

FORD:

2011-2015 F-Super Duty

ISSUE

Some 2011-2015 F-Super Duty pickup trucks equipped with 6.7L diesel engines may exhibit a runs rough condition only during the exhaust regeneration process. The condition typically occurs when the vehicle is idled for prolonged periods or frequently driven for short periods. This occurs because the drive cycle is insufficient to allow the diesel particulate filter (DPF) regeneration to complete.

ACTION

Provide the customer a copy of the attached customer information sheet.

WARRANTY STATUS:

Information Only – Not Warrantable

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 supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.



Customer Information Sheet

Ford Motor Company welcomes you as a turbocharged diesel-powered truck owner.

Your F-Super Duty diesel truck will sound, drive, and operate differently than a gasoline-powered truck.

Operation and maintenance procedures are different on diesel-powered trucks.

Procedures are simple to follow and careful adherence to them will ensure that you take full advantage of the features of this engine.

Your truck is equipped with state-of-the-art engine and exhaust system technology.

These systems are integrated into your truck and are managed by the Powertrain Control Module (PCM).

The PCM manages engine combustion to allow the exhaust system's catalyst to trap and oxidize particulate matter soot pollutants.

Your truck is equipped with a diesel particulate filter (DPF). When DPF regeneration is required, a "Drive to Clean" instrument cluster message notifies the driver that the truck needs to be driven to allow DPF regeneration. For optimal vehicle performance, please follow this "Drive to Clean" message.

Trucks that idle for prolonged periods or that are frequently driven for short periods may experience a rough running condition. This occurs because the drive cycle is insufficient to allow DPF regeneration to complete.

If this occurs or your normal drive cycle is as described above, drive the truck at highway speed for at least 20 minutes. This enables the DPF regeneration cycle to complete and restores the system to normal operating condition.

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