

# Part 573 Safety Recall Report

## 24E-023

**Manufacturer Name :** Ford Motor Company

**Submission Date :** MAR 08, 2024

**NHTSA Recall No. :** 24E-023

**Manufacturer Recall No. :** 24C04



### Manufacturer Information :

**Manufacturer Name :** Ford Motor Company

**Address :** 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

**Company phone :** 1-866-436-7332

### Population :

**Number of potentially involved :** 1,505

**Estimated percentage with defect :** 13 %

### Equipment Information :

**Brand / Trade 1 :** Ford Service Parts

**Model :** Ford Super Duty High Series Headlamp

**Part No. :** HC3Z-13008-N

**Size :** N/A

**Function :** N/A

**Descriptive Information :** Ford's team reviewed supplier process and test records to determine the population of affected service parts. 1,505 service headlamps built from 05/05/2021 to 12/30/2021 for 2017-2019 model year Super Duty vehicles have been included in the recall population. Affected service headlamps may not meet the lower beam photometric requirements of FMVSS 108. Through Ford warranty records, Ford identified 73 vehicles in the US that may have the affected service headlamps installed on the vehicle. The remaining headlamps were sold as replacement parts and Ford does not have traceability to a specific vehicle.

**Production Dates :** MAY 05, 2021 - DEC 30, 2021

**Brand / Trade 2 :** Ford Service Parts  
**Model :** Ford Super Duty High Series Headlamp  
**Part No. :** HC3Z-13008-P  
**Size :** N/A  
**Function :** N/A

**Descriptive Information :** Ford's team reviewed supplier process and test records to determine the population of affected service parts. 1,505 service headlamps built from 05/05/2021 to 12/30/2021 for 2017-2019 model year Super Duty vehicles have been included in the recall population. Affected service headlamps may not meet the lower beam photometric requirements of FMVSS 108. Through Ford warranty records, Ford identified 73 vehicles in the US that may have the affected service headlamps installed on the vehicle. The remaining headlamps were sold as replacement parts and Ford does not have traceability to a specific vehicle.

**Production Dates :** MAY 05, 2021 - DEC 30, 2021

**Brand / Trade 3 :** Ford Service Parts  
**Model :** Ford Super Duty High Series Headlamp  
**Part No. :** HC3Z-13008-PCP  
**Size :** N/A  
**Function :** N/A

**Descriptive Information :** Ford's team reviewed supplier process and test records to determine the population of affected service parts. 1,505 service headlamps built from 05/05/2021 to 12/30/2021 for 2017-2019 model year Super Duty vehicles have been included in the recall population. Affected service headlamps may not meet the lower beam photometric requirements of FMVSS 108. Through Ford warranty records, Ford identified 73 vehicles in the US that may have the affected service headlamps installed on the vehicle. The remaining headlamps were sold as replacement parts and Ford does not have traceability to a specific vehicle.

**Production Dates :** MAY 05, 2021 - DEC 30, 2021

Brand / Trade 4 : Ford Service Parts  
Model : Ford Super Duty High Series Headlamp  
Part No. : KC3Z-13008-A  
Size : N/A  
Function : N/A

**Descriptive Information :** Ford's team reviewed supplier process and test records to determine the population of affected service parts. 1,505 service headlamps built from 05/05/2021 to 12/30/2021 for 2017-2019 model year Super Duty vehicles have been included in the recall population. Affected service headlamps may not meet the lower beam photometric requirements of FMVSS 108. Through Ford warranty records, Ford identified 73 vehicles in the US that may have the affected service headlamps installed on the vehicle. The remaining headlamps were sold as replacement parts and Ford does not have traceability to a specific vehicle.

