



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



2695/126999/0446



STATE OF ALASKA
 2200 E 42ND AVE
 ANCHORAGE, AK 99508-5202

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Note: Vehicle-specific information such as model year and VIN have been removed by DOT SEF in order to create a "generic" letter. Vehicle-specific information is contained within the body of the email sent out by SEF. - SD

Regional Program 14R01
Programa Regional 14R01

XXXX Police Interceptor Sedan

Your Vehicle Identification Number: **VIN info removed**

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.

- 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 **contained within the email message sent to you by State Equip. Fleet.**

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**, 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

**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.