



Frank M. Ligon
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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November 15, 2006

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: Compliance Recall 06C15:
Certain 2007 Crown Victoria and Grand Marquis Vehicles
Windshield Replacement

AFFECTED VEHICLES

Certain 2007 Crown Victoria and Grand Marquis vehicles produced at St. Thomas Assembly Plant on August 28th and 29th, 2006.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles may have a potential windshield adhesive bond loss. The most likely impact to the customer would be related to a wind noise or water leak. This condition may also degrade windshield retention in a crash, affecting compliance with Federal Motor Vehicle Safety Standard (FMVSS) No. 212 – Windshield Mounting. There have been no known accidents, injuries or fires attributed to this condition.

SERVICE ACTION

Following the procedures described in the Workshop Manual, dealers are to install, or have installed, a **new** Carlite windshield on the vehicles involved in this recall. This service must be performed on affected vehicles at no charge to the vehicle owner. Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this recall has been completed.

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 \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

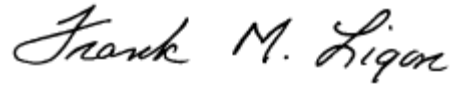
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter

QUESTIONS?

Parts Issues: Parts Support Center (Dealer Only)1-800-207-2444
All Other Issues: Special Service Support Center (Dealer Only)1-800-325-5621

Sincerely,



Frank M. Ligon

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OASIS ACTIVATED?

Yes. OASIS will be activated by November 15, 2006.

FSA VIN LIST ACTIVATED?

Yes. Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by November 15, 2006. Owner names and addresses will be available by November 29, 2006.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

RELATED DAMAGE

Related damage claims are not approved for this program.

ADDITIONAL LABOR TIME

This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.

RENTAL VEHICLES

Ford Motor Company will pay for a rental vehicle, except for fuel and insurance which will be at the owner's expense. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim form.

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OWNER REFUNDS

Refunds are not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Parts Reimbursement:
 - If the Dealer performs the glass replacement, parts reimbursement for the glass is at the Dealer's actual cost plus applicable parts allowance.
 - If the Dealer chooses to sublet the glass replacement, the actual cost plus applicable parts allowance CANNOT exceed Dealer Price of the glass plus applicable parts allowance.
 - Use OSP to claim reimbursement for the urethane and primer.
- Labor Reimbursement:
 - If the Dealer performs the glass replacement, labor reimbursement is at the published labor operation hour(s) multiplied by the Dealer's approved warranty labor rate (refer to attachment II for labor operation).
 - If the Dealer chooses to sublet the glass replacement, either the published operation or the actual Outside Labor (OSL) charge may be claimed. If the actual OSL charge is claimed, the OSL amount CANNOT exceed the standard operation amount at the Dealer's approved warranty labor rate.
- Attach the Carlite glass sticker, found on the replacement windshield, to the repair order (RO) to verify the use of approved glass.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Windshield	06C15B	1.3 hrs

PARTS REQUIREMENTS

When replacing a windshield under this recall, the following parts must be used to ensure proper retention of the windshield. Parts will not be direct shipped for this program. Order your part requirements through normal order processing channels.

Part Number	Description	Quantity
3W7Z-5403100-AB	Windscreen Glass (Nags #DW01506GTYN)	1
4W7Z-5403144-AA	Windshield Moulding	1
ZC-23	Ultra-Clear Spray Glass Cleaner	One 15 oz (425 g) container

DOW AUTOMOTIVE – 2-HOUR CURE*

Dow Urethane Adhesive — Betaseal ® Express	2 Tubes
Dow One Step Glass Primer - Betaprime™ 5500 / 5500A / 5500SA	1.4 oz (40 ml) bottle

SIKA - 2-HOUR CURE*

Sika Hot Applied Windshield Adhesive — SikaTack®-ASAP	2 Tubes
Sika Primer 206 G+P	One 250 ml bottle

*Ford Motor Company does not stock these parts.

- Call DOW ARG Customer Service Center 1-800-453-3779 to locate a local product distributor for Betaseal ® Express and Betaprime™. (Use OSP to claim reimbursement.)
- Call Sika Customer Service Center 1-800-688-7452 to locate a local product distributor for SikaTack®-ASAP and Sika Primer 206 G+P. (Use OSP to claim reimbursement.)
- The DOR/COR for this program is 50369. This number identifies parts ordered for this recall through the Parts Support Center (1-800-207-2444) or E-mail: Ford@Renkim.com

REPAIR/ORDER OPTIONS

See "Glass Replacement Process" on page 2 of attachment II.

