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Ford Motor Company
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February 6, 2008

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD Safety Recall 08S03:
Certain 2007 - 2008 Model Year Expedition and Navigator Vehicles
Interior Side Door Handle Spring Replacement

AFFECTED VEHICLES

Certain 2007 - 2008 model year Expedition and Navigator vehicles built at the Michigan Truck Plant from March 3, 2007 through August 9, 2007. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on February 6, 2008.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the spring retainer located in the interior side door handles may fracture. If the retainer fractures, the spring could rotate, and may cause loss of tension on the door handle. If the spring loses tension, the side door handle could open in the event of a side impact collision. The rear liftgate handle is not affected by this recall.

SERVICE ACTION

Dealers are to replace the interior side door handle spring on all four doors. This service must be performed on affected vehicles at no charge to the vehicle owner. Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this safety recall has been completed.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified in mid-February 2008. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

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

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Only)1-800-325-5621

Sincerely,

Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated by February 6, 2008.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> by February 6, 2008. Owner names and addresses will be available by February 21, 2008.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

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. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

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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.
- 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

Refunds are not authorized for this program.

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. Related damage requires prior approval from Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the interior side door handle spring on all four doors	08S03B	0.5 hr

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are currently available to service 100% of the affected vehicle population.

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

Part Number	Description	Quantity
8L1Z-7822666-A	Interior Side Door Handle Spring Kit One kit will repair one vehicle - kit contains 2 RH (gray) and 2 LH (green) Springs	1

Questions regarding parts should be directed to the Special Service Support Center (800-325-5621) or E-mailed to: Ford@Renkim.com.

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.

CERTAIN 2007-2008 EXPEDITION AND NAVIGATOR VEHICLES — INTERIOR SIDE DOOR HANDLE SPRING REPLACEMENT

OVERVIEW

This program involves replacing the front and rear interior side door handle springs.

SERVICE PROCEDURE

1. Remove the interior side door handle bezel screw cover, screw and bezel. See Figure 1.

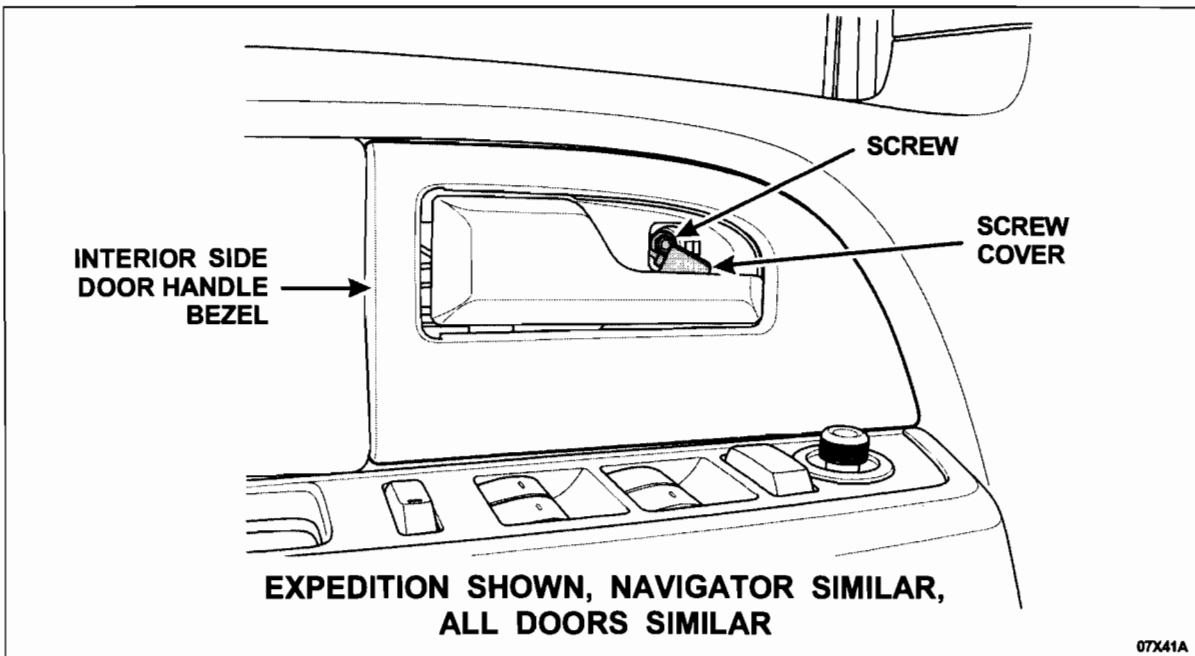


FIGURE 1



2. **NOTICE: Use caution not to damage the plastic retaining clip when removing the interior side door handle.**

Remove the interior side door handle by using a flat-blade screwdriver to pry up on the plastic retaining clip while pulling the interior side door handle out of the retainer. See Figure 2.

