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Ford Motor Company
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December 7, 2009

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 09S11
Certain 2009 Model Year F-650/750 Vehicles
Chassis Wiring Harness Connector Seal

AFFECTED VEHICLES

Certain 2009 model year F-650/750 vehicles built at the Escobedo Assembly Plant from May 8, 2009 through June 4, 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 connector seal between the main chassis wiring harness and the rear chassis wiring harness may be missing.

If the seal is missing, the wire terminals will corrode over time, and the vehicle's rear lamps or trailer lamps (if equipped) may not illuminate. Inoperative brake lamps or turn-signal lamps may increase the risk of a crash. In addition to rear lamp failure, the vehicle may also lose operation of the following:

- Reverse alarm
- Anti-lock brakes
- Traction control
- Trailer anti-lock brakes (if equipped)
- Two speed rear axle (if equipped)
- Differential lock (if equipped)

The foundation brake system (non- Anti-lock brakes) will not be affected.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect Connector 406 (C406) for the presence of the seal and/or terminal corrosion. Based on the results of the inspection, dealers will perform one of the following service actions:

Inspection Result	Service Action
Seal was present	No further action required
Seal was <u>not</u> present and corrosion was <u>not</u> found	Install a new connector seal and apply electrical grease
Seal was <u>not</u> present and corrosion was found	Call the Special Service Support Center for further instructions

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.

LOW VOLUME PROCESS

The Owner Notification Letter directs customers to contact the Program Assistance Center to arrange for this service. We will advise you via CuDL (Customer Data Link) of the owners that choose your dealership to perform the service provided by this recall. The parts will be ordered for your dealership by the Program Assistance Center.

If notified via CuDL, you are requested to contact the owner and arrange for a service appointment. The Program Assistance Center will advise owners that you will contact them within two business days.

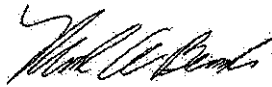
ATTACHMENTS

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

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621
Program Assistance Center (Parts Ordering) 1-800-248-0186

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> by 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, utilizing the Low Volume Process. When you receive notification through CuDL (Customer Data Link), you should contact the owner and arrange for this service. Please note, the Program Assistance Center will advise owners that you will contact them within two business days.
- Immediately contact any of your affected customers whose vehicles are not on your VIN lists 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.

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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.

OWNER REFUNDS

Refunds are not authorized for this recall.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- 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.
- Claiming information for Electrical Grease and Cable Ties (submit on same repair line as repair.)
 - Program Code: 09S11
 - Misc. Expense: OTHER
 - Misc. Expense: \$1.07

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect for the presence of the connector seal in C406, seal is present – no further action required	09S11A	0.3 Hour
Inspect for the presence of the connector seal in C406, install a new seal and apply electrical grease	09S11B	0.4 Hour

Note: If corrosion is found, call the Special Service Support Center at 1-800-325-5621 for further instructions.

PARTS REQUIREMENTS / ORDERING INFORMATION

STOCK VEHICLES: Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this safety recall has been completed. First, inspect all affected dealer stock vehicles to determine part requirements. Then, contact the Program Assistance Center at 1-800-248-0186 to order parts. When calling this number, identify Safety Recall 09S11 and have the VIN of the dealer stock vehicle(s) to be serviced.

SOLD VEHICLES: Parts will be shipped to your dealership according to the Low Volume Process. DO NOT order parts, except for dealer stock units. When the owner calls the Program Assistance Center, the correct parts will be automatically sent to the dealer of their choice. This will improve customer satisfaction by avoiding part delays. Unused parts may be returned for credit (See "Excess Stock Return" below).

Part Number	Description	Quantity
4C4Z-14B355-KA	Connector Seal	1
Motorcraft Part # XG-12*	Electrical Grease – 3 oz tube, less than 0.01 oz required per vehicle (one tube will service over 300 vehicles)	1
Motorcraft Part # WA-11-SA*	Cable Ties (11½ inch) – package of 50, two are required per vehicle (can also use equivalent outside part up to \$1.03 for both)	2

* See Attachment I – Claim Preparation and Submission for claiming as a misc. expense.

The DOR/COR number for this recall is 50412.

Questions regarding parts should be directed to the Program Assistance Center (1-800-248-0186) or E-mailed to: Ford@Renkim.com.

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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.