



Stacy L. Balzer
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

March 11, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Equipment Recall 24C04 - Advance Notice

High Series LED service Headlamps installed on certain 2017-2019 Super Duty Vehicles

High Series LED service Headlamps – Part Number and Date Code Inspection

AFFECTED VEHICLES*

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2018	Kentucky Truck	December 23, 2017 through June 29, 2018
Super Duty	2019	Kentucky Truck	July 10, 2018 through October 22, 2019

US population of affected vehicles: 73. Affected vehicles are identified in OASIS and FSA VIN Lists.

* The population for this equipment recall is 1505, 73 of which are VIN-specific.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles were repaired using certain service replacement headlamps that may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 108, Lamps, Reflective Devices, and Associated Equipment, Table XIX-a related to the lower beam photometry requirements.

Your dealership may have either (a) serviced an affected vehicle, or (b) sold over the counter one of the suspect replacement headlamps produced with certain date codes.

SERVICE ACTION

A complete Dealer Bulletin will be provided to dealers 2nd Quarter when it is anticipated that parts ordering information and repair instructions will be available to support this equipment recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized initial 'S'.

Stacy L. Balzer