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May 20, 2008

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

**SUBJECT:** Customer Satisfaction Program 07M07- Supplement #1:  
Certain **2003 - 2005** Model Year Lincoln LS and Ford Thunderbird Vehicles  
Equipped With 3.9L Engine - Extended Warranty Coverage on Ignition Coil  
Assemblies and on 2003 MY Vehicles Only, Engine Valve Cover Gaskets

**REF :** Customer Satisfaction Program 07M07 dated July 2007

**New! REASON FOR THIS SUPPLEMENT**

*This bulletin is being re-issued to include 2004 and 2005 model year vehicles in the extended warranty coverage on **ignition coil assemblies** only.*

***NOTE:** Design changes were implemented in the affected 2004 and 2005 model year vehicles to address oil contamination concerns. Therefore, the extended coverage on valve cover gaskets applies only to the affected 2003 model year vehicles.*

**New! PROGRAM TERMS**

**2003 MODEL YEAR VEHICLES**

This program extends the warranty coverage of the ignition coils and engine valve cover gaskets to 10 years of service from the warranty start date of the vehicle or 100,000 miles, whichever occurs first. For vehicles that have accumulated more than 100,000 miles, coverage was extended until December 31, 2007. Coverage is automatically transferred to subsequent owners.

**2004 AND 2005 MODEL YEAR VEHICLES**

*This program extends the warranty coverage of the ignition coils to 10 years of service from the warranty start date of the vehicle or 100,000 miles, whichever occurs first. For vehicles that have accumulated more than 100,000 miles, coverage will last until November 30, 2008. Coverage is automatically transferred to subsequent owners.*

**New! VEHICLES COVERED BY THIS PROGRAM**

Certain **2003 - 2005** model year Lincoln LS and Ford Thunderbird vehicles equipped with 3.9L engine built at the Wixom Assembly Plant from Job 1 through Job Last. Affected vehicles are identified in OASIS.

**New! REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

**AFFECTED 2003 MODEL YEAR VEHICLES**

Some of the vehicles may experience an engine misfire condition predominantly due to internal breakdown in the coil and lack of adhesion between the epoxy and the coil housing material. These issues may cause the coil to operate at an insufficient voltage level, resulting in ignition coil misfires. In addition, the valve cover gaskets may allow engine oil to enter the spark plug well and cause degradation of the ignition coil boot, resulting in ignition coil misfire. Drivability symptoms associated with an ignition coil misfire include rough running engine, surge or hesitation on acceleration, and/or illumination of the check engine light.

***AFFECTED 2004 AND 2005 MODEL YEAR VEHICLES***

*Some of the vehicles may experience an engine misfire condition predominantly due to internal breakdown in the coil and lack of adhesion between the epoxy and the coil housing material. These issues may cause the coil to operate at an insufficient voltage level, resulting in ignition coil misfires. Drivability symptoms associated with an ignition coil misfire include rough running engine, surge or hesitation on acceleration, and/or illumination of the check engine light.*

**New! SERVICE ACTION**

**AFFECTED 2003 MODEL YEAR VEHICLES**

If any of the above mentioned drivability issues are reported on an affected vehicle, dealers are to identify any engine cylinder that is misfiring and perform an ignition coil stress test on the affected cylinders. If the coil fails the stress test, dealers are to replace the ignition coil and associated spark plug. If any coil boot is contaminated with engine oil, dealers are to contact the Special Service Support Center for prior approval to replace the contaminated ignition coil boot, the associated spark plug and install a new valve cover gasket set. This service must be performed on affected vehicles at no charge to the vehicle owner.

***AFFECTED 2004 AND 2005 MODEL YEAR VEHICLES***

*If any of the above mentioned drivability issues are reported on an affected vehicle, dealers are to identify any engine cylinder that is misfiring and perform an ignition coil stress test on the affected cylinders. If the coil fails the stress test, dealers are to replace the ignition coil and associated spark plug. This service will be performed on affected vehicles at no charge to the vehicle owner.*

**Notes:**

- 1. This extended warranty coverage program applies to ignition coil assemblies on all affected vehicles. During diagnosis, if other concerns or DTC's are found, they will not be covered under this program and are the responsibility of the vehicle owner, if the vehicle has exceeded the time or mileage limits of all other warranty coverages (NVLM/Emissions/Extended/etc.). Owners who received letters announcing 07M07, and who bring their vehicles into the dealership because of an engine misfire condition, should be advised that this program only covers the cost of repairs related to defective ignition coils.**
- 2. Other repairs are not covered by this program.**
- 3. COILS CONTAMINATED WITH WATER: If any coils are contaminated with water, dealers should perform Field Service Action 07N09 after performing this program (07M07).**

**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 May 20, 2008.

**FSA VIN LIST ACTIVATED?**

No, FSA VIN lists will not be activated for this program.

**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

**SOLD VEHICLES**

Owners of affected vehicles will be notified of the extended warranty coverage and directed to contact their dealer for repairs if their vehicle exhibits drivability issues that may be related to the covered component.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this extended warranty.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**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.

**New! OWNER REFUNDS**

- Ford Motor Company will only refund owner-paid repairs covered by this program if the repair was performed prior to the date of the Owner 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.
- 2003 MODEL YEAR VEHICLES: Refunds will only be provided for the cost associated with the diagnosis and replacement of ignition coils and engine valve cover gaskets.
- *2004 - 2005 MODEL YEAR VEHICLES: Refunds will only be provided for the cost associated with the diagnosis and replacement of the ignition coils.*
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim. If a repair is performed on the same visit, the repair and refunds should be submitted on separate repair lines.
- The refund period for repairs performed prior to the date of the Customer Notification Letter will expire on November 30, 2008. After November 30, 2008, only emergency repairs are eligible for reimbursement.
- Refund Claiming Information. (Submit on separate repair line).
  - Program Code: 07M07
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

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**RENTAL VEHICLES**

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

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refund 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 prior 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 prior approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>FAIL STRESS TEST - Replace One Ignition Coil:</b> Perform EEC Test and obtain Mode 6 engine misfire data. Perform coil stress test on one (1) ignition coil. Remove & replace one (1) ignition coil assembly and spark plug.	07M07B	0.9 Hour
<b>FAIL STRESS TEST - Replace Two Ignition Coils:</b> Perform EEC Test and obtain Mode 6 engine misfire data. Perform coil stress test on two ignition coils. Remove & replace two (2) ignition coil assemblies and two spark plugs.  <b>NOTE:</b> Call Special Service Support Center at 1-800-325-5621 if more than two (2) ignition coils require replacement.	07M07C	1.2 Hours
<b>2003 MY VEHICLES ONLY:</b> If the ignition coil is contaminated with engine oil, contact Special Service Support Center at 1-800-325-5621.		

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
2W4Z-12029-BD	Coil Assembly - Ignition	Call Special Service Support Center at 1-800-325-5621 if more than two (2) ignition coils and spark plugs require replacement.
AGSP- 32F-SM	Spark Plug	

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

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Replaced parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".