

**FORD:**

2011 F-250, F-350, F-450, F-550

**ISSUE**

Some 6.7L diesel equipped vehicles may exhibit a ticking noise at idle after an engine oil change. It is often referred to as Typewriter Noise because of its similarity to the sound of random typing on a mechanical typewriter. Customers may report that when near a building, wall or drive through window, that this noise can be heard from inside the cab.

**ACTION**

Follow the Service Information to inform the customer of the characteristic.

**SERVICE INFORMATION**

The relationship between the oil film, crankshaft journals, bearing inserts and engine cylinder block produces a sound that is heard as a ticking noise. The overall noise reduction in engines produced today makes this noise seem new when, in fact, it was present in prior model year vehicles, but masked by other noises in the past. Because the 6.7L diesel engine includes a number of design improvements to reduce diesel engine noise, Typewriter Noise can be more noticeable than on previous products. Typewriter Noise is not detrimental to engine function or durability. Other manufacturers of diesel engines have reported the presence of this condition for a number of years.

Build tolerance stack-up from engine to engine contributes to perceived differences in noise intensity. When engine temperatures reach 150 °F (65 °C) or higher, (from engine idle up to approximately 1700 RPM's), this noise can typically be heard at the front wheel well and is often isolated to the transmission bell housing or oil pan area.

Dealers should not attempt to compare any customer vehicles exhibiting this noise with other similar vehicles as the noise is different from vehicle to vehicle and this may lead to the incorrect conclusion that the vehicle has a condition. Typewriter Noise is a normal operating characteristic of this diesel engine. This noise has no short or long term effects on the engine. Do not attempt repairs to eliminate this noise. This noise is characteristic of the 6.7L diesel engine and will typically cease or diminish significantly within the oil change maintenance interval.

Refer to vehicle Owner Guides and Maintenance Guides for approved engine oil viscosities and usage information. Use of different oil viscosities will not eliminate this noise and is not recommended. Customers should be informed that these conditions do not affect engine durability and no repairs are necessary.

**WARRANTY STATUS:** Information Only - Not Warrantable

**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, 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.