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**Electronic Field Communications****Information**eFC Number: **EFC0303318**Date: **08/21/03 12:42:37 PM****Subject:** *Thick Film Ignition (TFI) Class Action Settlement - Reminder of Current Extended Warranty***Target Division:** **FCSD**  **Ford**  **Lincoln Mercury**   
**WDMO**  **FAP** **Name:** **Gary Balint** **Originating**  
**CDS ID:** **jfroehl2** **Division:** **FCSD** **Dept.:** **R&SP**  
**Phone:** **(313) 337-2790** **e-Mail:** **gbalint****Summary:** *This communication is the fifth in a series covering the "Ford TFI Class Action Settlement." It is intended as a reminder of dealer roles and responsibilities as they relate to the settlement's extended warranty benefit which became effective 12/16/02.***See Also eFC Number(s):**  
**0201633,0200914,0200081,0111814,** ,**Dealer Communication:** **Yes** 

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**Additional Contacts:**  
**Dealer eStore Materials:**

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**Concur:**

/s/ Rosemary O'Malley; Field Operations Mgr., FCSD

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**Communication**

The following dealer letter will be posted to FMCDdealer on Friday, August 22, 2003.





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## **Dealer Communication**

August 22, 2003

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

Subject: Thick Film Ignition (TFI) Class Action Settlement -  
Reminder of Current Extended Warranty Benefit

Ref: 1) Dealer Letter dated, December 13, 2002, Dealer Roles & Responsibilities for Extended Warranty Benefit Effective December 16, 2002  
2) Dealer Letter dated, June 21, 2002, Fairness Hearing and Entry of Final Judgment  
3) Dealer Letter dated, January 18, 2002, Owner Mailings  
4) Dealer Letter dated, October 25, 2001, Potential Settlement of Class Action

This communication is the fifth in a series covering the "Ford TFI Class Action Settlement." It is intended as a reminder of dealer roles and responsibilities as they relate to the settlement's extended warranty benefit that became effective December 16, 2002.

For a summary of previous TFI Settlement dealer communications, reference Attachment I – "Dealer Communication Chronology." All previous communications are available in their entirety on FMCDealer. Enter keyword "TFI" on the homepage search box.

### **FORD, LINCOLN AND MERCURY DEALERS ADMINISTER EXTENDED WARRANTY**

Effective December 16, 2002, Ford began providing to current owners of class vehicles an extension of new vehicle warranty coverage with respect to Ford-manufactured (i.e., Motorcraft® brand) distributor-mounted TFI-IV modules to the first 100,000 miles of vehicle operation (regardless of age). The warranty extension took effect for repairs performed on or after December 16, 2002. **Since December 16, 2002, service under the extended warranty has been available at all Ford, Lincoln and Mercury dealers.**

### **TFI-IV EXTENDED WARRANTY ELIGIBILITY WEBSITE**

A "Ford & Lincoln Mercury Dealer TFI-IV Extended Warranty Eligibility Website" has been developed to assist you in determining and documenting vehicle eligibility for extended warranty coverage under the terms of the "Ford TFI Class Action Settlement."

The web address is: <http://tfidbs1.exponent.dealerconnection.com>. **You must use this website to determine and document eligibility for extended warranty coverage.** This website is only accessible through FMCDealer. **Eligibility cannot be determined via OASIS.**

### **RECOMMENDED ACTIONS**

- Share this letter with the appropriate employees in your dealership.
- Review the dealer letter dated December 13, 2002, Dealer Roles & Responsibilities for Extended Warranty Benefit Effective December 16, 2002, for full details concerning dealer administration of the Thick Film Ignition (TFI) Class Action Settlement Extended Warranty. Ensure your personnel are able to assist vehicle owners, as appropriate, by utilizing the information contained in the dealer letter.





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## **QUESTIONS**

- Review the dealer letter dated December 13, 2002, Dealer Roles & Responsibilities for Extended Warranty Benefit Effective December 16, 2002.
- If questions remain, contact the Special Service Support Center at 1-800-325-5621 (Dealers Only).
- For claiming questions, contact the Warranty Assistance Team at 800-423-8851.





