



02I003

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Ford Motor Company
P. O. Box 1804
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April 2003

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Optional Upgrade Program 02B02-S1: Certain 1998 through 2003 Model Year Crown Victoria Police Interceptor (CVPI) Vehicles Currently in Law Enforcement Duty - Inspection of Optional Police Interceptor Package Upgrade Kit Installation

REF: Optional Upgrade Program 02B02: TECHNICAL INSTRUCTIONS REINFORCEMENT (dated March 2003)

REF: Optional Upgrade Program 02B02: Certain 1992 through 2003 Model Year Crown Victoria Police Interceptor (CVPI) Vehicles Currently in Law Enforcement Duty - Installation of Optional Police Interceptor Package Upgrade Kit

OASIS: Yes

OWNER LIST: No

PROGRAM TERMS: This inspection program will be in effect until November 30, 2003, regardless of mileage.

PURPOSE OF THIS SUPPLEMENT AND INSPECTION PROGRAM

Based upon vehicle inspections and a vehicle survey, Ford has found that some technicians are not removing the bolts and J-nuts affixing the evaporative emissions canister to the underbody of the trunk as instructed. Steps 8 through 15 of the 02B02 Technical Instructions must be completed properly to provide the full benefit of the optional Upgrade Kit. The bolts and J-nuts must be removed and replaced with three (3) rivets for the evaporative emissions canister to be correctly mounted in the modification.

Ford will contact owners of certain 1998 through 2003 model year vehicles who, according to our records, had the 02B02 Upgrade Kit installed and ask them to return their vehicle(s) to their servicing dealer for inspection.

NOTE: This inspection does not involve 1992 through 1997 model year vehicles because evaporative emissions canister mounting modification is not a part of the Upgrade Kit for those model years.

Ford is authorizing a labor operation to pay for inspection of these vehicles. However, should inspection determine an improper or incomplete Upgrade Kit installation, dealers inspecting their own previous Upgrade Kit installations are responsible for, and liable for, correcting any improper installations (Reference Attachment II: Labor Allowances and Parts Ordering Information).

NOTE: This supplement is a stand-alone program and does not replace Optional Upgrade Program 02B02. It provides for inspection of vehicles previously modified under 02B02. For first-time installation of Optional Upgrade Program 02B02, consult the original 02B02 bulletin and Technical Instructions.

VEHICLES AFFECTED BY THIS INSPECTION

Certain 1998 through 2003 Model Year Crown Victoria Police Interceptor (CVPI) vehicles currently in law enforcement duty built at the St. Thomas Assembly Plant from Job #1, 1998 through October 21, 2002 that, based upon claims submitted to Ford, had the Upgrade Kit installed.

SERVICE ACTION

This procedure involves inspecting for modifications to the evaporative emissions canister mounting to determine if any corrections are necessary. The inspection procedure follows in order of the original 02B02 Attachment III Technical Instructions.

When you have completed the Technical Instructions, you will have:

1. Removed and discarded the two (2) canister bolts and two (2) J-nuts from the evaporative emissions canister flange (from the front edge along the Z-bracket). Do not leave canister bolts and J-nuts in place.
2. Installed the three (3) rivets.
3. Re-tightened the two (2) canister retaining nuts (located along the back edge of the evaporative emissions canister) to 6 Nm (53 lb-in).

A check sheet is provided as part of the Technical Instructions for this supplement. Use this check sheet to inspect for proper modification of evaporative emissions canister mounting. The check sheet will help ensure steps 8 through 15 of the original 02B02 upgrade have been followed. Check off each item as you inspect it. After each set of checks, please answer whether the original modification was done properly. If any corrections were required, list them in the space provided. At the end of the entire procedure, sign and date the last page certifying the validity of the installation. Retain the check sheet in your dealership service records.

NOTE: When submitting a claim for inspection, be sure to select the labor operation that accurately describes the inspection results.

FIRST-TIME 02B02 UPGRADE KIT INSTALLATION

For first-time installation of Optional Upgrade Program 02B02, consult the original 02B02 bulletin and Technical Instructions. Be mindful of the need to completely follow all steps of the Upgrade Kit installation exactly as written in the 02B02 Technical Instructions and as reinforced in this supplement.

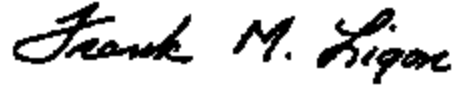
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Sample Customer Letter(s)

QUESTIONS?

Claims Information:..... 1-800-423-8851
FSA VIN Lists Support:..... 1-800-555-9601
Other Program Questions:..... 1-800-325-5621

Sincerely,



Frank M. Ligon

Customer Satisfaction Program 02B02-S1
Certain 1998 through 2003 Model Year Crown Victoria Police Interceptor (CVPI) Vehicles
Currently In Law Enforcement Duty
Inspection of Optional Police Interceptor Package Upgrade Kit Installation

OASIS

When a customer requests inspection of an Upgrade Kit installation, use OASIS to determine eligibility for this inspection program. Only vehicles having previously had the Upgrade Kit installed are eligible for this inspection program.

