

SB-10057898-6821



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

September 16, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Regional Program 14R01

Certain 2010 through 2014 Model Year Taurus and 2013 through 2014 Model Year Police Interceptor Sedan Vehicles Not Covered Under Safety Recall 14S08 License Plate Lamp Assembly Replacement

REF: Safety Recall 14S08 – Supplement #1

Dated July 23, 2014

AFFECTED VEHICLES

Certain 2010 through 2014 model year Taurus and 2013 through 2014 Police Interceptor Sedan vehicles built from Job # 1 2010 through February 28, 2014 not registered in corrosion states covered under Safety Recall 14S08.

Affected vehicles are identified in OASIS.

REASON FOR THIS REGIONAL PROGRAM

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

Owners that have identified cracks or corrosion in their license plate lamp assemblies, operate their vehicle in a corrosive environment (e.g., where road salt is used in winter months), or have concerns regarding the license plate lamp assemblies on their vehicle, are eligible for repairs under this Regional Program.

SERVICE ACTION

Upon customer request, dealers are to replace both license plate lamp assemblies. This service must be performed on affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters will be mailed the week of September 15, 2014. Owners will be instructed to inspect their license plate lamp assemblies for cracks or corrosion and, if evident, to schedule a service appointment without delay. If cracks or corrosion are not evident, owners may still request the remedy if they operate their vehicle in corrosive environments associated with road salt use or have concerns regarding the license plate lamp assemblies on their vehicle.

ATTACHMENTS

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

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Regional Program 14R01

Certain 2010 through 2014 Model Year Taurus and 2013 through 2014 Police Interceptor Sedan
Vehicles Not Covered Under Safety Recall 14S08
License Plate Lamp Assembly Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on September 16, 2014.

FSA VIN LIST ACTIVATED?

No, FSA VIN list will not be activated for this Regional Program.

STOCK VEHICLES

New vehicles are not affected by the covered issue; no repairs are required prior to sale.

SOLD VEHICLES

Owners of affected vehicles will be directed to contact their dealer for repairs if they have identified cracks or corrosion in their license plate lamp assemblies, if they operate their vehicle in a corrosive environment (e.g., where salt is used on the roads in the winter months), or if they have concerns regarding the license plate lamp assemblies on their vehicle.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Regional Program.

ADDITIONAL LABOR TIME AND/OR PARTS

NOTE: Additional labor and/or parts totaling less than \$250 (such as connector and harness replacement) is authorized without prior approval.

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts greater than \$250 to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may 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 program performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

Regional Program 14R01

Certain 2010 through 2014 Model Year Taurus and 2013 through 2014 Police Interceptor Sedan
Vehicles Not Covered Under Safety Recall 14S08
License Plate Lamp Assembly Replacement

OWNER REFUNDS

- This FSA may still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close this Regional Program.
- 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 March 13, 2015.
- Dealers are also pre-approved 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 License Plate 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 Regional Program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage 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.
- Submit refunds on a separate repair line.
 - Program Code: 14R01
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.

Regional Program 14R01

Certain 2010 through 2014 Model Year Taurus and 2013 through 2014 Police Interceptor Sedan
Vehicles Not Covered Under Safety Recall 14S08
License Plate Lamp Assembly Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both License Plate Lamp Assemblies	14R01B	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
8T5Z-13550-B	License Plate Lamp Assembly (bulb included)	2

The DOR/COR number for this Regional Program is 50558.

Order your parts requirements through normal order processing channels.

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.

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.

CERTAIN 2010-2014 MODEL YEAR TAURUS AND 2013-2014 MODEL YEAR POLICE INTERCEPTOR SEDAN VEHICLES NOT COVERED UNDER SAFETY RECALL 14S08 — LICENSE PLATE LAMP ASSEMBLY REPLACEMENT

OVERVIEW

In some of the affected vehicles that are operated in high-corrosion environments associated with road salt use, moisture in the license plate lamp assemblies can lead to corrosion. The corrosion can bridge the positive and negative terminal plates creating a short circuit in the license plate lamp assemblies that causes high current draw, excessive heat and potentially a fire. Owners that have identified cracks or corrosion in their license plate lamps, operate their vehicle in a corrosive environment (e.g., where road salt is used in winter months), or have concerns regarding the license plate lamps on their vehicle are eligible for repairs under this Regional program.