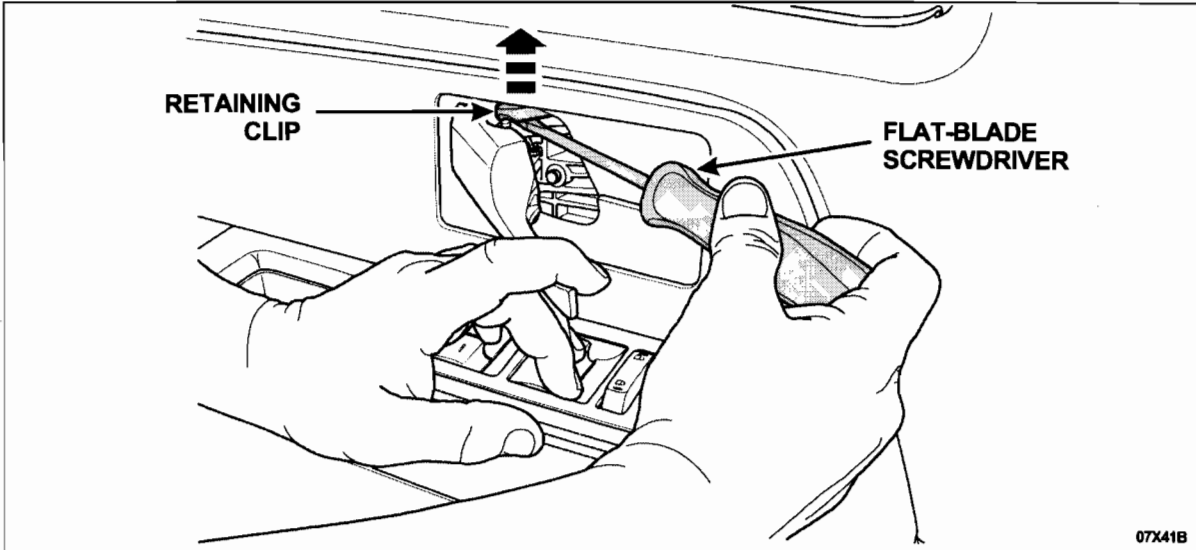


FIGURE 2

3. Disconnect the interior side door handle cable from the interior side door handle. See Figure 3.

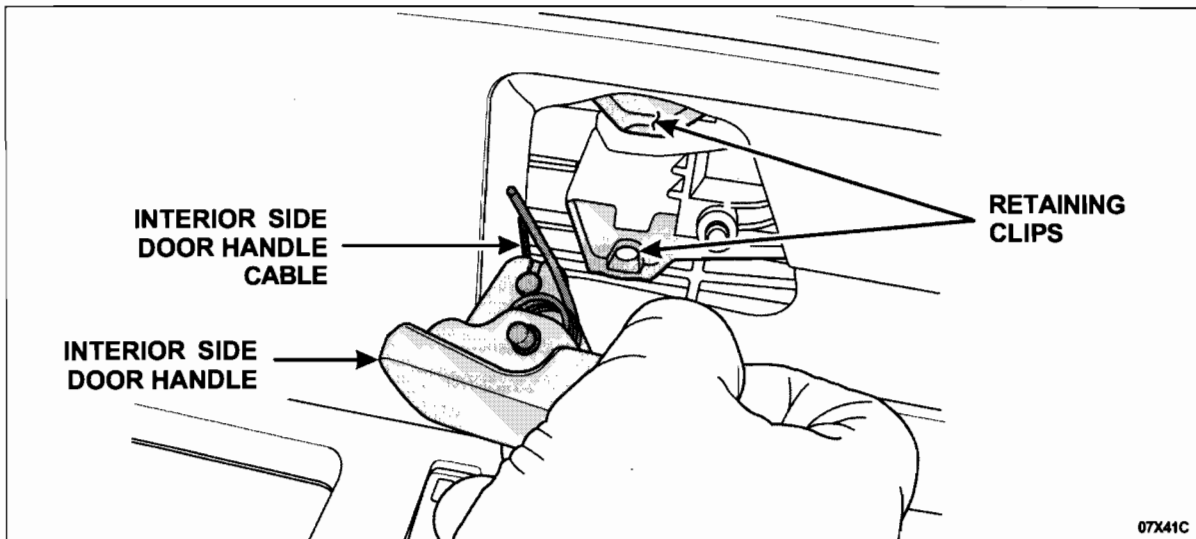


FIGURE 3



4. **NOTICE:** When removing the interior side door handle pin, hold the interior side door handle with extreme care so it is not scratched or damaged.

