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

SUBJECT: Customer Satisfaction Program 04N03:
Certain 2003 and 2004 Model Year E-Series Vehicles
Additional Warranty Coverage for Anti-Lock Brake System Module

REF: **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S22 Dated October 2004 –
Anti-Lock Brake System (ABS) Module Service

Note: All vehicles affected by Customer Satisfaction Program 04N03 - Additional Coverage for Anti-Lock Brake System (ABS) Module are included in Safety Recall 04S22. All customers with affected vehicles will receive one notification for both 04S22 and 04N03.

PROGRAM TERMS

This program extends the coverage of the Anti-Lock Brake System (ABS) Module 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 September 30, 2005. This program provides one-time replacement coverage, and is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2003 model year E-Series vehicles built at the Lorain Assembly Plant from April 23, 2002 through September 19, 2003 and certain 2004 model year E-Series vehicles built at the Lorain Assembly Plant from May 06, 2003 through November 19, 2003. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

In a very small percentage of the affected vehicles, a diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires.

Safety Recall 04S22 dated October 2004 – Anti-Lock Brake System (ABS) Module Service was issued to address the above concern. This program provides additional warranty coverage should the ABS Module need replacement.

SERVICE ACTION

If an affected vehicle experiences a short in the ABS Module, dealers are to replace (one time) the ABS Module. This repair will be performed at no charge to the vehicle owner.