PLEASE NOTE

Inspect, before delivery, all upgraded vehicles in stock with build dates on or before October 21, 2002.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.
- A part quantity of three (3) [rivets] should be entered on the ACES II claim.

OWNER REFUNDS

Owner refunds are not applicable for this inspection.

RENTAL VEHICLES

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

Customer Satisfaction Program 02B02-S1
Certain 1998 through 2003 Model Year Crown Victoria Police Interceptor (CVPI) Vehicles
Currently In Law Enforcement Duty
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LABOR ALLOWANCES FOR 02B02 INSPECTION

Reference the original 02B02 dealer bulletin for first-time Upgrade Kit Installation labor times and technical instructions. Inspections do not apply to vehicles that have not had 02B02 performed previously.

Description	Labor Operation	Labor Time
<u>Inspect Vehicle and Complete Check Sheet (No correction needed – Inspection done at Ford Expense)</u>	02B02K	0.2 Hours
<u>Inspect Vehicle, Complete Check Sheet and Correct (Vehicle returned to original installing dealer for inspection – Inspection done at Ford expense. Correction done at dealer expense)</u>	02B02L	0.2 Hours
<u>Inspect Vehicle, Complete Check Sheet and Correct (Vehicle returned to dealer other than original installing dealer for inspection – Inspection and correction done at Ford expense)</u>	02B02M	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this program. Order your parts requirement through normal order processing channels. Effective immediately, follow the normal order process for Stock Orders and Interim Orders. For Emergency Orders for the first 30 days following launch, call 1-800-325-5621. After 30 days, follow the normal order process for Emergency Orders.

Part Number	Description	Ordering Quantity
W709653-S301	RIVET	1 (Pack of 24) Each package will service eight (8) vehicles

NOTE: A part quantity of three (3) [rivets] should be entered on the ACES II claim.

ORDER INFORMATION

The DOR/COR for this program is **50267**. This number identifies parts ordered for this Customer Satisfaction Program 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.

CERTAIN 1996 THROUGH 2003 MODEL YEAR CROWN VICTORIA POLICE INTERCEPTOR (CVPI) VEHICLES CURRENTLY IN LAW ENFORCEMENT DUTY — INSPECTION OF OPTIONAL POLICE INTERCEPTOR PACKAGE UPGRADE KIT INSTALLATION

This procedure involves inspecting the evaporative emissions canister mounting modifications to see if they conform to the 02B02 Attachment III technical instructions. Based upon vehicle inspections and a vehicle survey, Ford Motor Company has found that some technicians are not removing the bolts and J-nuts affixing the evaporative emissions canister to the underbody of the trunk as instructed. Specifically, proper installation of the evaporative canister rivets and removal of the original bolts and J-nuts cannot be skipped and must be completed properly to provide the full benefit of the optional upgrade.

Provided here is a check sheet to inspect for proper modification of the evaporative emissions canister mounting. The check sheet will help ensure that Steps 8 through 15 of the original 02B02 upgrade have been followed. Check off each item as you inspect it, then answer whether the original installation was done properly or if corrections were required. If any corrections were done, list them in the space provided. At the end of the entire procedure, sign and date the last page certifying the validity of the installation. Retain this inspection sheet in the dealer's vehicle service file.

⚠ WARNING!

ALL STEPS OF THE ORIGINAL INSTALLATION PROCEDURE MUST BE PERFORMED AS WRITTEN WITHOUT ANY MODIFICATION TO PROVIDE THE FULL BENEFIT OF THE OPTIONAL UPGRADE.

REFER TO THE ATTACHMENT III FOUND ON THE PTS WEBSITE TO VIEW VIDEO CLIPS OF CERTAIN REPAIR STEPS.

❗ IMPORTANT NOTES

CHECK OFF EACH ITEM AS YOU INSPECT IT, THEN ANSWER WHETHER THE ORIGINAL INSTALLATION WAS DONE PROPERLY. IF ANY CORRECTIONS WERE REQUIRED, LIST THEM IN THE SPACE PROVIDED.

ANY DISCREPANCIES TO THE 02B02 INSTALLATION PROCEDURES MUST BE CORRECTED.

THIS DOCUMENT SHOULD BE SIGNED BY BOTH THE SERVICING TECHNICIAN AND THE SERVICE MANAGER AND BE MAINTAINED IN THE DEALER'S VEHICLE SERVICE FILE, STAPLED TO THE HARD COPY OF THE REPAIR ORDER.

HAVE A COPY OF THE ORIGINAL 02B02 ATTACHMENT III AVAILABLE FOR REFERENCE DURING THIS INSPECTION PROCEDURE.

