



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

January 2009

Safety Recall 09S07

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number:

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 which relates to motor vehicle safety may exist in your vehicle, with the Vehicle Identification Number shown above.

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

What is the issue? Some front wheel spindles were improperly manufactured creating the risk that a spindle may fracture during the normal useful life of the truck. If a spindle fractures, the wheel may separate from the vehicle, increasing the risk of a crash without warning.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to inspect the date codes on your vehicle's front wheel spindles. If one or both spindles were manufactured within the affected build dates, your dealer will replace the affected spindle or spindles free of charge (parts and labor).

How long will it take? The time needed to inspect your vehicle is less than one half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, parts may need to be ordered if the inspection results determine that one or both spindles require replacement, potentially delaying the repair one day.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 09S07. 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.

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 the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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

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.

Do you need a rental vehicle?

If your dealer determines that wheel spindle replacement is required and replacement parts are not in stock, your dealer is authorized to provide a rental vehicle for your personal transportation for one day at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs.

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.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (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 Monday through Friday: 8:30AM - 5:00PM (Eastern Time). Or you may contact us through the internet at www.fleet.ford.com.

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, 1200 New Jersey Ave. S.E., 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.

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