

Part 573 Safety Recall Report

20E-025

Manufacturer Name : Ford Motor Company

Submission Date : APR 24, 2020

NHTSA Recall No. : 20E-025

Manufacturer Recall No. : 20C10



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 : 130

Estimated percentage with defect : NR

Equipment Information :

Brand / Trade 1 : Ford Service Parts

Model : Lincoln MKZ Replacement Headlamp

Part No. : DP5Z-13008-T

Size : NR

Function : NR

Descriptive Information : Due to a backorder on North American replacement headlamp assemblies, dealers began ordering and installing headlamp assemblies designed for Korea & China, not knowing the lamps failed to meet North American compliance regulations. The Korea & China headlamps were similar to the design to the North American headlamp and appeared to function properly. However, the Korea & China replacement headlamp assemblies did not meet certain requirements of FMVSS 108, including headlamp beam pattern, illuminated side marker, horizontal adjustment and DOT markings.

Production Dates : JAN 03, 2013 - NOV 11, 2015

Description of Noncompliance :

Description of the Noncompliance : Korea & China replacement headlamp assemblies did not meet certain requirements of FMVSS 108, including headlamp beam pattern, illuminated side marker, horizontal adjustment and DOT markings.

Ford is not aware of any reports of accident or injury related to this condition.

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

FMVSS 2 : NR

Description of the Safety Risk : Vehicles with incorrect replacement headlamps installed do not comply with the requirements of FMVSS 108.

Description of the Cause : The Ford Technical Assistance Center (TAC) directed United States dealerships

to use alternate headlamps (Korea & China parts, DP5Z-13008-T, DP5Z-13008-V) in certain instances between August 1 and 13, 2019. Dealer and TAC interpretation of part application in the catalog was incorrect, as the export parts in the catalog were not understood to be applicable only to Korea & China.

Identification of Any Warning that can Occur : The side marker of an incorrect replacement headlamp will not illuminate.

Involved Components :

Component Name : Headlamp

Component Description : Headlamp

Component Part Number : DP5Z-13008-T

Component Name : Headlamp

Component Description : Headlamp

Component Part Number : DP5Z-3008-V

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

November 2019 – January 2020

In response to a Ford Field Service Engineers questions about replacement headlamps not working properly, the Ford Service Division sales activity reviewed sales orders for replacement head lamps. The issue was brought to Ford's Critical Concern Review Group (CCRG) for review. Ford reviewed their sales records to determine which dealers were shipped the incorrect headlamps. Ford instructed Ford Dealers to stop selling the suspect replacement headlamps, and to return replacement headlamps in their inventory. Ford then revised their order system to prevent sales from the Ford catalog of the incorrect replacement headlamps. Ford dealers returned incorrect headlamps

from their inventory back to Ford.

February 2020 – March 2020

Ford reviewed the technical design differences between the incorrect replacement headlamps and the proper replacement headlamps.. Ford contacted all Ford dealers that had purchased the incorrect replacement headlamps to ensure all incorrect replacement headlamps would be returned and not installed on vehicles. Through Ford and Ford Dealer records, Ford identified 37 vehicles that had incorrect replacement headlamps installed.

April 2020

On April 17, 2020, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

Description of Remedy :

Description of Remedy Program : November 2019 – January 2020
In response to a Ford Field Service Engineers questions about replacement headlamps not working properly, the Ford Service Division sales activity reviewed sales orders for replacement head lamps. The issue was brought to Ford's Critical Concern Review Group (CCRG) for review. Ford reviewed their sales records to determine which dealers were shipped the incorrect headlamps. Ford instructed Ford Dealers to stop selling the suspect replacement headlamps, and to return replacement headlamps in their inventory. Ford then revised their order system to prevent sales from the Ford catalog of the incorrect replacement headlamps. Ford dealers returned incorrect headlamps from their inventory back to Ford.

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How Remedy Component Differs from Recalled Component : The recalled replacement headlamp DP5Z-13008-S and headlamp DP5Z-13008-V will not have working side makers and DOT markings. In addition, they will have a horizontal adjustment feature and a unique beam pattern.

The correct North American replacement headlamps (DP5Z-13008-S, DP5Z-13008-U) comply with all associated FMVSS 108 requirements, including working side markers.

Identify How/When Recall Condition was Corrected in Production : Originally installed headlamps meet all FMVSS 108 requirements.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on April 27, 2020. Mailing of

owner notification letters is expected to begin May 25, 2020 and is expected to be completed by May 29, 2020.

Planned Dealer Notification Date : APR 27, 2020 - APR 27, 2020

Planned Owner Notification Date : MAY 25, 2020 - MAY 29, 2020

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