



Ford Motor Company
Ford Customer Service Division
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July 2014

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14S08 / NHTSA Recall 14V285
Aviso de Revisión de Seguridad 14S08

This notice applies to your vehicle:
2013 Police Interceptor Sedan
Your Vehicle Identification Number:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

If your vehicle is operated or has operated in areas where road salt is used during the winter months, it may be possible for the rear license plate lamp assemblies to crack and collect moisture, leading to corrosion. Corrosion in the license plate lamp assemblies can result in inoperative license plate lamps or a short circuit, which could lead to excessive heat and potentially a fire.

Ford is working closely with its suppliers to produce parts to correct the condition. Parts are anticipated to be available in sufficient quantities to repair all vehicles by the end of September, 2014.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to replace both license plate lamp assemblies free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Parts are anticipated to be available in sufficient quantities to repair all vehicles by the end of September, 2014.

In the meantime, inspect your vehicle's license plate lamp assemblies for visible cracks or corrosion using the inspection procedure included with this letter.

- 1) If cracks or corrosion (discoloration behind the clear lens) are evident, please contact your dealer and request a service appointment without delay.
- 2) If neither cracks nor corrosion are evident, contact your dealer to schedule a service appointment for the end of September, 2014 when parts are anticipated to be available. Continue monitoring your vehicle per the inspection procedure until the repair is completed.

Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to license plate lamp assembly replacement due to corrosion. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist
you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 14V285.

Thank you for your attention to this important matter.

Ford Customer Service Division

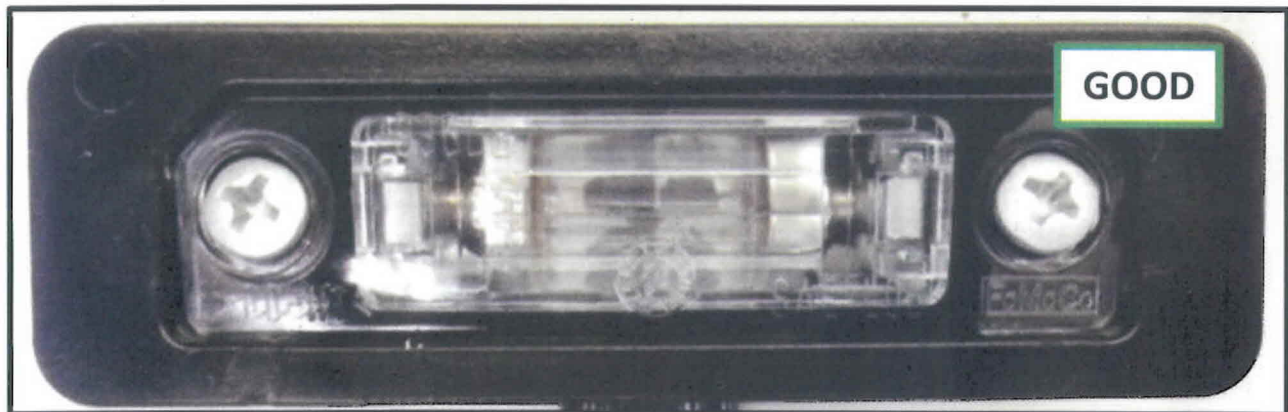
SAFETY RECALL 14S08 – 2010-2014 MODEL YEAR TAURUS LICENSE PLATE LAMP ASSEMBLY INSPECTION

LICENSE PLATE LAMP ASSEMBLY VISUAL INSPECTION

With the head lamps turned off, visually inspect each license plate lamp assembly for the following:



1. Visible cracks in exposed portions of the lens and housing
2. Visible corrosion behind the clear lens



No visible cracks or corrosion

If cracks or corrosion are evident, please contact your dealer and request a service appointment without delay.

If neither cracks nor corrosion are evident, contact your dealer to schedule a service appointment for the end of September, 2014 when parts are anticipated to be available.

Note: Vehicles with license plate lamp assemblies free of cracks or corrosion should be reinspected weekly until the repair is completed.

CHECKING LICENSE PLATE LAMP OPERATION

Occasionally, license plate lamp bulbs burn out and must be replaced. If the license plate lamp assemblies pass inspection, but one or both lamps do not illuminate with the head lamps turned on, refer to your Owner's Manual for more information.