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PARTS RETENTION

The old glass is not reusable. Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".

DEALER PRICE

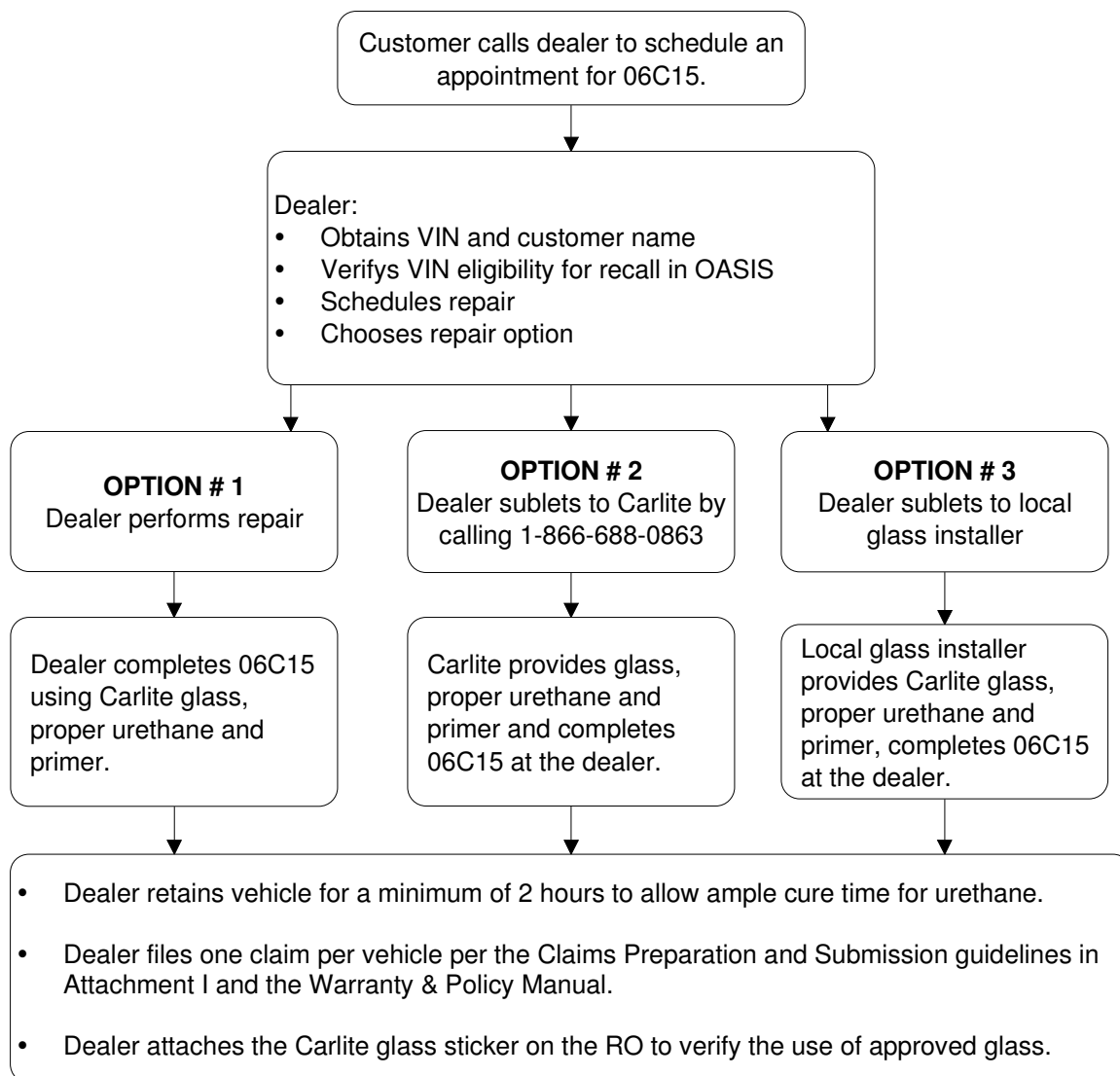
For latest prices, refer to DOES II or updated price book.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

GLASS REPLACEMENT PROCESS

Dealers may choose one of the three repair/order options listed in the table below.



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See 2007 Crown Victoria/Grand Marquis Workshop Manual: SECTION 501-11: Glass, Frames
and Mechanisms - REMOVAL AND INSTALLATION

NOTE

After performing the repair, attach the Carlite glass sticker, found on the replacement
windshield, to the repair order (RO) to verify the use of approved glass.