

FORD:

2016-2017 F-650, F-750

2017 F-Super Duty

ISSUE

Some 2017 F-Super Duty, 2016-2017 F-650/750 vehicles built on or before 20-Dec-2016 and equipped with a 6.7L engine may exhibit an illuminated MIL with diagnostic trouble code (DTC) P20E8 in the powertrain control module (PCM) memory. This may be due to air trapped in the reductant lines causing the reductant pump and heater assembly to not build sufficient system pressure or loose reductant line connections.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the vehicle build date. Was the vehicle built on or before 20-Dec-2016?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
2. Connect the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool to the data link connector (DLC). Check for DTCs. Is only P20E8 stored in the PCM memory?
 - a. Yes - proceed to Step 3.
 - b. No - this article does not apply. Refer to the PC/ED manual for normal diagnostics.
3. Inspect the reductant pressure line connections at the reductant injector and reductant pump and heater assembly. Are the pressure line connections securely fastened?
 - a. Yes - replace the reductant pump and heater assembly. Refer to Workshop Manual (WSM), Section 303-08. Proceed to Step 4.
 - b. No - securely fasten the reductant pressure line connections. Refer to WSM, Section 303-08. Repair is complete.
4. Prime the new reductant pump and heater by following these steps:
 - a. Disconnect the reductant pressure line from the reductant injector and place the line in a clean suitable container. Refer to WSM, Section 303-08.
 - b. Prime the reductant pump and heater assembly by using IDS, perform the selective catalytic reduction (SCR) visual leak check.
 - (1) Powertrain
 - (2) Service Functions
 - (3) SCR System
 - (4) SCR Visual Leak Check
 - (5) Run test for two minutes
 - c. Connect the reductant pressure line to the reductant injector. Refer to WSM, Section 303-08.

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.

d. Perform SCR visual leak check to verify no leaks are present.

PART NUMBER	PART NAME
HC3Z-5J229-B	Reductant Pump And Heater Assembly
W717497-S439	Tank Strap J-Nut - F-Super Duty Inboard Frame Mounted Tank Configuration Only (2 Required)
W520804-S439	Tank Strap Nuts - F-Super Duty
W520803-S439	Tank Strap Nuts - F-650/750 (4 Required)
W503300-S450	Tank Strap Bolts - F-650/750 (4 Required)
PM-27-JUG	Motorcraft® Diesel Exhaust Fluid (2 Required)

OPERATION	DESCRIPTION	TIME
170020A	2017 F-Super Duty 250-450 Pickup, 2016-2017 F-650/750 6.7L: Retrieve DTCs, Inspect And Secure Pressure Line (Do Not Use With Any Other Labor Operations)	0.3 Hr.
170020B	2017 F-Super Duty 250-450 Pickup, 2016-2017 F-650/750 6.7L: Retrieve DTCs, Inspect, Replace And Prime The Reductant Pump And Heater (Do Not Use With Any Other Labor Operations)	1.6 Hrs.
MT170020	2016-2017 F-Super Duty 350-550 Chassis Cab 6.7L: Retrieve DTCs, Inspect, Replace And Prime The Reductant Pump And Heater	Actual Time

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions 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
5J229	42