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

SUBJECT: Extended Coverage Program 03N01:
Certain 2000 and 2001 Model Year Focus Vehicles
Fuel Delivery Module

PROGRAM TERMS

This program extends the coverage of the fuel delivery module (FDM) to 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven. This program provides replacement coverage, and is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2000 and 2001 model year Focus vehicles built at the Wayne and Hermosillo Assembly Plants from Job #1, 1999 through June 13, 2001. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the affected vehicles may experience engine hesitation, loss of power, surging, and other similar symptoms as a result of contamination of the fuel pump filters. Because the contamination of the filters is progressive, they may ultimately become sufficiently blocked to cause the engine to stall completely. Although the symptoms noted above can occur under a variety of driving conditions, they are most likely to occur when there is less than one-quarter tank of fuel and/or when the driver is attempting to accelerate while making a right turn maneuver (such as entering a highway through a cloverleaf) or while driving uphill.

SERVICE ACTION

If the customer's vehicle exhibits the symptoms described above, dealers should replace the fuel pump unless there is clear evidence that the symptoms are solely caused by some other component. To assist in determining the cause of the symptoms, you should interview the customer. In addition, diagnosis time is provided to road test the vehicle. See Attachment IV for customer interview flow chart.

If it is determined that the symptoms are caused by some other component and the FDM is operating properly, the customer should be notified that the repair is not covered under this program. This program does not cover parts or procedures other than replacement of the fuel delivery module. The fuel delivery module replacement will be performed at no charge to the customer.

AN OPPORTUNITY TO BUILD CUSTOMER LOYALTY

With increased service capacity, use the resulting service traffic to acquire new retail service customers, or become re-acquainted with current ones. Take this opportunity to make a lifetime customer by demonstrating:

- **Care** by using the Quality Care Report Card every time to identify additional service needs that may require attention.
- **Convenience** by offering convenient payment terms, by scheduling service appointments, and by providing convenient hours and days of operation.
- **Competitive Pricing** by promoting national, regional, and your individual dealer service specials.

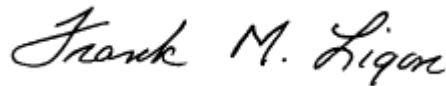
ATTACHMENTS

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

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,



Frank M. Ligon

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OASIS ACTIVATED? Yes

FSA VIN LIST ACTIVATED? No

STOCK VEHICLES

Do not perform this program unless the affected vehicle exhibits the symptoms described earlier in this letter.

SOLD VEHICLES

Only owners with affected vehicles that exhibit the stated symptoms will be directed to dealers for service action.

RELATED DAMAGE

Related damage claims are not approved for this program.

ADDITIONAL LABOR TIME

- This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before 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). Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.

Refund Claiming Information. (Submit on separate repair line.)

- Program Code: 03N01
- Misc. Expense: ADMIN
- Misc. Expense: REFUND
- Misc. Expense: 0.2 Hr.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Refunds must be claimed on a repair line that is separate from the FSA's repair line.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
* Road Test Diagnosis (0.3 hr.) and Replace Fuel Delivery Module (1.4 hrs.)	03N01B	1.7 Hours

* Includes time to drain and filter fuel, refill fuel tank with filtered fuel, and check for leaks.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts for this program are only available in a very limited supply at this time. A newly designed FDM is being manufactured and will be available late January, 2004. A new dealer notification letter will be distributed at that time. If the customer's vehicle exhibits the symptoms described above, dealers should replace the FDM unless there is clear evidence that the symptoms are solely caused by some other component. An FDM should be replaced only if a vehicle exhibits the stated driveability symptoms and there is not clear indication that the symptoms are caused by some other component. To aid in determining if some other component is responsible for the driveability symptoms, both customer interview and road test may be required. If after interview/diagnosis, there is a need for a fuel delivery module, please call the Special Service Support Center at 1-800-325-5621 with the customer's name and VIN.

All order types Effective until the new FDM is available Call 1-800-325-5621
(Estimated availability late January 2004)

Part Number	Description	Quantity
1M5Z-9H307-AC	Fuel Delivery Module – Current Design	1

DOR/COR NUMBER

The DOR/COR for this program is 50312. This number identifies parts ordered for this program through the Special Service Support Center (1-800-325-5621).