**Dealer Communication Chronology**  
TFI Class Action Settlement

<b>Date</b>	<b>Dealer Letter Title</b>	<b>Summary</b>
October 25, 2001	Potential Settlement of Class Action Relating to Thick Film Ignition Modules	Today, a judge in a California state court took preliminary steps toward approving a proposed settlement of a class action lawsuit relating to certain Ford, Lincoln, and Mercury 1983-95 model year vehicles that were equipped with distributor-mounted thick film ignition (TFI) modules. We anticipate that there will be publicity relating to the judge's decision; therefore, customers may approach you with questions.
October 27, 2001	TFI Settlement Timetable	List of key TFI-related dates
January 18, 2002	Owner Mailings – Thick Film Ignition (TFI) Class Action Settlement	Direct mail notices to current owners will be mailed beginning January 23, 2002. Dealers should be prepared to direct vehicle owners, as appropriate, to the contacts provided.
June 21, 2002	Fairness Hearing and Entry of Final Judgment	<p>This communication is the third in a series covering developments in the "Ford TFI Class Action Settlement." Previous communications were published on October 25, 2001 and January 18, 2002. It is intended to provide you with the latest information concerning "next steps" in the legal process and what to expect when the settlement becomes effective.</p> <p>On June 21, 2002, a fairness hearing and entry of final judgment is expected in the proposed Ford Thick Film Ignition (TFI) Class Action Settlement. If the Court approves the settlement at that time, and no appeals are taken from the judgment, it is estimated that the settlement will become effective in late August 2002.</p>





Date	Dealer Letter Title	Summary
December 13, 2002	Thick Film Ignition (TFI) Class Action Settlement – Dealer Roles & Responsibilities for Extended Warranty Benefit Effective December 16, 2002	<p>This communication is the 4th in a series covering developments in the "Ford TFI Class Action Settlement." It is intended to provide you with information concerning dealer roles and responsibilities as they relate to the settlement's extended warranty.</p> <p>Effective December 16, 2002, Ford will provide to current owners of class vehicles an extension of new vehicle warranty coverage with respect to Ford-manufactured (i.e., Motorcraft® brand) distributor-mounted TFI-IV modules to the first 100,000 miles of vehicle operation (regardless of age). The warranty extension will take effect for repairs performed on or after December 16, 2002. Beginning December 16, 2002, service under the extended warranty will be available at all Ford and Lincoln Mercury dealers.</p>
December 16, 2002	Ford & Lincoln Mercury Dealer TFI-IV Extended Warranty Eligibility Website	<p>A "Ford &amp; Lincoln Mercury Dealer TFI-IV Extended Warranty Eligibility Website" has been developed to assist you in determining and documenting vehicle eligibility for extended warranty coverage under the terms of the "Ford TFI Class Action Settlement." The web address is: <a href="http://tfidbs1.exponent.dealerconnection.com">http://tfidbs1.exponent.dealerconnection.com</a>. You must use this website to determine and document eligibility for extended warranty coverage. This website will be active beginning December 16, 2002. It is only accessible through <a href="http://FMCDealer.com">FMCDealer.com</a>.</p>