SERVICE PROCEDURE

1. Remove and discard the RH and LH license plate lamp assemblies. See Figure 1.
 - a. Pull downward on inside edge of the RH and LH license plate lamp assemblies to release the inside edge clip.
 - b. Disconnect the electrical connector. Remove and discard the RH and LH license plate lamp assemblies.

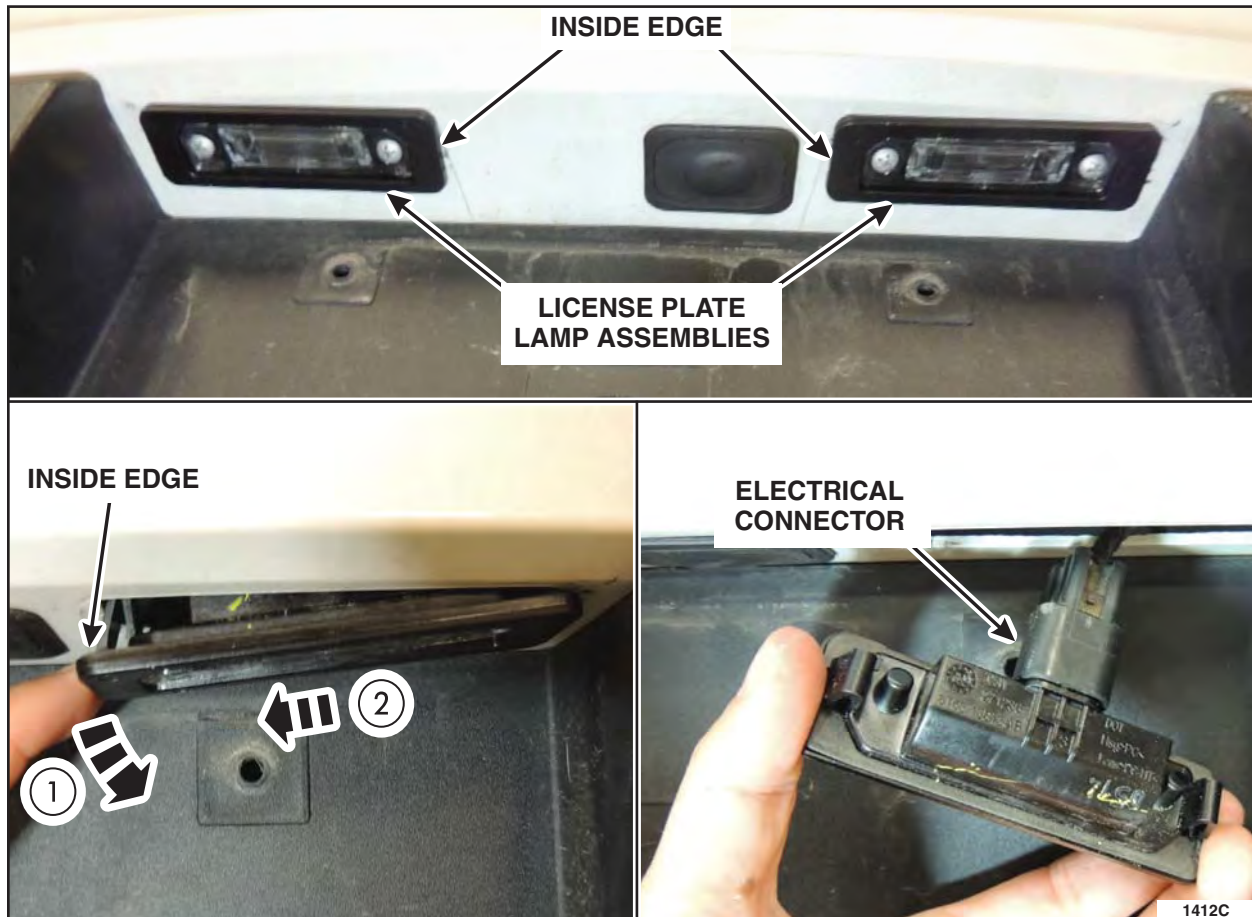


FIGURE 1



2. Inspect the license plate lamp electrical connector terminals for related damage. See Figure 2. If corrosion is found in the license plate lamp electrical connector terminals, replace the harness. (15K868).

