



Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

April 2007

Safety Recall 07S49

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in certain 2008 F-Super Duty 250/350/450/550 vehicles equipped with a 6.4L Diesel engine.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support.

What is the issue?

If your vehicle experiences excessive diesel fuel or oil in the exhaust system, the diesel particulate filter may become excessively hot. If this condition occurs, you may experience reduced engine power or rough engine operation, unusual noise from the engine or the exhaust, or excessive white smoke from the tailpipe. These symptoms may progress to flame out of the tailpipe which could result in injury or property damage.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module in your vehicle free of charge (parts and labor). This software will flash the Check Engine indicator light (see page 13 of your Owners Guide) and limit the engine power if an exhaust over-temperature condition is identified. This reprogramming will limit the temperature of the diesel particulate filter which eliminates the possibility of producing a flame from the tailpipe. For further details, refer to the enclosed card titled; "Attention New Exhaust System Temperature Monitor Feature".

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 07S49. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Please keep the enclosed card titled; "Attention New Exhaust System Temperature Monitor Feature" with your Owner Guide for future reference.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

RETAIL OWNERS: If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

FLEET OWNERS: If you do not already have a servicing dealer, you may access our Dealer Locator on <https://www.fleet.ford.com> for dealer addresses, maps, and driving instructions.

MOTORHOME OWNERS: To locate a dealer that services Motorhomes, call the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-800-392-3673 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8AM – 5PM (Your Local Time).

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

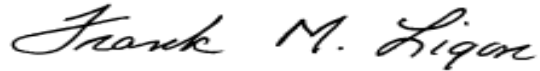
Motorhome Owners: If you still have concerns, please contact the

Motorhome Customer Assistance Center toll free at 1-800-444-3311.
Ford representatives are available 24 hours a day.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in cursive script that reads "Frank M. Ligon".

Frank M. Ligon
Director
Service Engineering Operations



Customer Information Sheet

Your vehicle received revised instrument cluster message center software to display new informational messages.

"ENGINE WARMING" will display when outside temperatures are below -10° F (-23° C), the engine has not been started for some time, and a block heater has not been utilized. This display will turn off when the vehicle has achieved acceptable engine temperatures. During that time, the engine operation will be limited to idle capability only. This condition will last for approximately 30 seconds.

"STOP SAFELY NOW" message has also been installed for exhaust over-temperature protection. This message, accompanied by a unique chime and illumination of the check engine light, will display only when the exhaust temperature has exceeded normal operating range. If this warning occurs, the vehicle will have limited power and when the vehicle speed is reduced to below approximately 3 MPH (5 Km/h) the engine will shut down without further warning. **Stop the vehicle as soon as safely possible** and contact your authorized dealer to have the condition repaired.

Depending on the severity of the over-temperature condition, the vehicle may or may not restart after cycling the ignition key off. If the vehicle restarts, there may be limited power, or there could be full function. If the exhaust over-temperature condition reoccurs, the message center will display, "STOP SAFELY NOW", the chime will sound, the check engine light will illuminate and the vehicle will again have limited power.

Again, stop the vehicle as soon as safely possible and contact your authorized dealer to have the condition repaired. Note, the Check Engine light will stay illuminated as a reminder to have the vehicle repaired.

Please keep this letter in your glove box for future reference.