Remove the interior side door handle spring pin and spring. See Figure 4.

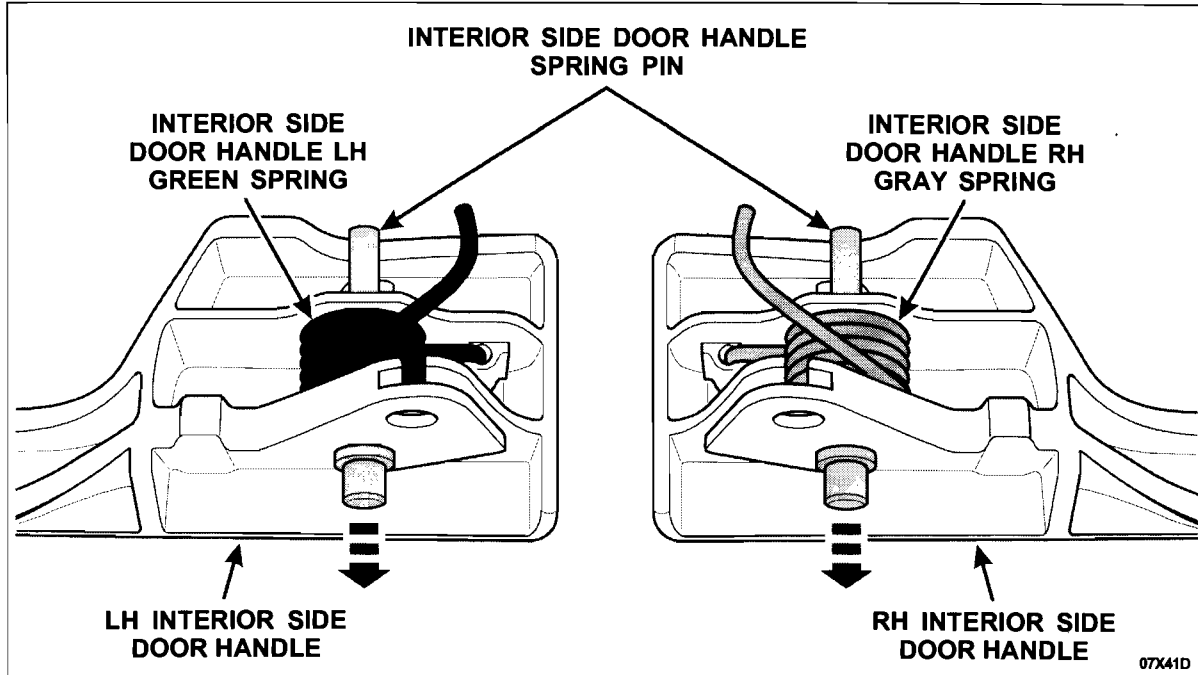


FIGURE 4



5. NOTE: The interior side door handle spring retainer may be cracked or missing. See Figure 6 for the location of the spring retainer. The **new** re-designed spring has a longer leg and does not need the retainer to function. The door handle does not need to be replaced, even if the spring retainer is damaged. See Figure 5 for example of re-designed spring.

Position the **new** interior side door handle spring (LH is green, RH is gray) into the interior side door handle and install the interior side door handle spring pin. The **new** spring can be installed into the retainer even if the retainer is damaged or broken. See Figure 6 for example of correct assembly.

