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 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

July 25, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Advance Notice - Safety Recall 15S39 – Supplement #1**
 All 2003-2005 Model Year Crown Victoria and Grand Marquis Vehicles
 Headlights Inoperative

REF: **Customer Satisfaction Program 14N01**
 All 2003-2005 Model Year Crown Victoria and Grand Marquis Vehicles
 Extended Warranty Coverage on Lighting Control Module

New! REASON FOR THIS SUPPLEMENT

Provide updated timing for parts ordering information and repair instructions availability.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Crown Victoria	2003-2005	St. Thomas	Job #1 2003 through Job Last 2005
Grand Marquis			

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the lighting control module may develop a crack on a solder joint which connects a relay to the circuit board. This may result in the headlights not illuminating, increasing the risk of crash at night. The headlights may have intermittent operation or flicker prior to loss of headlights. In the event of the loss of headlights, the flash-to-pass operation is still functional.

New! SERVICE ACTION

A complete Dealer Bulletin will be provided to dealers in the first quarter of 2017 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

NOTE: If a customer's vehicle currently exhibits inoperative headlights, dealers should repair the vehicle under customer satisfaction program 14N01 which will close safety recall 15S39.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail of the potential condition of headlights not illuminating and directed to a dealer if they are currently experiencing this condition. Owners will be notified again after repair instructions and parts ordering information have been provided to dealers.

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. Owners will be 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.

OWNER REFUNDS (continued)

- Dealers are also pre-approved 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 lighting control module replacement for inoperative headlights.

CLAIMS PREPARATION AND SUBMISSION

- Submit refunds on a separate repair line.
 - Program Code: 15S39
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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 Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi