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Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
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December 7, 2009

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 09S10**  
Certain 2010 Model Year F-650/750 Vehicles Equipped with Air Brakes  
Air Brake S-cam Tube Lubrication

**AFFECTED VEHICLES**

Certain 2010 model year F-650/750 vehicles built at the Escobedo Assembly Plant from July 13, 2009 through September 8, 2009. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 7, 2009.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the S-cam tubes on the air brake axle assemblies were not greased. If the S-cam tube is not greased, corrosion may develop over time, which may restrict release of the service brake at the affected wheel. If this occurs, it could cause excessive brake temperatures, noise, brake fade, odor, smoke, brake pull and possibly longer stopping distances which could increase the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to lubricate the S-cam tube and check the S-cam for free movement at all four wheel locations. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of December 14, 2009. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

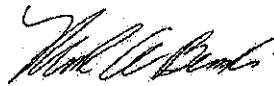
**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter  
Recall Reimbursement Plan

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only).....1-800-325-5621

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on December 7, 2009.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 7, 2009. Owner names and addresses will be available by December 23, 2009.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with lubrication of the air brake S-cam tubes.
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 09S10
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Refunds or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- To claim grease, enter part number XG-1-C and the number of cartridges used to service the vehicle. A maximum of two (2) cartridges may be claimed.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Lubricate the S-cam tube and check the S-cam for free movement at all four wheel locations	09S10B	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
XG-1-C	Premium Long-Life Grease (unit of issue is 40 14 oz. cartridges)	No more than two (2) cartridges will be needed to service one vehicle

The DOR/COR number for this recall is 50413.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.