**Addressees – Check appropriate positions or regions**

FCSD		Ford Division		Lincoln Mercury	
Regional Manager	<input checked="" type="checkbox"/>	Regional Sales Mgr/Admins	<input type="checkbox"/>	Field Operations	<input type="checkbox"/>
Aftermarket Ops Manager	<input type="checkbox"/>	Regional Ops Manager	<input type="checkbox"/>	Regional Mgr/Admins/Analysts	<input type="checkbox"/>
Aftermarket Acct Manager	<input type="checkbox"/>	Regional Mktg Manager	<input type="checkbox"/>	Regional Mgr Only	<input type="checkbox"/>
Sales and Marketing Mgr	<input type="checkbox"/>	Regional Mkt. Rep Manager	<input type="checkbox"/>	Regional Operations Manager	<input type="checkbox"/>
Dealer Wholesale Specialist	<input type="checkbox"/>	Zone Manager	<input type="checkbox"/>	Group Admin Analyst	<input type="checkbox"/>
Dealer Operations Manager	<input checked="" type="checkbox"/>	Operations Analyst	<input type="checkbox"/>	Marketing Strategy Manager	<input type="checkbox"/>
Customer Service Manager	<input checked="" type="checkbox"/>	Select Dealer Zone Mgr	<input type="checkbox"/>	Marketing Mgr./Coordinator	<input type="checkbox"/>
Customer & Retail Manager	<input checked="" type="checkbox"/>	Plng & Dist. Manager	<input type="checkbox"/>	Retail Dev Mgr/Franc. Dev Coord	<input type="checkbox"/>
Retail Marketing Manager	<input type="checkbox"/>	Brand Manager /Specialist	<input type="checkbox"/>	General Zone Manager	<input type="checkbox"/>
Field Service Engineers	<input checked="" type="checkbox"/>	Mrkt Rep Mgr/Spec/Analyst	<input type="checkbox"/>	Admin/Analysts	<input type="checkbox"/>
Commercial Vehicle Operations	<input checked="" type="checkbox"/>	Owner Loyalty Spec	<input type="checkbox"/>	Zone Manager	<input type="checkbox"/>
Office Operations Manager	<input checked="" type="checkbox"/>	Distribution Analyst	<input type="checkbox"/>	Select Zone Managers	<input type="checkbox"/>
Office Operations Specialist	<input checked="" type="checkbox"/>	District Managers	<input type="checkbox"/>	Boston Region	<input type="checkbox"/>
Office Operations Analyst	<input checked="" type="checkbox"/>	Commercial Business Mgr.	<input type="checkbox"/>	New York Region	<input type="checkbox"/>
Tech Support Oprs Mgr	<input type="checkbox"/>	Field Operations	<input type="checkbox"/>	Philadelphia Region	<input type="checkbox"/>
Service Training Instructors	<input type="checkbox"/>	Scheduler	<input type="checkbox"/>	Pittsburgh Region	<input type="checkbox"/>
Warranty Team Leaders	<input checked="" type="checkbox"/>	CTAM	<input type="checkbox"/>	Memphis Region	<input type="checkbox"/>
Lead Warranty Specialist	<input checked="" type="checkbox"/>	Boston Region	<input type="checkbox"/>	Orlando Region	<input type="checkbox"/>
Warranty Specialist	<input checked="" type="checkbox"/>	New York Region	<input type="checkbox"/>	Atlanta Region	<input type="checkbox"/>
Warranty Consultants	<input checked="" type="checkbox"/>	Philadelphia Region	<input type="checkbox"/>	Washington Region	<input type="checkbox"/>
Atlanta Region	<input type="checkbox"/>	Atlanta Region	<input type="checkbox"/>	Chicago Region	<input type="checkbox"/>
Boston Region	<input type="checkbox"/>	Memphis Region	<input type="checkbox"/>	Twin Cities Region	<input type="checkbox"/>
Chicago Region	<input type="checkbox"/>	Orlando Region	<input type="checkbox"/>	Detroit Region	<input type="checkbox"/>
Cincinnati Region	<input type="checkbox"/>	Washington Region	<input type="checkbox"/>	Cincinnati Region	<input type="checkbox"/>
Denver Region	<input type="checkbox"/>	Chicago Region	<input type="checkbox"/>	California Region	<input type="checkbox"/>
Detroit Region	<input type="checkbox"/>	Pittsburgh Region	<input type="checkbox"/>	Denver Region	<input type="checkbox"/>
Kansas City Region	<input type="checkbox"/>	Cincinnati Region	<input type="checkbox"/>	Northwest Region	<input type="checkbox"/>
Los Angeles Region	<input type="checkbox"/>	Detroit Region	<input type="checkbox"/>	Kansas City Region	<input type="checkbox"/>
Memphis Region	<input type="checkbox"/>	SW Region	<input type="checkbox"/>	Southwest Region	<input type="checkbox"/>
New York Region	<input type="checkbox"/>	Kansas City Region	<input type="checkbox"/>		
Northwest Region	<input type="checkbox"/>	Denver Region	<input type="checkbox"/>		
Orlando Region	<input type="checkbox"/>	TC Region	<input type="checkbox"/>		
Philadelphia Region	<input type="checkbox"/>	CA Region	<input type="checkbox"/>		
Pittsburgh Region	<input type="checkbox"/>	NW Region	<input type="checkbox"/>		
San Francisco Region	<input type="checkbox"/>				
Select Dealer Region	<input type="checkbox"/>				
Southwest Region	<input type="checkbox"/>				
Twin Cities Region	<input type="checkbox"/>				
Washington Region	<input type="checkbox"/>				
All FCSD	<input type="checkbox"/>	All Ford	<input type="checkbox"/>	All LM Field Positions	<input type="checkbox"/>





