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May 20, 2008

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

SUBJECT: Customer Satisfaction Program 07N09 Supplement #1
Certain **2003 - 2005** Model Year Lincoln LS and Ford Thunderbird Vehicles Equipped
With 3.9L Engine - Extended Warranty Coverage on Ignition Coil Covers and Wiper
Motor Bracket Seal

REF: Customer Satisfaction Program 07N09 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 the ignition coil covers and wiper motor bracket seal.

New! PROGRAM TERMS

AFFECTED 2003 MODEL YEAR VEHICLES

This program extends the warranty coverage of the ignition coil covers and the wiper motor bracket seal 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. This is a one-time replacement program. Coverage is automatically transferred to subsequent owners.

AFFECTED 2004 - 2005 MODEL YEAR VEHICLES

This program extends the warranty coverage of the ignition coil covers and the wiper motor bracket seal 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. This is a one-time replacement program. 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.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

On some of the affected vehicles, the water management system may allow rain water to be directed toward the ignition coils which, may result in internal contamination of the coils, and possibly lead to premature failure of the ignition coil assemblies.

SERVICE ACTION

If evidence of water contamination is found on the ignition coils or in the spark plug wells, dealers are authorized to perform the service procedure described in Attachment III. This service must be performed on affected vehicles at no charge to the vehicle owner.

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 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.

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 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.
- Refunds will only be provided for the cost associated with the diagnosis and replacement of the Ignition Coil Covers.
- Refunds for the cost associated with the diagnosis and replacement of the Ignition Coils must be submitted under program 07M07.
- 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: 07N09
 - 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
Water Contaminated Ignition Coils (One Cylinder Bank): Remove water contamination from each spark plug well on the affected cylinder bank, replace up to four (4) ignition coil assemblies and spark plugs, install new coil covers on both engine banks, and replace wiper motor bracket seal. This closes program 07N09.	07N09B	1.7 Hours
Water Contaminated Ignition Coils (Both Cylinder Banks): Remove water contamination from each spark plug well on the affected cylinder bank, replace five (5) to eight (8) ignition coil assemblies and spark plugs, install new coil covers on both engine banks, and replace wiper motor bracket seal. This closes program 07N09.	07N09C	1.9 Hours

NOTE: If performing this repair in conjunction with program 07M07, do not replace ignition coils that were replaced under 07M07.

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
XW4Z-12025-AD	Coil covers	Two (2) per vehicle
5W4Z-54021A46-A	Seal – Wiper Motor Bracket	One (1) per vehicle

Replacement of the following parts is required if the ignition coil assemblies are contaminated by water.

2W4Z-12029-BD	Coil Assembly - Ignition	Up to four (4) for one bank repair Five (5) to eight (8) for two bank repair
AGSP-32F-SM	Spark Plug	Up to four (4) for one bank repair Five (5) to eight (8) for two bank repair

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

DEALER PRICE

For latest prices, refer to DOES II.

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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".