



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

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

July 23, 2014

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S08 - *Supplement #1***  
Certain 2010-2014 Model Year Taurus and 2013-2014 Model Year Police Interceptor  
Sedan Vehicles Operated in Corrosion States  
License Plate Lamp Assembly Replacement

**REF: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S08**  
Dated May 29, 2014

**New! REASON FOR THIS SUPPLEMENT**

- **Owner Mailing:** *Owner Letters will be mailed the week of July 21, 2014. Owners will be instructed to inspect their license plate lamp assemblies for cracks or corrosion and, if evident, to schedule a service appointment. If cracks or corrosion are not evident, owners will be instructed to schedule a service appointment for the end of September, 2014.*
- **Parts Availability:** *The supplier has increased production to improve supply of license plate lamp assemblies over the coming weeks. Parts in sufficient quantities to repair all vehicles are anticipated to be available by the end of September, 2014.*

**AFFECTED VEHICLES**

Certain 2010 through 2014 model year Taurus and 2013 through 2014 model year Police Interceptor Sedan vehicles built at the Chicago Assembly Plant from Job #1 2010 through February 28, 2014 and originally sold in, or currently registered in the following states:

Connecticut	Iowa	Minnesota	Ohio	Wisconsin
Delaware	Maine	Missouri	Pennsylvania	
District of Columbia	Maryland	New Hampshire	Rhode Island	
Illinois	Massachusetts	New Jersey	Vermont	
Indiana	Michigan	New York	West Virginia	

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available May 29, 2014.

**New! NOTE:** A separate Customer Satisfaction Program (14R01), covering repairs on affected vehicles located outside of the above listed corrosion states, is expected to be launched *by the end of September, 2014*. If a 2010 through 2014 model year Taurus or a 2013 through 2014 model year Police Interceptor Sedan vehicle outside the 14S08 population is presented to your dealership *exhibiting the concern* prior to the launch of 14R01, contact the Special Service Support Center for direction.

## **REASON FOR THIS SAFETY RECALL**

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.

## **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace both license plate lamp assemblies. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters will be mailed the week of July 21, 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 will be instructed to schedule a service appointment for the end of September, 2014 when parts to repair all vehicles are anticipated to be available.*

*Once parts are available to repair all vehicles, dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.*

## **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **New! ATTACHMENTS**

*Attachment I: Administrative Information*  
*Attachment II: Labor Allowances and Parts Ordering Information*  
Attachment III: Technical Information  
Recall Reimbursement Plan  
*Owner Notification Letter*  
*License Plate Lamp Assembly Inspection Sheet*

## **QUESTIONS & ASSISTANCE**

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

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S08 - Supplement #1**  
Certain 2010-2014 Model Year Taurus and  
2013-2014 Model Year Police Interceptor Sedan Vehicles Operated in Corrosion States  
License Plate Lamp Assembly Replacement

**OASIS ACTIVATED?**

Yes, OASIS was activated on May 29, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on May 29, 2014. Owner names and addresses will be available by August 1, 2014.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**New! STOCK VEHICLES**

**NOTE:** In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your unsold stock vehicles.

- Correct all affected units in your new vehicle inventory before delivery.
- *Parts in sufficient quantities to repair all vehicles are anticipated to be available at the end of September, 2014.*
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**New! SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- As parts supply permits, immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**RELATED DAMAGE**

Related damage of less than \$250 parts and labor (such as connector and harness replacement) is authorized without prior approval.

For any related damage that exceeds \$250, call the Special Service Support Center to request approval **prior** to the repair. Requests for approval after completion of the repair will 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 recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S08 - Supplement #1**  
Certain 2010-2014 Model Year Taurus and  
2013-2014 Model Year Police Interceptor Sedan Vehicles Operated in Corrosion States  
License Plate Lamp Assembly Replacement

**AFTERMARKET / NON-FORD MODIFICATIONS**

- 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.
- Requests for approval after completion of the repair will not be granted.

**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 if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are 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.
- Dealers are also authorized 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 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 recall.

**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 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.
- "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: 14S08
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S08 - Supplement #1**  
Certain 2010-2014 Model Year Taurus and  
2013-2014 Model Year Police Interceptor Sedan Vehicles Operated in Corrosion States  
License Plate Lamp Assembly Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace both License Plate Lamp Assemblies	14S08B	0.2 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

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

The DOR/COR number for this recall is 50542.

