



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

April 22, 2005

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

SUBJECT: Customer Satisfaction Program 04M04 - Supplement #1
All 1999 through 2001 Model Year Taurus and Sable Vehicles
Front Coil Spring Extended Warranty Coverage

REF: Customer Satisfaction Program 04M04 – Dated July 2004

New!

REASON FOR THIS SUPPLEMENT

Revised Service Actions: This bulletin is being supplemented to inform dealers that completion of program 04M04 will "close-out" Safety Recall 04S17 (Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States).

PROGRAM TERMS

This program extends the warranty coverage of the front coil springs, due to fracture only, to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already accumulated more than 150,000 miles, this coverage will last until July 31, 2005. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

All 1999 through 2001 model year Taurus and Sable vehicles built at the Chicago Assembly Plant from April 15, 1998 through August 13, 2001 and at the Atlanta Assembly Plant from March 23, 1998 through July 27, 2001. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

The front coil springs on some of the affected vehicles may fracture. Symptoms include uneven front ride height and front-end noise.

SERVICE ACTION

If an affected vehicle experiences this condition, dealers are to replace **both** front coil springs by following the instructions located in the vehicle Workshop Manual. This repair will be performed at no charge to the vehicle owner.

New! NOTE: Completion of program 04M04 will "close-out" Safety Recall 04S17 (Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States).

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles were notified the first week of August 2004. Please note that dealers should repair any affected vehicles that arrive at their dealerships with fractured front coil springs, whether or not the customer has received a letter.

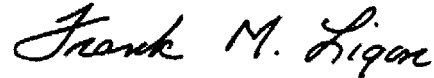
ATTACHMENTS

New! 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
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,



Frank M. Ligon

Customer Satisfaction Program 04M04 – Supplement #1
All 1999 through 2001 Model Year Taurus and Sable Vehicles
Front Coil Spring Extended Coverage

OASIS ACTIVATED? Yes. OASIS was activated July 9, 2004.

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 covered by this program if the repair was performed prior to 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: 04M04
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - 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).
- Refund or related damage 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.
- **New!** Completion of program 04M04 will "close-out" Safety Recall 04S17.

**Customer Satisfaction Program 04M04 - Supplement #1:
All 1999 through 2001 Model Year Taurus and Sable Vehicles
Front Coil Spring Extended Coverage**

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both front coil springs.	04M04B	2.3 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
Refer to catalog for front springs (Base number is 5310.)	Front Coil Spring – Taurus and Sable	2

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Affected front coil springs are subject to random selection for return to the Ford Warranty Parts Return Center (WPRC). Refer to your daily PEARS (Parts Evaluation and Return System) register for part disposition and return instructions.

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 1999 THROUGH 2001 MODEL YEAR TAURUS AND SABLE — FRONT COIL SPRING REPLACEMENT

OVERVIEW

This program involves replacing both front coil springs of the affected vehicles.

SERVICE PROCEDURE

REMOVAL

1. Remove the tire and wheel assembly.
2. **CAUTION: Do not use power tools to remove the stabilizer nut. Damage to the boot or ball joint can result.**

NOTE: To remove the stabilizer nut, first loosen the nut, then use the hex holding feature to keep the stabilizer bar link ball joint from turning while removing the nut.

Remove the upper stabilizer bar attaching nut. Discard the nut.

3. Remove the caliper brake hose support bolt.
4. Remove the caliper assembly and brake pads. Support the caliper using mechanic's wire.
5. Remove the brake caliper anchor plate bolts and remove the anchor plate and rotor.
6. Remove and discard the tie rod attaching cotter pin and nut.
7. Using special tool 211-001, remove the tie rod from the knuckle.
8. Remove the ABS sensor bolt and position the sensor and the support clip out of the way.
9. Remove the lower strut pinch nut. Discard the nut. Do not remove the pinch bolt at this time.
10. Remove the lower ball joint nut. Discard the nut.
11. Install the special tool 211-003 Steering Arm Puller, 211-S200 Adapter and 211-212 Ball Joint Thread Protector.
12. Remove the lower ball joint from the lower control arm.
13. Remove the special tool 211-003 Steering Arm Puller, 211-S200 Adapter and 211-212 Ball Joint Thread Protector.
14. Mark the strut-to-knuckle position to ensure that the strut and knuckle are reassembled in the original position.