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

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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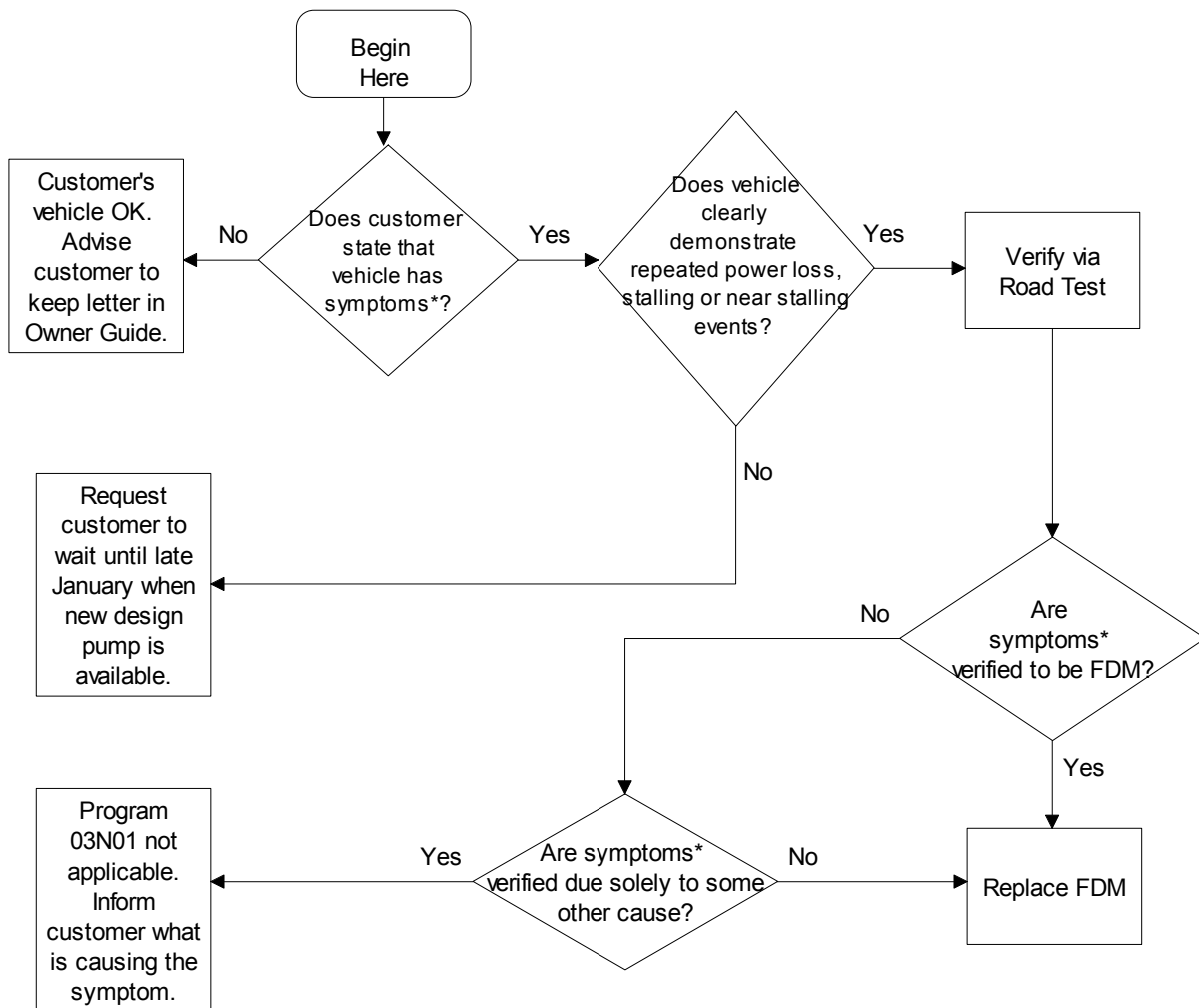
FUEL DELIVERY MODULE REMOVAL/REPLACEMENT

Depending on the model year of the vehicle, refer to the appropriate section (Section 310-01) of either the 2000 or 2001 Model Year Workshop Manual for removal and replacement instructions, including:

- Road testing vehicle.
- Depressurizing the fuel system and draining the tank.
- Replacing drained, filtered fuel.
- Performing an Evaporative Emissions Leak Test.
 - Note: Remember to monitor the system for two (2) minutes. If pressure falls below 2.0 kPa (8 inches H₂O), the system has failed the leak test. Repair any leaks as necessary. (Any repairs not related directly to the FDM replacement are not covered by this program.)

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This is an interim process until a more detailed notification is sent in late January 2004.



* Performance Symptoms that Suggest FDM Cause:

- Occurs at or below 1/4 tank of fuel.
- Occurs when vehicle accelerates
- Occurs when making right turns (such as entering a highway cloverleaf).
- Occurs driving uphill or up a grade.