

Part 573 Safety Recall Report

24V-957

Manufacturer Name : Ford Motor Company

Submission Date : DEC 20, 2024

NHTSA Recall No. : 24V-957

Manufacturer Recall No. : 24S78



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 : 295,449

Estimated percentage with defect : 4 %

Vehicle Information :

Vehicle 1 : 2020-2022 Ford F-Super Duty: F250, F350, F450, F550, F600

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Affected vehicles were built from February 19, 2019 through August 23, 2021 and are equipped with 6.7L diesel engines.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

149,180 2020 model year F-250, F-350, F-450, F-550 and F-600 vehicles are affected.

120,597 2021 model year F-250, F-350, F-450, F-550 and F-600 vehicles are affected.

16,361 2022 model year F-250, F-350, F-450, F-550 and F-600 vehicles are affected

Production Dates : FEB 19, 2019 - AUG 23, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2021-2022 Ford F-650, F-750

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Affected vehicles were built from May 14, 2019 through August 23, 2021 and are equipped with 6.7L diesel engines.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

5,361 2021 model year F-650 and F-750 vehicles are affected.

3,950 2022 model year F-650 and F-750 vehicles are affected.

Production Dates : MAY 14, 2019 - AUG 23, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Over time, aged biodiesel deposits can form on internal high pressure fuel pump components, which may lead to failure of the pump and can result in a loss of motive power.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Failure of the high pressure fuel pump may result in loss of motive power, which can increase the risk of a crash.

Description of the Cause : Aged biodiesel deposits can form on the pump drivetrain roller and in the tappet body cooling passages. If this occurs, the deposits can cause increased wear of pump components and metal debris in the fuel system.

Identification of Any Warning that can Occur : Customers may experience extended crank while starting, a Check Engine Light (CEL), noise and reduced engine power.

Involved Components :

Component Name 1 : PMP ASY FUL BST

Component Description : High Pressure Diesel Fuel Pump

Component Part Number : LC3Q-9B395-AA

Supplier Identification :**Component Manufacturer**

Name : Robert Bosch LLC
Address : 6555 Fulton Industrial Blvd-S100
Atlanta Georgia 30336
Country : United States

Chronology :

Chronology for Ford Field Service Action 24S78 is provided as an attachment.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the Powertrain Control Module (PCM) software reflashed, which will increase pump cooling and prevent formation of aged biodiesel deposits. 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. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedy PCM update will increase cooling in the tappet area.

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 January 2, 2025. Mailing of owner notification letters is expected to begin January 13, 2025 and is expected to be completed by January 17, 2025.

Planned Dealer Notification Date : JAN 02, 2025 - JAN 02, 2025

Planned Owner Notification Date : JAN 13, 2025 - JAN 17, 2025

* NR - Not Reported