1992 THROUGH 1997 CVPI MODELS ARE NOT INVOLVED IN THIS FOLLOW-UP INSPECTION PROCEDURE BECAUSE EVAPORATIVE EMISSIONS CANISTER MOUNTING MODIFICATIONS ARE NOT PART OF THE UPGRADE KIT FOR THOSE MODEL YEARS.

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INSPECTION

1. Evaporative Emissions Canister Inspection

WARNING: DO NOT LEAVE BOLTS AND J-NUTS IN PLACE. THE RIVETS ARE INTENDED TO REPLACE CANISTER BOLTS AND J-NUTS. THEY ARE NOT UTILIZED TO STRENGTHEN THE MECHANICAL CONNECTION BETWEEN THE Z-BRACKET AND THE EVAPORATIVE EMISSIONS CANISTER MOUNTING FLANGE. USING RIVETS OTHER THAN THE SUPPLIED HIGH CLAMP-LOAD RIVETS CAN JEOPARDIZE THE REPAIR.

NOTE: Field audits have revealed portions of this repair are not being performed properly. Listed here are examples of what was found:

- Bolts and J-nuts still installed — rivets installed (correctly or incorrectly)
- Bolts and J-nuts still installed — rivets NOT installed
- Only J-nuts still installed — rivets installed
- Wrong number of rivets installed
- Rivets not properly spaced along Z-bracket
- Rivets installed on wrong Z-bracket flange (securing Z-bracket to floor instead of Z-bracket to evap canister)

If the bolts and/or J-nuts are still installed, they must be removed. If the rivets are installed, they will need to be drilled out to allow removal of the J-nuts. Once they are removed, *NEW* high clamp-load rivets must be installed as outlined in 02B02 Attachment III.

With the exception of corrosion, note any physical damage to the vehicle in the area of the evaporative emissions canister that would interfere with the service required (removal of bolts/J-nuts, installation of rivets). List the damage here. Any damage to this area must be corrected prior to completing inspection and any necessary repairs. Repair of physically damaged evaporative emissions canister components is customer pay and cannot be charged to this program or the original Optional Upgrade Program 02B02.

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See Figure 1.

- Verify the original attaching hardware (bolts and J-clips) has been removed and discarded from the front edge of the canister along the Z-bracket.
- Verify the three (3) rivets have been installed equal distances apart from each other (about 2 inches) on the front edge of the of the canister along the Z-bracket.
- Verify the canister retainer nuts, located at the rear corners of the canister assembly, are tightened to specification (6 Nm [53 lb-in]).

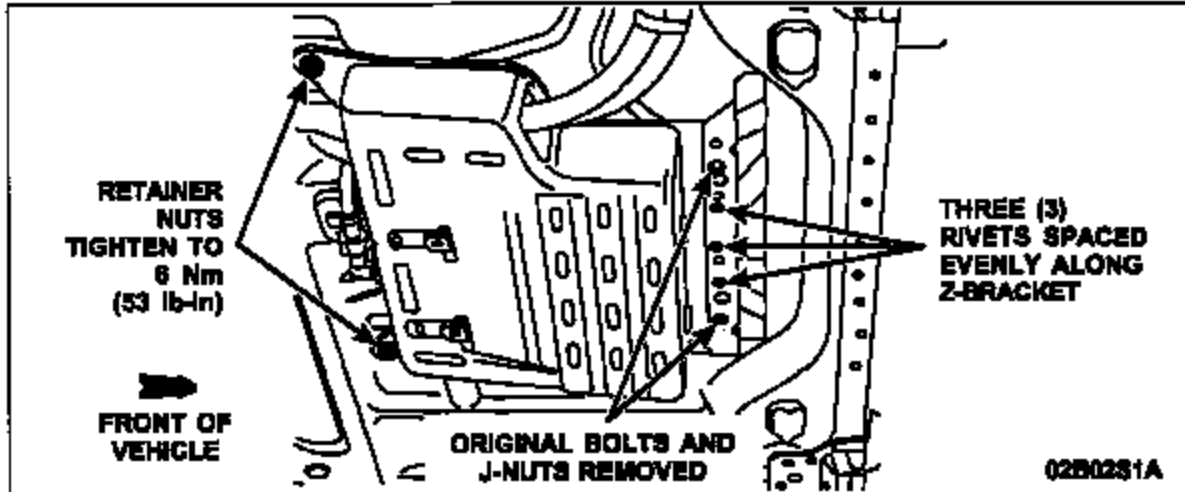


FIGURE 1

Was the Evaporative Emissions Canister service performed properly? YES NO

If NO, describe correction(s) completed.

I certify that the evaporative emissions canister mounting modifications have been inspected in accordance with the procedure listed above. If corrections were required, I certify that corrections were completed in accordance with the 02B02 Technical Instructions. A service technician has performed all necessary operations. I understand that it is a requirement of this Field Service Action to maintain this record in the dealer's vehicle service file.

Technician's Signature

Date

Service Manager's Signature

Date

VIN _____

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