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Ford Motor Company
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January 28, 2008

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Customer Satisfaction Program 07B53:
Certain 2005 through 2007 Econoline Cutaway and Stripped Chassis Vehicles
Equipped with 5.4L 2V Engine - Powertrain Control Module Reprogramming

PROGRAM TERMS

This program will be in effect through January 31, 2009 or a maximum of 100,000 miles, whichever occurs first. If a vehicle already has accumulated more than 100,000 miles, this coverage will last through July 31, 2008, regardless of mileage.

AFFECTED VEHICLES

Certain 2005 through 2007 model year Econoline Cutaway and Stripped Chassis vehicles built at the Ohio Assembly Plant and Lorraine Assembly Plant from Job #1 2005 through August 3, 2007. 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 on January 28, 2008.

REASON FOR THIS PROGRAM

Affected vehicles may have decreased engine performance during peak load conditions while operating in cold ambient temperatures. Continued operation in these conditions may result in illumination of the check engine light, engine misfire or, in rare cases, piston damage.

SERVICE ACTION

Dealers are to reprogram the Powertrain Control Module (PCM) using IDS software release 52.12 or later. This service must be performed on affected vehicles at no charge to the vehicle owner. All in-stock vehicles must be repaired prior to delivery.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Customer Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,

Michael A. Berardi

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OASIS ACTIVATED?

Yes. OASIS will be activated by January 28, 2008.

FSA VIN LIST ACTIVATED?

Yes, your VIN list will be available at <https://web.fsavinlists.dealerconnection.com> by January 28, 2008. Owner names and addresses will be available by February 13, 2008.

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 program 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 field service action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter 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 Field Service Action.

RELATED DAMAGE (For all dealers, including Level 1 warranty dealers)

If engine failure has occurred, the root cause must be identified. If the root cause of the engine failure is determined to be upper piston damage attributed to this program, the Technical Hotline will provide the appropriate approval through the Gas Engine Prior Approval process. If the engine failure is not related to this program, the engine repair will be in accordance with any remaining bumper-to-bumper warranty, powertrain warranty, ESP or as approved by the vehicle owner.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval prior to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- 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.

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OWNER REFUNDS

- Ford Motor Company will only refund owner-paid repairs covered by this program if the repair was performed before the date of the Customer Notification Letter (or after the date of the letter if an emergency repair was made away from the servicing dealer.) Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- The refund period for repairs performed prior to the date of the Customer Notification Letter will expire on July 31, 2008. After July 31, 2008, only emergency repairs are eligible for reimbursement.
- An eligible refund must have supporting documentation that states the engine repair or replacement was necessary due to upper cylinder damage or upper piston damage.
- Refund Claiming Information. (Submit on separate repair line.)
 - Program Code: 07B53
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refunds or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires approval from Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.
- PROGRAM TERMS: This program will be in effect through January 31, 2009 or a maximum of 100,000 miles, whichever occurs first. If a vehicle already has accumulated more than 100,000 miles, this coverage will last through July 31, 2008.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|------------|
| Reprogram the PCM using IDS release 52.12 or later | 07B53B | 0.3 Hour |

PARTS REQUIREMENTS / ORDERING INFORMATION

There are no parts required to perform this PCM recalibration.

An "Authorized Modification Label" is not required for this PCM recalibration. In addition, there are no parts required to complete this repair.

Engine replacements require authorization from the Gas Engine Prior Approval Program for all dealers, including Level 1 warranty dealers.

Questions regarding parts should be directed to the Special Service Support Center (800-325-5621) or E-mailed to: Ford@Renkim.com.