Addressees – Check appropriate positions or regions

WDMO	FAP	FAP
<b>All Affiliates</b> <input type="checkbox"/>	<b>All M&amp;S</b> <input type="checkbox"/>	<b>All Public Affairs &amp; FCAP</b> <input type="checkbox"/>
Asia Pacific <input type="checkbox"/>	Sales & Marketing Directors <input type="checkbox"/>	Public Affairs Directors <input type="checkbox"/>
Europe <input type="checkbox"/>	Marketing Managers <input type="checkbox"/>	FCAP Directors <input type="checkbox"/>
South America <input type="checkbox"/>	Sales Managers <input type="checkbox"/>	
<b>All Customer Service</b> <input type="checkbox"/>	M&S Dearborn Staff <input type="checkbox"/>	<b>All Human Resources</b> <input type="checkbox"/>
CS Field - Asia Pacific <input type="checkbox"/>	M&S Regional Staff <input type="checkbox"/>	Human Resources Directors <input type="checkbox"/>
CS Field – Carib / C. America <input type="checkbox"/>	Regional Managers <input type="checkbox"/>	Six Sigma Champions <input type="checkbox"/>
CS Field – Israel <input type="checkbox"/>	Agencies (JWT, impiric) <input type="checkbox"/>	Six Sigma Black Belts <input type="checkbox"/>
CS Field – MENA <input type="checkbox"/>	Zone/Area Managers <input type="checkbox"/>	
CS Field - Puerto Rico <input type="checkbox"/>	Brand Managers <input type="checkbox"/>	<b>All Purchasing</b> <input type="checkbox"/>
CS Field - South Africa <input type="checkbox"/>	Portfolio Brand Strategy <input type="checkbox"/>	Purchasing Directors <input type="checkbox"/>
	Brand at Retail <input type="checkbox"/>	STA Managers <input type="checkbox"/>
<b>Finance</b> <input type="checkbox"/>	Retail Network Planning <input type="checkbox"/>	
		<b>All Research</b> <input type="checkbox"/>
<b>Fleet</b> <input type="checkbox"/>	<b>All Product Development</b> <input type="checkbox"/>	Global Consumer Insights <input type="checkbox"/>
	Prod. Dev. Directors <input type="checkbox"/>	Scientific Research <input type="checkbox"/>
	C-car Program Team <input type="checkbox"/>	
<b>GEC</b> <input type="checkbox"/>	B-car Program Team <input type="checkbox"/>	<b>All Education &amp; Training</b> <input type="checkbox"/>
FTC Credit <input type="checkbox"/>	Comm. Vehicle Prog. Team <input type="checkbox"/>	HR Training <input type="checkbox"/>
Global Distribution <input type="checkbox"/>	Ford Hiroshima Office <input type="checkbox"/>	M&S Training <input type="checkbox"/>
Logistics <input type="checkbox"/>	J97/U268 Program Team <input type="checkbox"/>	
Product Planning <input type="checkbox"/>	Prod. Dev. Dearborn Staff <input type="checkbox"/>	<b>All e-Business and IT</b> <input type="checkbox"/>
Six Sigma <input type="checkbox"/>	Prod. Dev. Regional Staff <input type="checkbox"/>	e-Business Managers <input type="checkbox"/>
Systems <input type="checkbox"/>	Global Product Strategy <input type="checkbox"/>	Dearborn Consumer Connect <input type="checkbox"/>
	Vehicle Personalization <input type="checkbox"/>	IT Managers <input type="checkbox"/>
<b>Human Resources</b> <input type="checkbox"/>	EEME <input type="checkbox"/>	Dearborn IT Staff <input type="checkbox"/>
<b>Public Affairs</b> <input type="checkbox"/>	<b>All Finance</b> <input type="checkbox"/>	<b>All FCSD</b> <input type="checkbox"/>
	Finance Directors <input type="checkbox"/>	FCSD Directors <input type="checkbox"/>
<b>All Sales &amp; Marketing</b> <input type="checkbox"/>	Finance Dearborn Staff <input type="checkbox"/>	FCSD Regional Managers <input type="checkbox"/>
S&M Field – Asia Pacific <input type="checkbox"/>	Finance Regional Staff <input type="checkbox"/>	FCSD Zone/Area Managers <input type="checkbox"/>
S&M Field – Carib / C. America <input type="checkbox"/>		FCSD Parts Managers <input type="checkbox"/>
S&M Field – Israel <input type="checkbox"/>	<b>All Manufacturing</b> <input type="checkbox"/>	New Business Office <input type="checkbox"/>
S&M Field – MENA <input type="checkbox"/>	Manufacturing Directors <input type="checkbox"/>	
S&M Field - Puerto Rico <input type="checkbox"/>	MP&L <input type="checkbox"/>	<b>All Dearborn &amp; Regional FAP Staff</b> <input type="checkbox"/>
S&M Field - South Africa <input type="checkbox"/>	Quality <input type="checkbox"/>	Operating Committee <input type="checkbox"/>
	Mfg. Dearborn Staff <input type="checkbox"/>	Managing Directors <input type="checkbox"/>
	Mfg. Regional Staff <input type="checkbox"/>	Customer Satisfaction Committee <input type="checkbox"/>
		Diversity Council <input type="checkbox"/>
		P.A.G. <input type="checkbox"/>
		Monthly Sales Results <input type="checkbox"/>
		Monthly Sales Forecast <input type="checkbox"/>
		Sales Analyst Market Contacts <input type="checkbox"/>
All WDMO <input type="checkbox"/>		All FAP <input type="checkbox"/>





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