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Ford Motor Company
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April 6, 2009

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 09S08:
Certain 2009 Model Year E-350/450 Vehicles Equipped with School Bus Prep Package
Fuel Tank Protection Bracket Relocation

AFFECTED VEHICLES

Certain 2009 model year E-350 and E-450 vehicles equipped with school bus prep package built at the Ohio Assembly Plant from Job 1 through March 2, 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 by April 6, 2009.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the Upper Fuel Tank Protection Bracket was not installed in the intended location. In certain types of very severe crashes, the fuel tank may be damaged and result in a leak. A fuel leak in the presence of an ignition source could result in a fire.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to relocate the Upper Fuel Tank Protection Bracket to its intended location. This service must be performed on all affected vehicles at no charge to the vehicle owner. Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this safety recall has been completed.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified starting the week of April 13, 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 PROGRAM PROCESS

This recall is being processed as a Low Volume Program. The Customer Notification Letter directs owners 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 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 April 6, 2009.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> by April 6, 2009. Owner names and addresses will be available the week of April 20, 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 action.

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 that the Program Assistance Center will advise owners that they will hear from you within the next two business days.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer 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 Field Service Action.

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 program.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- 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.
- Refer to ACESII manual for claims preparation and submission information.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reposition the Upper Fuel Tank Protection Bracket to its intended location	09S08B	0.3 Hour

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, identify 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 09S08 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 customer 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
N811371-S436A	Flag Nut (package of one)	1
W506435-S439	Bolt (package of four bolts, only one bolt required)	1

The DOR/COR number for this safety recall is 50406.

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.