To manage part availability, at this time the license plate lamp assembly is emergency order only.

*Parts in sufficient quantities to repair all vehicles are anticipated to be available by the end of September, 2014, at which time open ordering is expected to resume.*

All other parts requirements should be ordered through normal order processing channels.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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](mailto: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 OPERATED IN CORROSION STATES — 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.

### 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.

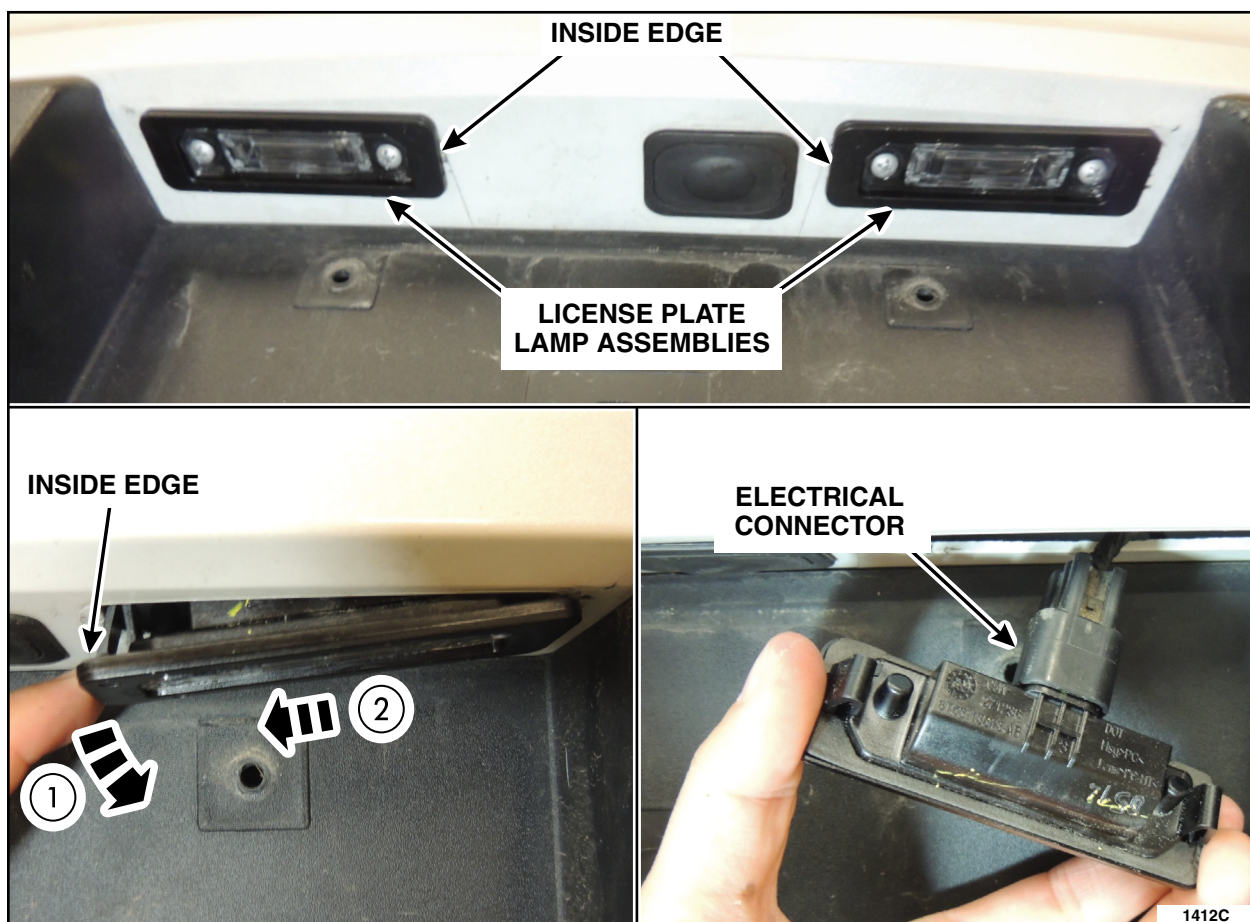
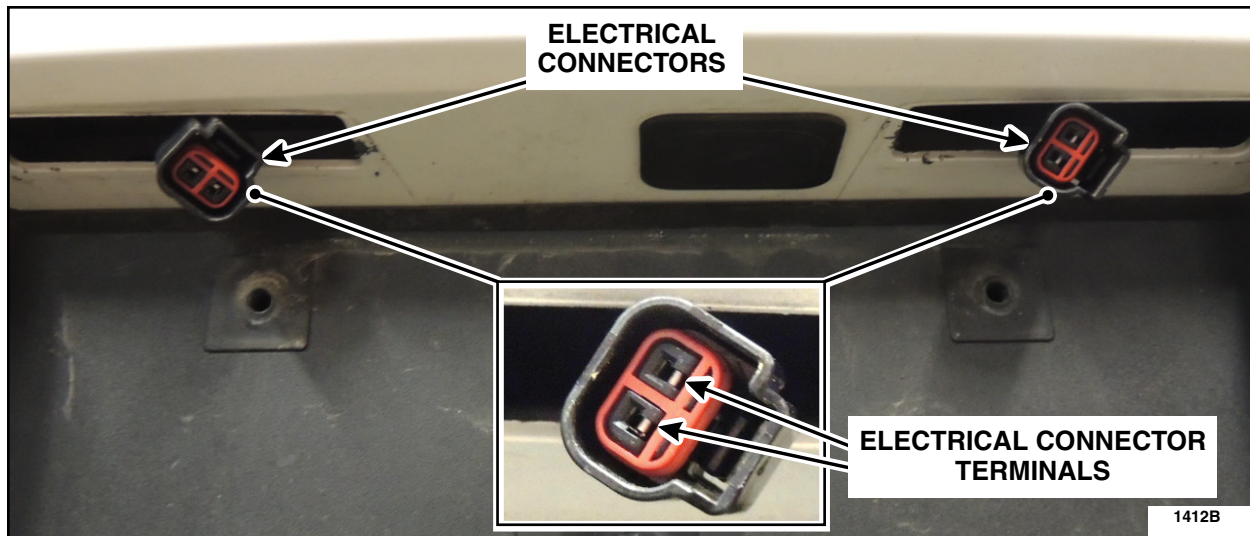


