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

**SUBJECT:** **Update: Supplement Announcement**  
Customer Satisfaction Program 03M02 – Supplement #2:  
**New!** *Certain 2000 - 2003 Model Year Focus Vehicles*  
Additional Coverage for Front Coil Springs

**REF:** Customer Satisfaction Program 03M02 – Claims Update: Related Damage  
Prior Approval dated June 11, 2003.

**REF:** Customer Satisfaction Program 03M02 – Supplement #1: Adjusted Labor Time  
dated May 16, 2003.

**REF:** Customer Satisfaction Program 03M02: Certain 2000 Model Year Focus  
Vehicles - Additional Coverage for Front Coil Springs, dated May 2003.

**New!**

#### **PROGRAM TERMS**

This program extends the coverage on the front coil springs to 10 years of service or 150,000 miles from the vehicle's warranty start date, whichever occurs first. This coverage will automatically transfer to subsequent owners. *If a vehicle already has more than 150,000 miles, this coverage will last until May 31, 2005.*

**New!**

#### **VEHICLES COVERED BY THIS PROGRAM**

*Certain 2000 through 2003 model year Focus vehicles built at Wayne Assembly Plant from March 5, 1999 through January 13, 2003 and Hermosillo Assembly Plant from May 21, 1999 through April 27, 2003.*

**New!**

#### **REASON FOR THIS SUPPLEMENT**

*This bulletin is being re-issued to expand the model year coverage of Customer Satisfaction Program 03M02. Coverage within 03M02 is extended to certain 2000 through 2003 model year vehicles.*

#### **REASON FOR PROVIDING ADDITIONAL COVERAGE**

In some of the affected vehicles, portions of the front coil springs may not have received adequate corrosion protection during the manufacturing process. Inadequate corrosion protection eventually may lead to a fracture of the spring. A spring fracture may result in suspension noise, possibly accompanied by sagging of one side of the vehicle. This is most likely to occur on vehicles operated for extended periods of time in high-corrosion areas of North America. Only a small percentage of the affected vehicles are expected to experience this concern.