SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 4.6L / 5.4L 4V DOHC MODULAR
RA-FD4V-234560-20261028

2002 Lincoln Navigator · Navigator 5.4 DOHC V8 4x4 automatic · 4WD

5LMFU28RX2LJ23456

ODOMETER IN: 154,000 | DOOR-JAMB BUILD (MM/YY): | RO #: | TECHNICIAN / DATE:

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

05V-388 · Speed control deactivation switch can overheat (2000–2002 Navigator, 2002 Blackwood) ☐ Open ☐ Done ☐ N/A

05V-017 (Speed control deactivation switch can overheat (2000 Navigator)): not listed by NHTSA for MY2002. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

1. Speed control deactivation switch can overheat (fire risk, recalled)

Recall · Listed for this model and year: check by VIN

Look for the recall fused jumper harness at the switch ☐ OK ☐ Watch ☐ Fix

Check for brake fluid at the switch connector ☐ OK ☐ Watch ☐ Fix

Recall harness: fitted / not fitted

Parts (UN173): Ask your parts supplier for the OE part number for this VIN.

2. Automatic transmission faults (torque converter clutch, slipping, failure)

Check now · Long past the range (17,000–70,000 mi, the middle half of 27 owner reports)

Long past the reported range: already repaired? Check the records and the part itself first ☐ OK ☐ Watch ☐ Fix

Road test for shift quality and converter shudder ☐ OK ☐ Watch ☐ Fix

Check fluid level and condition ☐ OK ☐ Watch ☐ Fix

Scan for P0740–P0743, P1744 ☐ OK ☐ Watch ☐ Fix

Fluid: clean / dark / burnt

Scan for: P0740, P0741, P0743, P1744

Parts (UN173): Ask your parts supplier for the OE part number for this VIN.

3. Misfire from exhaust-valve leakage (cylinder head replacement)

Watch · Any mileage (Engines built before Dec 19, 2004 (Ford TSB 06-5-13); owners report it from about 50,000 miles)

Relative compression test ☐ OK ☐ Watch ☐ Fix

Cylinder leak-down test on any low cylinder ☐ OK ☐ Watch ☐ Fix

Misfire counters by cylinder ☐ OK ☐ Watch ☐ Fix

Compression lowest / highest cylinder: ___ / ___ psi

Leak-down worst cylinder: ___ %

Scan for: P0300, P0301, P0302, P0303, P0304, P0305, P0306, P0307, P0308, P0316

Parts (UN173): Ask your parts supplier for the OE part number for this VIN.

4. Coil-on-plug ignition coil failure (misfire)

Watch · Any mileage (Ford coil bulletins for 2000 Navigator; extended coil coverage on 2003–2004 Aviator (now expired))

Misfire counters by cylinder ☐ OK ☐ Watch ☐ Fix

Swap the suspect coil to another cylinder ☐ OK ☐ Watch ☐ Fix

Inspect coil boots for carbon tracking ☐ OK ☐ Watch ☐ Fix

Scan for: P0300, P0301, P0302, P0303, P0304, P0305, P0306, P0307, P0308, P0351, P0352, P0353, P0354, P0355, P0356, P0357, P0358

Parts (UN173): Ask your parts supplier for the OE part number for this VIN.

5. Spark plug blow-out (reported on the 5.4L Navigator)

Watch · Any mileage (16 owner complaints, 14 of them 2000–2004 Navigator; 55,000–99,000 mi where a mileage is stated)

Listen for a ticking or puffing noise at a plug well	☐ OK ☐ Watch ☐ Fix
Check coils for blow-out damage	☐ OK ☐ Watch ☐ Fix
Misfire counters by cylinder	☐ OK ☐ Watch ☐ Fix
Plug wells: dry and tight / loose / insert fitted	

Scan for: P0300, P0301, P0302, P0303, P0304, P0305, P0306, P0307, P0308

Parts (UN173): Ask your parts supplier for the OE part number for this VIN.

---

6. Air suspension leaks and compressor failure (sagging corner)

Watch · Any mileage (55 owner complaints, 41 of them 2003–2004 Navigator)

Check ride height cold, after the vehicle sits	☐ OK ☐ Watch ☐ Fix
Soap-test the air springs and lines	☐ OK ☐ Watch ☐ Fix
Scan the air suspension module for codes	☐ OK ☐ Watch ☐ Fix
Ride height: level / sagging (which corner)	

Scan for: C1724, C1790, C1873, C1889

Parts (UN173): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 184,000 MI (ASK FOR RECORDS)

Spark plugs · every 100,000 mi · was due at 100,000 mi (check records) · $249	☐ Done (records) ☐ Due ☐ Quoted
Automatic transmission fluid · every 30,000 mi · was due at 150,000 mi, next 180,000 mi · $259	☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 4.6L / 5.4L 4V DOHC MODULAR, QUICK CHECKS

- **Tires and wheels** (189 complaints): Tire, wheel and lug complaints, many from 2000–2001 Navigator owners; not engine faults.
- **Brakes** (157 complaints): Brake complaints on these heavy SUVs and cars; not engine faults.
- **Windows, liftgate and doors** (128 complaints): Body faults, mostly Aviator liftgate glass and window regulators; not engine faults.
- **Air bags** (123 complaints): Air bag warning lights and deployment complaints, mostly Navigator and Continental. Takata inflator recalls also cover the 2005–2006 Ford GT and 2007–2012 Mustang; check by VIN. Not an engine fault.
- **Steering** (107 complaints): Steering and front-end complaints; not engine faults.
- **Stalling** (81 complaints): About a third are 2003 Cobra owners describing stalls when the clutch is pressed while slowing; the rest come from several causes (coil misfire, transmission and electrical faults). Diagnose case by case.
- **Lighting** (57 complaints): Mostly 2003–2004 Marauder headlights cutting out from the lighting control module. Owners cite recall 15V-861, which NHTSA lists for the Crown Victoria and Grand Marquis only; check a Marauder by VIN. Not an engine fault.
- **Sudden or unintended acceleration** (46 complaints): About half are 2003–2004 Cobra pedals caught on the carpet (recall 06V-108, counted above); the rest are single reports of sudden acceleration on the Lincolns; no common engine fault.
- **Climate control** (32 complaints): Heater and A/C faults; not engine faults.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Automatic transmission faults (torque converter clutch, slipping, failure)
The transmission draws the most complaints on these SUVs, above all the Aviator. At 154,000 mi it may already have been fixed, so we check the records and the part first. Our price is $460, before tax and shop supplies.
Ask: have you noticed flashing O/D or transmission light, or slipping or flaring between gears?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Lincoln repair procedures and your shop's judgment.