



## CITADEL END-USER COMMUNICATION

November 1, 2017

**SUBJECT: Availability of Redesigned Mounting System for Code 3<sup>®</sup> Citadel LED Lighting Systems Installed on Ford Police Interceptor Utilities (PIU's)**

**PRODUCT: Code 3<sup>®</sup> Citadel LED Lighting Series Product Numbers:**

CITEXI-BA-CB	CITEXI-AA
CITEXI-RABA-CB	CITEXI-BB
CITEXI-RA-CB	CITEXI-RB
CITEXI-RB-CB	CITEXI-RR
CITADEL-EXI	CIT-EXI-UPGKIT
CITADEL-EXI-CB	CELS
CITADEL-PIU	

**Dear Code 3<sup>®</sup> Citadel LED Lighting Series End-User:**

We want to communicate an important update regarding our Citadel LED Lighting Series. You may be aware that there have been reports by law enforcement professionals of exhaust containing carbon monoxide (CO) entering the cabin of some Ford Police Interceptor Utility (PIU) vehicles. While our investigation indicates that the Code 3<sup>®</sup> Citadel LED Lighting Series does not contribute to this issue if properly installed, we will soon make available a new mounting system for use with the Citadel LED Lighting Series. The new mounting kit is designed to mitigate the risk of elevated CO in the PIU cabin due to improper installation of the Citadel LED Lighting Series

Customer satisfaction is of critical importance to Code 3<sup>®</sup>, therefore we will be making available to our Citadel LED Lighting Series installers the new mounting system free of charge so that you may have your Citadel LED light kits re-installed as described in more detail below. In addition, all Citadel LED light kits we supply going forward will include the new mounting system.

### **What is the Reason for the Redesign?**

Ford has indicated it believes that certain aftermarket upfit modifications located at the rear of the vehicle (such as around the tail light or rear lift gate) may be contributing to elevated CO levels in the cabin if certain seals are not properly repaired or re-sealed during the installation. Ford described its concern in Ford Customer Satisfaction Program 17B25 as follows: "When an up-fitter installs customized emergency lighting, radios and other equipment, they may damage vehicle sealing systems and/or drill holes into the rear of the vehicle. This creates an opening where exhaust could enter the cabin if the sealing system is not properly repaired and holes are not properly sealed." As part of its





campaign, Ford dealers have been instructed to inspect the rear of PIU vehicles and repair damage to body seals, grommets and liftgate spoiler sealing systems, seal the liftgate interior trim panel, install new muffler tips, seal certain body plugs in the floor pan, reprogram the Climate Control (HVAC) module, and check the Powertrain Control Module (PCM) for diagnostic trouble code (DTC) P0420 and/or P0430 following the technical instructions.

Due to its concerns regarding damaged seals during the upfitter installation process, Ford has also recommended the removal of aftermarket lighting and/or equipment mounted to the spoiler. Because of Ford's recommendation and our commitment to customer satisfaction, Code 3<sup>®</sup> developed the new mounting system for the Citadel LED Lighting Series so that it does not require removal of the spoiler and, therefore, addresses Ford's concern regarding damaged seals.

### **What Steps Should You Take?**

Code 3<sup>®</sup> recommends that you promptly take the following steps:

- Code 3<sup>®</sup> recommends that you promptly arrange for a Ford dealer to perform Customer Satisfaction Campaign 17B25 to your covered PIU vehicle(s).
- ***Before any such repair work is done***, please provide the enclosed Wire Disconnection Instructions to your Ford dealer so that the existing electric cable can be re-used when your Citadel LED Lighting System is later re-installed using the new mounting system.
- Among other things, Ford dealers will remove end-user Citadel LED Lighting Systems, repair damage to body seals, grommets and liftgate spoiler sealing systems, and seal the liftgate interior trim panel. Ford will return the Citadel LED Lighting System to you upon completion, after which you should bring your PIU vehicle(s) and Citadel LED light kit(s) to your installer for re-installation using the new mounting system as soon as possible but not later than **September 30, 2018**. Your installer should carefully follow the installation instructions accompanying the new kits.



- The product numbers for the new mounting system kit are:

If the wire powering your Citadel looks like this (indicating an independent flashing version):



use product number CITRTF-IF

If the wire powering your Citadel looks like this (indicating a controller version – CEL or CB):



use product number CITRTF-CB

## Questions?

If you have any questions, please contact:

Email: [C3\\_tech\\_support@code3esg.com](mailto:C3_tech_support@code3esg.com)  
Phone: 314-996-2800

\* \* \*

We appreciate your cooperation and prompt attention to this important matter.

Sincerely,

John Ducharme  
President, Americas  
Code 3, Inc.

Enclosure:

Citadel - Wire Disconnection Instructions