



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

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R. FILE
330 TOWN CENTER DR
STE 500
DEARBORN, MI 48126-2796

2009 F-750 Ford Truck
Vehicle ID #: 09S11

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 exists 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?

On your vehicle, 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 your 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.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to inspect the connector and make the appropriate repair to prevent future terminal corrosion, free of charge (parts and labor).

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 should you do?

Call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Recall 09S11. Representatives are available 8:30AM to 6:30PM Monday through Friday, and 8:30AM to 3:00PM on Saturday (Eastern Time).

**What should you do?
(Continued)**

Please have this letter with you when you call. The Ford representative will ask for the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Arrangements will be made with the dealership of your choice to have parts available. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. The dealership will call you to schedule an appointment.

If you have not heard from your dealer within two working days, call your dealer to request a service appointment. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can 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.

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.

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.Fordowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

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 1-866-906-9811. 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, 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 www.safercar.gov.

Thank you for your attention to this important matter.

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