FIGURE 1





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.



**Ford Motor Company**  
**Recall Reimbursement Plan for 14S08**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall 14S08, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 8, 2014. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2009. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 28, 2007 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.



## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

## **Entities Authorized to Provide Reimbursement**

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

**Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.



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

July, 2014

**\* \* \* IMPORTANT SAFETY RECALL \* \* \***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 14S08 / NHTSA Recall 14V285**  
**Aviso de Revisión de Seguridad 14S08**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

If your vehicle is operated or has operated in areas where road salt is used during the 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 is working closely with its suppliers to produce parts to correct the condition. Parts are anticipated to be available in sufficient quantities to repair all vehicles by the end of September, 2014.

**What will Ford and your dealer do?**

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?** Parts are anticipated to be available in sufficient quantities to repair all vehicles by the end of September, 2014.
- In the meantime, inspect your vehicle's license plate lamp assemblies for visible cracks or corrosion using the inspection procedure included with this letter.
- 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, contact your dealer to schedule a service appointment for the end of September, 2014 when parts are anticipated to be available. Continue monitoring your vehicle per the inspection procedure until the repair is completed.
- 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](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.
- Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**
- Have you previously paid for this repair?** If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall 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.
- Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.
- Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.
- 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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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).

If you wish to contact us through the Internet, our address is:  
[www.Fordowner.com](http://www.Fordowner.com).

*Para asistencia en Español:*

*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 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](http://www.fleet.ford.com).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 14V285.

Thank you for your attention to this important matter.

Ford Customer Service Division

## SAFETY RECALL 14S08 – 2010-2014 MODEL YEAR TAURUS 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 cracks or corrosion are evident, please contact your dealer and request a service appointment without delay.

If neither cracks nor corrosion are evident, contact your dealer to schedule a service appointment for the end of September, 2014 when parts are anticipated to be available.

**Note:** *Vehicles with license plate lamp assemblies free of cracks or corrosion should be reinspected weekly until the repair is completed.*

### CHECKING LICENSE PLATE 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.