15. Remove the windshield washer hose from the right side inner stud of the upper strut plate bolt.
16. Remove the halfshaft nut.
17. Install the special tool 204-069 Front Hub Remover/Installer, 205-237 Wheel Hub Adapter and 204-067 Halfshaft Installer.
18. Disconnect the halfshaft from the hub and bearing assembly.
19. Secure the halfshaft to the lower control arm with mechanic's wire.
20. Remove the special tool 204-069 Front Hub Remover/Installer, 205-237 Wheel Hub Adapter and 204-067 Halfshaft Installer.
21. Remove the lower strut pinch bolt.
22. Remove the knuckle assembly.
23. Remove the upper strut plate mounting bolts.
24. Remove the strut assembly.
25. Mount strut and spring assembly in a suitable coil spring compressor fixture.
26. Compress spring and remove upper strut mount nut.
27. Remove the old spring and install the *new* spring.
28. Install the original strut to the *new* spring and install the upper strut mount and nut. Tighten the nut to 62 Nm (46 lb-ft).



INSTALLATION

1. Install the strut and attach the upper strut plate mounting nuts. Tighten the nuts to 35 Nm (26 lb-ft).
2. Install the windshield washer hose on right side inner stud of the upper strut plate bolt.
3. Install the knuckle assembly on the lower strut and install the lower strut pinch bolt and a **new** nut. Tighten the nut to 115 Nm (85 lb-ft).
4. Install the special tool 204-069 Front Hub Remover/Installer, 205-237 Wheel Hub Adapter and 204-067 Halfshaft Installer.
5. Install the halfshaft into the knuckle assembly.
6. Remove the special tool 204-069 Front Hub Remover/Installer, 205-237 Wheel Hub Adapter and 204-067 Halfshaft Installer.
7. Install the lower ball joint into the lower control arm.
8. Install a **new** nut. Tighten the nut to 80 Nm (59 lb-ft).
9. Install the tie rod and a **new** nut. Tighten the nut to 55 Nm (41 lb-ft).
10. Install a **new** cotter pin.
11. Install the ABS sensor retaining clip and bolt. Tighten the bolt to 12 Nm (9 lb-ft).
12. Install the front brake rotor.
13. Install the brake caliper anchor plate and the anchor plate bolts. Tighten the bolts to 103 Nm (76 lb-ft).
14. Install the brake pads, caliper and bolts. Tighten the bolts to 35 Nm (26 lb-ft).
15. Install the caliper brake hose assembly and support bolt. Tighten the bolt to 15 Nm (11 lb-ft).
16. **CAUTION: Do not use power tools to install the stabilizer nut. Damage to the boot or ball joint can result.**

NOTE: To install the stabilizer nut use the hex holding feature to keep the stabilizer bar link ball joint from turning while installing the nut. Install a **new** nut.

Tighten the nut to 80 Nm (59 lb-ft).
17. Install the wheel and tire assembly.
18. Lower the vehicle and install the wheel hub washer and nut. Tighten the nut to 250 Nm (184 lb-ft).





Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

August 2004

Customer Satisfaction Program 04M04 (Non-Corrosion States)

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing extended warranty coverage for the front coil springs under Customer Satisfaction Program 04M04 to owners of certain 1999 through 2001 model year Taurus and Sable vehicles.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on front coil springs that require replacement due to fracture. This coverage extends the limited warranty on the front springs to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until July 31, 2005. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage of your vehicle for this part.

What will Ford and your dealer do?

If either of the front coil springs on your vehicle fracture, Ford Motor Company and your dealer will replace **both** front springs at no charge to you under the terms of this program.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please keep this letter as a reminder. If either of the front coil springs on your vehicle requires replacement due to fracture, and your vehicle is within the indicated time/mileage limitation, contact your dealer for a service date. Your dealer will replace both front coil springs at no charge to you.

Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 04M04. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuineflmservice.com> for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332.

For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

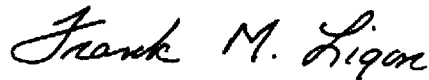
Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is: www.ownerconnection.com

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations