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

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

REF: Customer Satisfaction Program 03M02 – Claims Update: Related Damage
REF: Customer Satisfaction Program 03M02 – Supplement #1: Adjusted Labor Time
REF: Customer Satisfaction Program 03M02: Certain 2000 Model Year Focus

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.

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.

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.