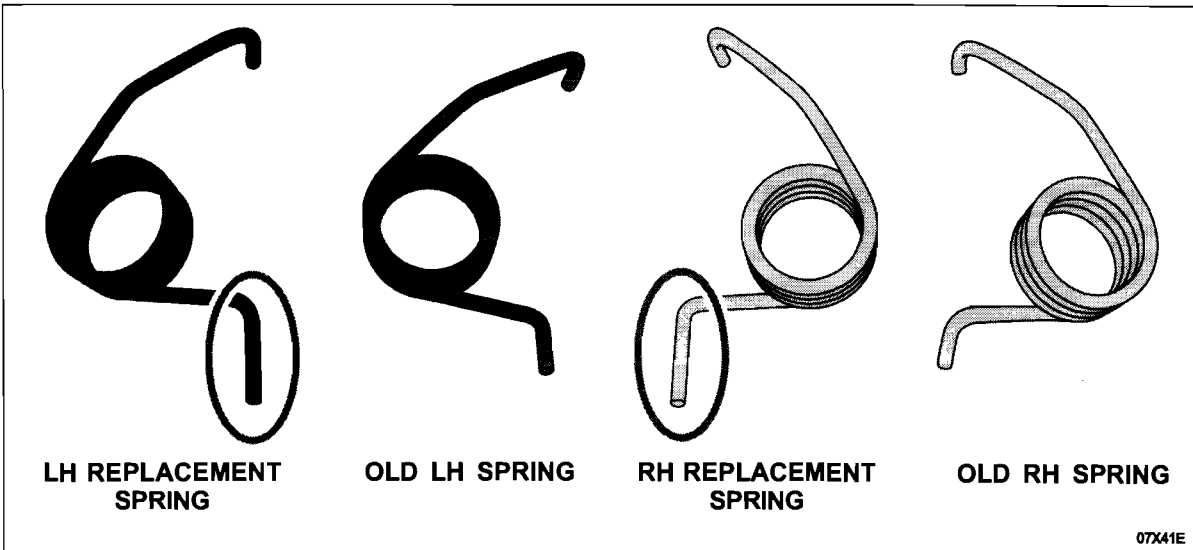


FIGURE 5

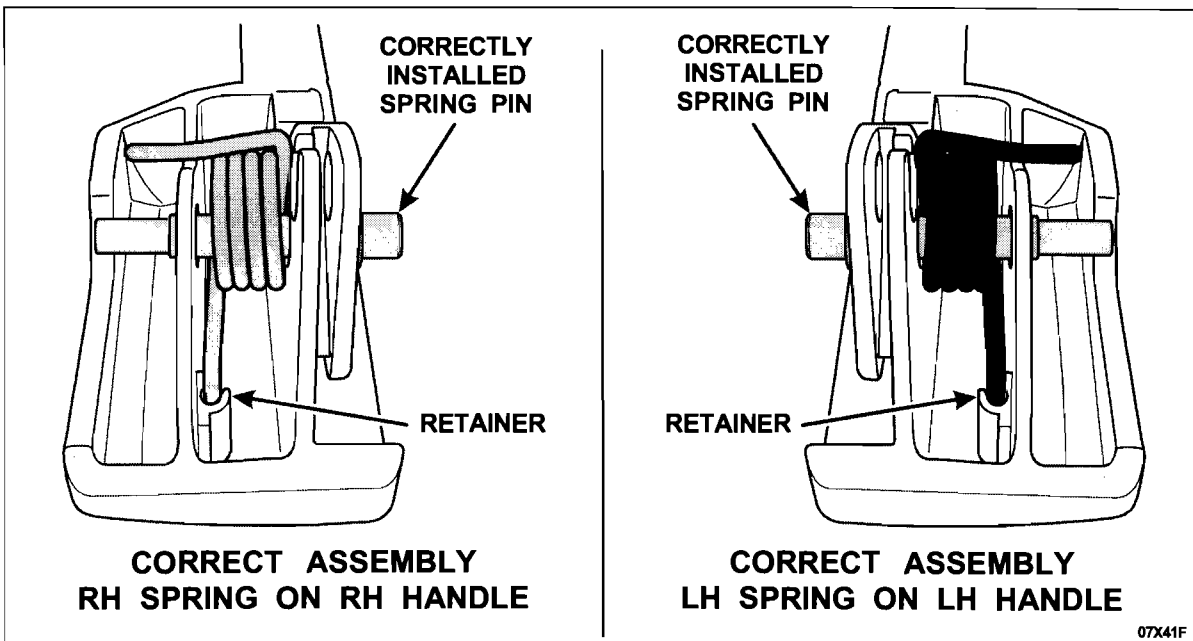


FIGURE 6



6. Install the interior side door handle cable to the interior side door handle. See Figure 3.
7. Install the interior side door handle into the retaining clip. Make sure the handle is seated correctly in the retainer. See Figure 3.
8. Install the door handle bezel, screw and screw cover. See Figure 1.

