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Ford Motor Company  
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May 2003

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

**SUBJECT:** Customer Satisfaction Program 03M02: Certain 2000 Model Year Focus Vehicles – Additional Coverage for Front Coil Springs

OASIS: Yes

OWNER LIST: No

PROGRAM TERMS: This program extends the coverage on the front coil springs to 10 years of service or 150,000 miles from the vehicle's warranty start date, whichever occurs first. This coverage will automatically transfer to subsequent owners. If a vehicle already has more than 150,000 miles, this coverage will last until December 31, 2003.

#### **VEHICLES COVERED BY THIS PROGRAM**

Certain 2000 model year Focus vehicles built at Wayne Assembly Plant from March 5, 1999 through December 23, 1999 and at Hermosillo Assembly Plant from May 21, 1999 through December 30, 1999.

#### **REASON FOR PROVIDING ADDITIONAL COVERAGE**

In some of the affected vehicles, portions of the front coil springs may not have received adequate corrosion protection during the manufacturing process. Inadequate corrosion protection eventually may lead to a fracture of the spring. A spring fracture may result in suspension noise, possibly accompanied by sagging of one side of the vehicle. This is most likely to occur on vehicles operated for extended periods of time in high-corrosion areas of North America. Only a small percentage of the affected vehicles are expected to experience this concern.

#### **SERVICE ACTION**

If a front coil spring should fracture, the dealer technician will replace both front coil springs, check front wheel alignment and, if necessary, adjust toe angle at no charge to the owner of the vehicle.

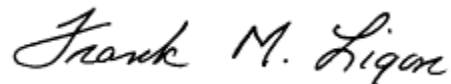
**ATTACHMENTS**

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

**QUESTIONS?**

Claims Information: .....1-800-423-8851  
Other (Dealer Only) Program Questions: .....1-800-325-5621

Sincerely,



Frank M. Ligon

**Customer Satisfaction Program 03M02**  
Certain 2000 Model Year Focus Vehicles  
Additional Coverage for Front Coil Springs

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this program.

**Note:** Submission of an "M" program claim will not remove the vehicle from OASIS. The affected vehicles are eligible for repeat repairs if the condition reoccurs during the program time and mileage period.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs to the components that are covered by this program made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer).

All supporting documentation must be retained in accordance with the Warranty and Policy Manual.

Program Code:	03M02
Misc. Expense:	REFUND
Misc. Expense:	ADMIN
Misc. Expense:	0.2 Hr.

Refer to ACESII manual for refund information.

**RENTAL VEHICLES**

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

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace both front coil springs (1.4 Hrs.) and check front wheel alignment (0.6 Hrs) - Toe adjustment not necessary.	03M02B	2.0 Hours
Replace both front coil springs, check front wheel alignment, and adjust toe angle (0.2 Hrs).	03M02C	2.2 Hours

**PROGRAM NOTES**

- 1) **Mandatory Alignment Check:** Tests have verified that toe angle may be out of specification on this vehicle after re-installing the strut. Therefore, an alignment check is mandatory after installing a strut.
- 2) **Related Damage Claims:** No Related Damage claims will be accepted under this program because the spring is located above the wheel and away from the tire. If you have any unusual circumstances that you believe warrants consideration, please contact the Special Service Support Center at 1-800-325-5621.

**PARTS REQUIREMENTS**

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

Part Number	Description	Quantity
3S4Z-5W310-CA	Front Spring Assembly	2

The DOR/COR is 50301 for parts ordered through the Special Service Support Center (1-800-325-5621).

**DEALER PRICE**

For latest prices, check DOES II or updated price book.

**PARTS RETENTION**

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

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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Technical Instructions:

Follow the procedures described in SECTION 204-01 of the 2000 Focus Workshop Manual.