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Ford Motor Company  
P. O. Box 1904  
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May 29, 2014

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S08**

Certain 2010-2014 Model Year Taurus and 2013-2014 Model Year Police Interceptor  
Sedan Vehicles Operated in Corrosion States  
License Lamp Assembly Replacement

**AFFECTED VEHICLES**

Certain 2010 through 2014 model year Taurus and 2013 through 2014 model year Police Interceptor Sedan vehicles built at the Chicago Assembly Plant from Job #1 2010 through February 28, 2014 and originally sold in, or currently registered in the following states:

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available May 29, 2014.

**NOTE:** A separate Customer Satisfaction Program (14R01), covering repairs on affected vehicles located outside of the above listed corrosion states is expected to be launched within the next 90 days. If a 2010 through 2014 model year Taurus or a 2013 through 2014 model year Police Interceptor Sedan vehicle outside the 14S08 population is presented to your dealership for repairs prior to the launch of 14R01, contact the Special Service Support Center for direction.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles that are operated in high-corrosion environments associated with road salt use, moisture in the license lamp assembly can lead to corrosion. The corrosion can bridge the positive and negative terminal plates creating a short circuit in the lamp assembly that causes high current draw, excessive heat and potentially a fire.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace both license lamp assemblies. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** Sufficient quantities of license lamp assemblies are not currently available to service all vehicles. At this time, customer vehicles should be repaired only if the vehicle has a lamp that is not functioning. In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters will be mailed by the week of July 21, 2014. When parts are available, owners will be instructed to bring their vehicles to dealers for repairs. At that time, dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **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 \$7,000 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  
Recall Reimbursement Plan

### **QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) ..... 1-800-325-5621  
Special Service Support Center (Parts Ordering) ..... 1-800-207-2444

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on May 29, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 29, 2014. Owner names and addresses will be available by August 1, 2014.

**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.

**STOCK VEHICLES**

**NOTE:** In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles.

- Correct all affected units in your new vehicle inventory before delivery.
- Sufficient quantities of license lamp assemblies are not currently available to service all vehicles. Parts orders for dealer stock vehicles with a customer sales contract can be placed; however, due to limited supply it is possible not all parts requests can be filled.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**SOLD VEHICLES**

**NOTE:** Parts are currently not available to replace all license lamp assemblies. At this time, customer vehicles should be repaired only if the vehicle has a lamp assembly that is not functioning (replace both).

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**RELATED DAMAGE**

Related damage of less than \$250 parts and labor (such as connector and harness replacement) is authorized without prior approval.

For any related damage that exceeds \$250, call the Special Service Support Center to request approval **prior** to the repair. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).



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**AFTERMARKET / NON-FORD MODIFICATIONS**

- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.
- Requests for approval after completion of the repair will not be granted.

**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with replacement of the License Lamp assembly part number 8T5Z-13550-A. Refunds are not eligible for bulb replacement or repairs associated with collision damage.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this recall.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
  - Related damage claims less than or equal to \$250 do not require prior approval.
  - Related damage claims greater than \$250 parts and labor require prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
  - Program Code: 14S08
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace both License Lamp Assemblies	14S08B	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
8T5Z-13550-B	License Lamp Assembly	2

The DOR/COR number for this recall is 50542.

To manage part availability, at this time the license lamp assembly is emergency order only.

All other parts requirements should be ordered through normal order processing channels.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

**EXCESS STOCK RETURN**

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