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March 10, 2008

TO: All U.S. Ford and Lincoln Mercury Dealers
SUBJECT: Customer Satisfaction Program 08N01
Certain 2003–2005 Lincoln LS Vehicles Equipped With Duratec 3.0L 4V Engine
PCV Hose Assembly Replacement

PROGRAM TERMS

This program extends the coverage of the original PCV hose assembly to 10 years or 100,000 miles of service from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already accumulated more than 100,000 miles, this coverage will last until September 30, 2008. This program provides one-time replacement coverage of the PCV hose assembly, and is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2003 through 2005 model year Lincoln LS vehicles equipped with the Duratec 3.0L 4V engine. The vehicles were built at the Wixom Assembly Plant from Job #1 2003 through January 5, 2005. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

In some of the affected vehicles, the Positive Crankcase Ventilation (PCV) hose assembly may become loose or disconnected under normal operating conditions. This may result in a rough running engine, no-start, or stall at engine idle or start-up.

SERVICE ACTION

If an affected vehicle experiences this condition and any of the original PCV hose assembly connections/fittings are loose or disconnected, dealers are to install a new PCV hose assembly as 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

Customer Satisfaction Program 08N01
Certain 2003–2005 Lincoln LS Vehicles Equipped With Duratec 3.0L 4V Engine
PCV Hose Assembly Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated by March 10, 2008.

FSA VIN LIST ACTIVATED?

No.

STOCK VEHICLES

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

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

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.

OWNER REFUNDS

- Ford Motor Company will only refund owner-paid repairs for the replacement of the PCV hose assembly if the repair was performed prior to the date of the Customer Notification Letter. The refund period will expire on September 30, 2008.
- 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 PCV hose assembly.
- Refund Claiming Information. (Submit on separate repair line.)
 - Program Code: 08N01
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - 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 must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- Refer to ACESII manual for claims preparation and submission information.

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 Certain 2003–2005 Lincoln LS Vehicles Equipped With Duratec 3.0L 4V Engine
 PCV Hose Assembly Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace original PCV hose assembly with a revised PCV hose assembly.	08N01B	0.4 Hours

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
3W4Z-6A664-DA	Revised PCV Hose Assembly	1 part per vehicle

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.