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Ford Customer Service Division

SB-10055936-4165

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

April 11, 2014

TO: All U.S. Ford and Lincoln Dealers

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

PROGRAM TERMS

This program extends the warranty coverage on the lighting control module to 15 years of service or 250,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. If a vehicle has already exceeded the mileage limit, this coverage will last through October 31, 2014. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

All 2003 through 2005 model year Crown Victoria and Grand Marquis vehicles built at the St. Thomas Assembly Plant from Job #1 2003 through Job Last 2005. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

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 headlamps not illuminating (intermittently or constantly), reducing driver visibility.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to diagnose and if necessary, replace the lighting control module. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of April 21, 2014. Dealers should repair any affected vehicles that exhibit inoperative headlamps due to the lighting control module, whether or not the customer has received a letter.

ATTACHMENTS

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

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

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

OASIS ACTIVATED?

Yes, OASIS will be activated on April 11, 2014.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this service action.

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- 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.

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

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires October 31, 2014.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. 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 lighting control module.

RENTAL VEHICLES

The use of rental vehicles is 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.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires 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: 14N01
 - 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.
- PROGRAM TERMS: This one-time program extends the coverage of the lighting control module to 15 years of service or 250,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limit, this coverage will last through October 31, 2014.

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

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Diagnose and Replace Lighting Control Module <i>without</i> Power Adjustable Pedals	14N01B	0.4 hours
Diagnose and Replace Lighting Control Module <i>with</i> Power Adjustable Pedals	14N01C	0.6 hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Model Year	Part Number	Description	Quantity
2003-2004	4W7Z-13C788-BC	Lighting Control Module	1
2005	5W7Z-13C788-AC	Lighting Control Module	1

The DOR/COR number for this program is 50536.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: 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.

DEALER EXECUTIVE SUMMARY

Customer Satisfaction Program 14N01

All 2003-2005 Model Year Crown Victoria and Grand Marquis Vehicles
Extended Warranty Coverage on Lighting Control Module

PROGRAM

Program Type	Extended Warranty (one-time repair)
Stop Sale	No
Demonstration Hold	No
Delivery Hold	No
Program Expiration	15 years of service or 250,000 miles

PARTS & SERVICE

Parts Required	Yes
Parts Available	Yes
Interim Repair	Not applicable
Repair Universe/Percentage of vehicles expected to require a repair	Not applicable
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No, Special Service Support Center approval required
Labor Time	0.4 – 0.6 hours

CUSTOMER HANDLING

Towing	Follow Warranty & Policy Manual guidelines
Rental Assistance	No
Refunds Authorized	Yes
Special Handling	No

ADMINISTRATION

OASIS On	April 11, 2014
Owner Notification	Begins the week of April 21, 2014

ALL 2003 - 2005 MODEL YEAR CROWN VICTORIA AND GRAND MARQUIS VEHICLES — EXTENDED WARRANTY COVERAGE ON LIGHTING CONTROL MODULE

OVERVIEW

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 an intermittent or constant loss of battery voltage to the headlamps.

The condition may be intermittent. When the condition is active, a disrupted Lighting Control Module (LCM) solder joint will result in all of the following three illumination conditions...

With the headlamp switch ON, and the multi-function switch in:

- LOW BEAM position, both low beams (and high beams) will be OFF.
- HIGH BEAM position, both high beams (and low beams) will be OFF.
- FLASH-TO-PASS position, high beams will be ON.

To confirm if the condition is related to the LCM and covered under this program, follow the service procedure below. Any conditions found not related to the program should be addressed separately.

SERVICE PROCEDURE

1. Connect IDS and perform self-test on the Lighting Control Module (LCM).

- If DTC B1342 is present, replace LCM and claim to this program. For additional information, refer to Workshop Manual (WSM) Section 419-10.
- If no DTCs are present, continue to Step 2.
- If any other DTCs are present, they are not related to this program.

2. With the ignition key in the RUN position, and the headlamp switch in the ON position, check the LCM PIDs using IDS Datalogger for proper status. Do ALL the PIDs indicate as shown?

HD_LMP_SW = ON
IGN_LCM = RUN
VBATLCM = Greater than 10V

- If **Yes**, continue to Step 3.
- If **No**, the concern is not related to this program.

3. Check the fuse in the central junction box for an open circuit.

- 2003-2004 model year vehicles — Fuse 2.27.
- 2005 model year vehicles — Fuse 2.9.

- If fuse is okay, replace LCM and claim to this program. For additional information, refer to Workshop Manual (WSM) Section 419-10.
- If fuse is open, the concern is not related to this program.





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

April 2014

Customer Satisfaction Program 14N01
Programa de Satisfacción del Cliente 14N01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 14N01 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for this additional coverage program? On your vehicle, it may be possible that an electronic module (Lighting Control Module) that supplies power to the headlights may fail. This results in the headlamps not working properly except for the flash-to-pass operation.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the Lighting Control Module to 15 years or 250,000 miles from the warranty start date of the vehicle, whichever occurs first.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do? If the headlamps on your vehicle do not work properly and the module is the cause, Ford Motor Company has authorized your dealer to replace the module free of charge (parts and labor).

This is a one-time repair program.

If your vehicle has already exceeded the mileage limit, this coverage will last through October 31, 2014. Coverage is automatically transferred to subsequent owners

How long will it take? If the component mentioned above requires replacement, 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? You do not need to return to your dealer for this repair unless you experience both headlights not functioning properly when the headlight switch is "ON."

**What should you do?
(Continued)**

Please keep this letter as a reminder of the extended warranty coverage for your Lighting Control Module. If this component requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 14N01. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

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

**Have you previously
paid for this repair?**

If you paid for this repair before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to headlights where the cause was the Lighting Control Module. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before October 31, 2014. To avoid delays, do not send receipts to Ford Motor Company.

**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 our records, which are based primarily on state registration and title data, 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).

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.

If you wish to contact us through the Internet, our address is:

www.Fordowner.com.

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.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division