**Production Dates :** MAY 05, 2021 - DEC 30, 2021

Brand / Trade 5 : Ford Service Parts  
Model : Ford Super Duty High Series Headlamp  
Part No. : KC3Z-13008-B  
Size : N/A  
Function : N/A

**Descriptive Information :** Ford's team reviewed supplier process and test records to determine the population of affected service parts. 1,505 service headlamps built from 05/05/2021 to 12/30/2021 for 2017-2019 model year Super Duty vehicles have been included in the recall population. Affected service headlamps may not meet the lower beam photometric requirements of FMVSS 108. Through Ford warranty records, Ford identified 73 vehicles in the US that may have the affected service headlamps installed on the vehicle. The remaining headlamps were sold as replacement parts and Ford does not have traceability to a specific vehicle.

**Production Dates :** MAY 05, 2021 - DEC 30, 2021

## Description of Noncompliance :

**Description of the Noncompliance :** On the affected service headlamps, the lower beam fails to conform, in part, to S10.18.9.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 108, "Lamps, reflective devices and associated equipment." When tested, the light emitted within the boundary of 10U to 90U and 90L to 90R may exceed the maximum photometric requirement specified in Table XIX-a of FMVSS 108.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

**Description of the Safety Risk :** Headlamps built between May 05, 2021, through December 30, 2021, may not comply with the lower beam photometric requirements specified in Table XIX-a of FMVSS 108.

**Description of the Cause :** The molding of the low beam module lens within the headlamp deviated from the nominal surface design which could cause the photometric intensity to exceed the maximum requirement within the boundary of 10U to 90U and 90L to 90R. The malfunction of valve gates controlling the fill of plastic into the lens's injection mold or variation in the cooling of the injection mold may have created the dimensional inaccuracy that could form an incorrect beam pattern.

**Identification of Any Warning that can Occur :** None.

## Involved Components :

**Component Name :** RH High Series Headlamp

**Component Description :** RH High Series Headlamp for Super Duty with metallic marker – service part

**Component Part Number :** HC3Z-13008-N

**Component Name :** LH High Series Headlamp

**Component Description :** LH High Series Headlamp for Super Duty with metallic marker – service part

**Component Part Number :** HC3Z-13008-P

**Component Name :** LH High Series Headlamp

**Component Description :** LH High Series Headlamp for Super Duty with metallic marker – service part

**Component Part Number :** HC3Z-13008-PCP

**Component Name :** LH High Series Headlamp

**Component Description :** LH High Series Headlamp for Super Duty with non-metallic marker – service part

**Component Part Number :** KC3Z-13008-A

**Component Name :** RH High Series Headlamp

**Component Description :** RH High Series Headlamp for Super Duty with non-metallic marker – service part

**Component Part Number :** KC3Z-13008-B

**Supplier Identification :****Component Manufacturer**

Name : Ventra Sandusky LLC

Address : 3020 Tiffin Avenue

Sandusky Ohio 44870-5352

Country : United States

**Chronology :**

Chronology added as a separate attachment.

**Description of Remedy :**

Description of Remedy Program : Letters will be sent to the dealer principals of the dealerships that ordered the suspect parts for which there is no traceability. The dealerships will be instructed to inspect their service part stock for high series headlamps containing date codes and to purge those parts if found. Dealer will provide evidence that the parts have been scrapped/destroyed. Dealerships will be instructed to contact customers that purchased the high series headlamp and request that the customer bring their vehicle to the dealership to have the date code inspected on the headlamp and if found within the suspect time window, to replace the headlamp. There will be no charge for this service.

Additionally, owners of vehicles identified through warranty data will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the headlamps inspected for date codes and if found within the suspect time window, to replace them. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. The ending date for reimbursement eligibility is estimated to be May 06, 2024.

How Remedy Component Differs from Recalled Component : The supplier conducted 100% photometric inspection of the remedy replacement headlamps.

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

**Recall Schedule :**

Description of Recall Schedule : Notification to dealers is expected to occur on March 11, 2024. Mailing of

owner notification letters is expected to begin April 15, 2024 and is expected to be completed by April 19, 2024.

Planned Dealer Notification Date : MAR 11, 2024 - MAR 11, 2024

Planned Owner Notification Date : APR 15, 2024 - APR 19, 2024

## Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

\* NR - Not Reported