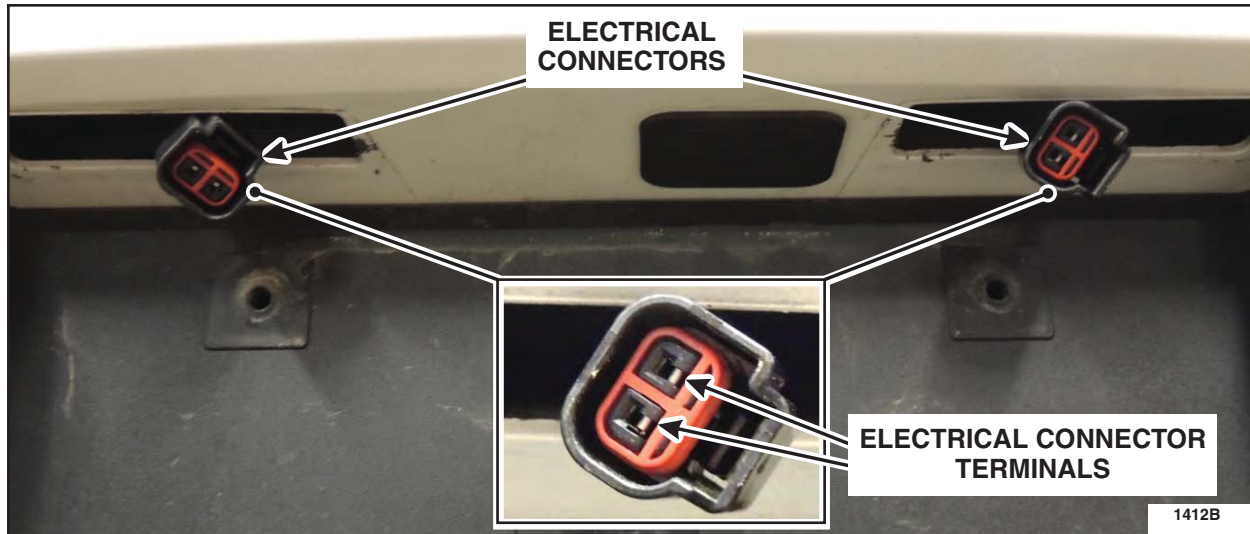


FIGURE 2

3. Install the *new* RH and LH license plate lamp assemblies. See Figure 1.
 - a. Connect the electrical connectors to the *new* RH and LH license plate lamp assemblies.
 - b. Install the *new* RH and LH license plate lamp assemblies into the bumper cover.



**REGIONAL CUSTOMER SATISFACTION PROGRAM 14R01 –
2010 THROUGH 2014 MODEL YEAR TAURUS AND 2013 THROUGH
2014 MODEL YEAR POLICE INTERCEPTOR SEDAN
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 either cracks or corrosion are found during a visual inspection, contact your authorized Ford dealer for service.

CHECKING 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.



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

September, 2014

Regional Program 14R01
Programa Regional 14R01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567.

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Regional Customer Satisfaction Program 14R01 for your vehicle with the VIN shown above.

What is the issue? Ford has determined that in states where road salt is used in 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 Motor Company is conducting Safety Recall 14S08 on certain 2010 through 2014 model year Taurus and 2013 through 2014 model year Police Interceptor Sedan vehicles registered in corrosion states, where road salt is frequently used in the winter months. Our records indicate that your vehicle is not registered in a state where road salt is frequently used, and is not subject to Safety Recall 14S08. However, we want to inform you that your vehicle is eligible for a free, one time repair of the license plate lamp assemblies under this Regional Customer Satisfaction Program (14R01).

What will Ford and your dealer do? If your vehicle's license plate lamp assemblies are cracked or corroded, or if you operate your vehicle in a corrosive environment or have concerns regarding the license plate lamp assemblies on your vehicle, 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? Inspect your vehicle's license plate lamp assemblies using the visual inspection procedure included with this letter to determine if cracks or corrosion are present in the license plate lamp assemblies.

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

- 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, this remedy is still available if you operate your vehicle in corrosive environments associated with road salt use, or if you have concerns regarding the license plate lamp assemblies on your vehicle, and wish to have this service performed. 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.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you may still have this Regional Customer Satisfaction Program 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.

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 require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at www.Fordowner.com.

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.

FLEET OWNERS: If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose 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 can contact us at www.fleet.ford.com.

Thank you for your attention to this important matter.

Ford Customer Service Division