt	1

W503280-S437	Package Contains 4 Pieces, 1 Piece Required		
W503275-S437	Package Contains 4 Pieces, 1 Piece Required	Fuel Tube Retaining Bolt	1
W714498-S900	Package Contains 4 Pieces, 2 Pieces Required	High Pressure Pump Retaining Bolts	1
AA5Z-9E583-A	-	High Pressure Pump O-ring	1
HL3Z-9417-A	-	High Pressure Pump Plate Gasket	1
BL3Z-9374-A	Package Contains 1 Piece, 2 Pieces Required	High Pressure Pump Plate O-ring Gasket	2
AA5Z-6714-A	-	Oil Filter	1
AA5Z-9Z587-A	-	Roller Tappet	As Needed
HU7Z-12A402-A	Package Contains 6 Pieces	Boot	As Needed
XO-5W30-Q1SP	-	Motorcraft® SAE 5W-30 Premium Synthetic Blend Motor Oil (All Markets Except Canada)	As Needed
CXO-5W30-LSP6	-	Motorcraft® SAE 5W-30 Super Premium Motor Oil (Canada Only)	As Needed
ZC-31-B	-	Motorcraft® Metal Surface Prep Wipes	As Needed
ZC-30-A	-	Motorcraft® Silicone Gasket Remover	As Needed
TA-357	-	Motorcraft® High Performance Engine RTV Silicone	As Needed

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

Description	Operation No.	Time
2019-2020 F-150, 2018-2020 Navigator 3.5L EcoBoost High-Output Engine: Visual Inspection For Oil Leaks, Reprogram The PCM And Change The Engine Oil And Filter (Do Not Use With Any Other Labor Operations)	202423A	0.7 Hrs.
2019-2020 F-150, 2018-2020 Navigator 3.5L EcoBoost High-Output Engine: Visual Inspection For Oil Leaks, Reprogram The PCM, Change The Engine Oil And Filter And Replace Both Valve Covers (Do Not Use With Any Labor Operations Outside Of This Article)	202423B	4.5 Hrs.
2018-2020 F-150 SVT Raptor 3.5L EcoBoost High-Output Engine: Visual Inspection For Oil Leaks, Reprogram The PCM And Change The Engine Oil And Filter (Do Not Use With Any Other Labor Operations)	202423C	0.9 Hrs.
2018-2020 F-150 SVT Raptor 3.5L EcoBoost High-Output Engine: Visual Inspection For Oil Leaks, Reprogram The PCM, Change The Engine Oil And Filter And Replace Both Valve Covers (Do Not Use With Any Labor Operations Outside Of This Article)	202423D	4.7 Hrs.

Repair/Claim Coding

Causal Part:	6006
Condition Code:	42

Service Procedure

NOTE: Make sure the vehicle is positioned on a level surface or an incorrect reading will occur.

NOTE: When checking the engine oil level it is critical to allow the full 15 minute drain back period. Failure to allow 15 minutes for oil drain back will result in false oil level readings.

1. Visually inspect for engine oil leaks. Are any visible leaks present?
 - (1). Yes - this article does not apply. Refer to the Workshop Manual (WSM), Section 303-01.
 - (2). No - proceed to Step 2.
2. Reprogram the PCM using the latest software level of the appropriate Ford scan tool.
3. Does the vehicle meet at least one of the following criteria?
 - Built on or after 1-Apr-2019
 - Both valve covers have previously been replaced
 - The vehicle has more than 6500 km (4000 mi.)
 - (1). Yes - proceed to Step 4.
 - (2). No - replace both valve covers. Refer to WSM, Section 303-01.
4. Replace the engine oil and filter.

© 2020 Ford Motor Company

All rights reserved.

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.