



## PRODUCT INFORMATION BULLETIN

November 1, 2017

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

**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> Customer:**

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 (1) all Citadel LED light kits we supply going forward will include the new mounting system and (2) the new mounting system will be made available to you free of charge for each previously purchased Citadel LED light kit.

### **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:

- Check Your Inventory. If you have any Code 3<sup>®</sup> Citadel LED light kits in your inventory, please contact your Code 3<sup>®</sup> representative to order new mounting system kits (see product numbers below) for use in connection with the installation of those Citadel LED light kits in your inventory. We will provide these new kits **free of charge** (one per Citadel LED light kit) through September 30, 2018, and we ask that you do not install any further Citadel LED light kits until you have received the new mounting system kits from us. All Citadel LED light kits should be installed using the new mounting system in accordance with the installation instructions accompanying the new kit.
- Contact Known End-Users. We request that you transmit copies of the attached End-User Letter to any known end-users (or alternatively, you may provide end-user contact information to us and we will notify them). It advises end-users to have a Ford dealer perform Customer Satisfaction Campaign 17B25 to covered PIU vehicles. 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 the end-user upon completion, after which end-users should bring their PIU vehicles and Citadel LED light kits to you for re-installation using the new mounting system.
- Order New Mounting System. Upon making arrangements with end-users to re-install their Citadel LED light kits using the new mounting system, contact your Code 3<sup>®</sup> representative to order the new mounting kits (see product numbers below). Again, we will provide new kits **free of charge** (one per vehicle in which a Citadel LED light kit was previously installed) through September 30, 2018.
- Re-Installation for End-Users. Re-install the Citadel LED light kits using the new mounting system in accordance with 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

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

Sincerely,

John Ducharme  
President, Americas  
Code 3, Inc.

Enclosure:

End-User Communication