

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 09C08:
Certain 2008 and 2009 Model Year E-350/450 Vehicles Equipped with School Bus Prep Package
Fuel Tank Protection Bracket Inspection

OASIS ACTIVATED?

Yes, OASIS will be activated on June 16, 2009.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> by June 16, 2009. Owner names and addresses will be available by June 30, 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, the Program Assistance Center will advise owners that you will contact them within 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).
- 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.

NOTE: Vehicles that are affected by recall 09C08 and by safety recall 09S08 only require recall 09C08 to be performed. The claim submission for recall 09C08 will also close safety recall 09S08.

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Fuel Tank Protection Bracket Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Fuel Tank Protection Brackets - no action required	09C08A	0.2 Hour
Inspect Fuel Tank Protection Brackets, relocate the upper bracket and/or install missing brackets as required	09C08B	0.4 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

STOCK VEHICLES:

Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this compliance 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 Compliance Recall 09C08 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).

2008 E-350 Parts List

Part Number	Description	Quantity
1C2Z-9K037-AA	Lower Rear Bracket	1 if required
1C2Z-9K037-BA	Lower Front Bracket	1 if required
W506435-S439	Bolt (package of 4) – 1 per Bracket	1 package per vehicle if required
W520834-S426	J-Clip (package of 4) – 1 per Lower Bracket	1 package per vehicle if required

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 09C08:

Certain 2008 and 2009 Model Year E-350/450 Vehicles Equipped with School Bus Prep Package
Fuel Tank Protection Bracket Inspection

2009 E-350 Parts List

Part Number	Description	Quantity
9C2Z-9K037-C	Upper Bracket	1 if required
9C2Z-9K037-E	Lower Rear Bracket	1 if required
9C2Z-9K037-B	Lower Front Bracket	1 if required
W506435-S439	Bolt (package of 4) – 1 per Bracket	1 package per vehicle if required
N811371-S436A	2009 Flag Nut – Upper Bracket only	1 if required
W520834-S426	J-Clip (package of 4) – 1 per Lower Bracket	1 package per vehicle if required

2009 E-450 Parts List

Part Number	Description	Quantity
9C2Z-9K037-D	Upper Bracket	1 if required
9C2Z-9K037-A	Lower Rear Bracket	1 if required
9C2Z-9K037-B	Lower Front Bracket	1 if required
W506435-S439	Bolt (package of 4) – 1 per Bracket	1 package per vehicle if required
N811371-S436A	2009 Flag Nut – Upper Bracket only	1 if required
W520834-S426	J-Clip (package of 4) – 1 per Lower Bracket	1 package per vehicle if required

The DOR/COR number for this compliance recall is 50408.

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

CERTAIN 2008 AND 2009 MODEL YEAR E-350/450 VEHICLES EQUIPPED WITH SCHOOL BUS PREP PACKAGE — FUEL TANK PROTECTION BRACKET INSPECTION

OVERVIEW

This program involves inspecting for the lower fuel tank protection brackets on 2008 and 2009 model year vehicles. **On 2009 model year vehicles only**, also inspect for the upper fuel tank protection bracket and make sure it is in the intended location.

- All affected vehicles require 2 lower fuel tank protection brackets.
- The 2009 model year affected vehicles also require an upper fuel tank protection bracket.
- The 2009 model year vehicles may have the upper fuel tank protection bracket installed in an **unintended** location, too close to the rear fuel tank strap.

NOTE: All 2009 model year vehicles that are affected by recall 09C08 are also affected by recall 09S08 - Fuel Tank Protection Bracket Relocation. Because the service procedure for recall 09C08 incorporates the repair for recall 09S08, vehicles that are affected by both recalls only require recall 09C08 to be performed. The claim submission for recall 09C08 will also close recall 09S08, and a separate claim should not be submitted.

INSPECTION

1. **2008 and 2009 model year** – Inspect the bottom of the LH frame rail below the rear spring shackle for the 2 lower fuel tank protection brackets. See Figure 1.

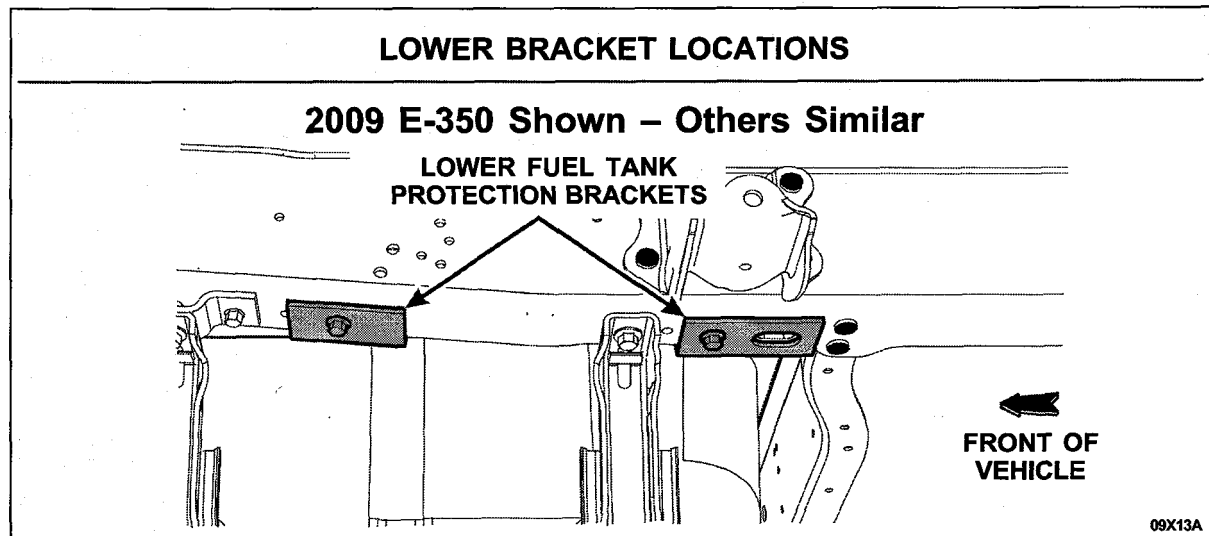


FIGURE 1



2. **2009 ONLY** – Inspect the top of the LH frame rail just above the rear spring shackle for the proper location of the upper fuel tank protection bracket. See Figure 2.
- The intended location for the upper fuel tank protection bracket is approximately 1 inch to the rear of the fuel tank strap. **If the bracket is closer to the fuel tank strap, it is in the unintended location.** See Figure 2.

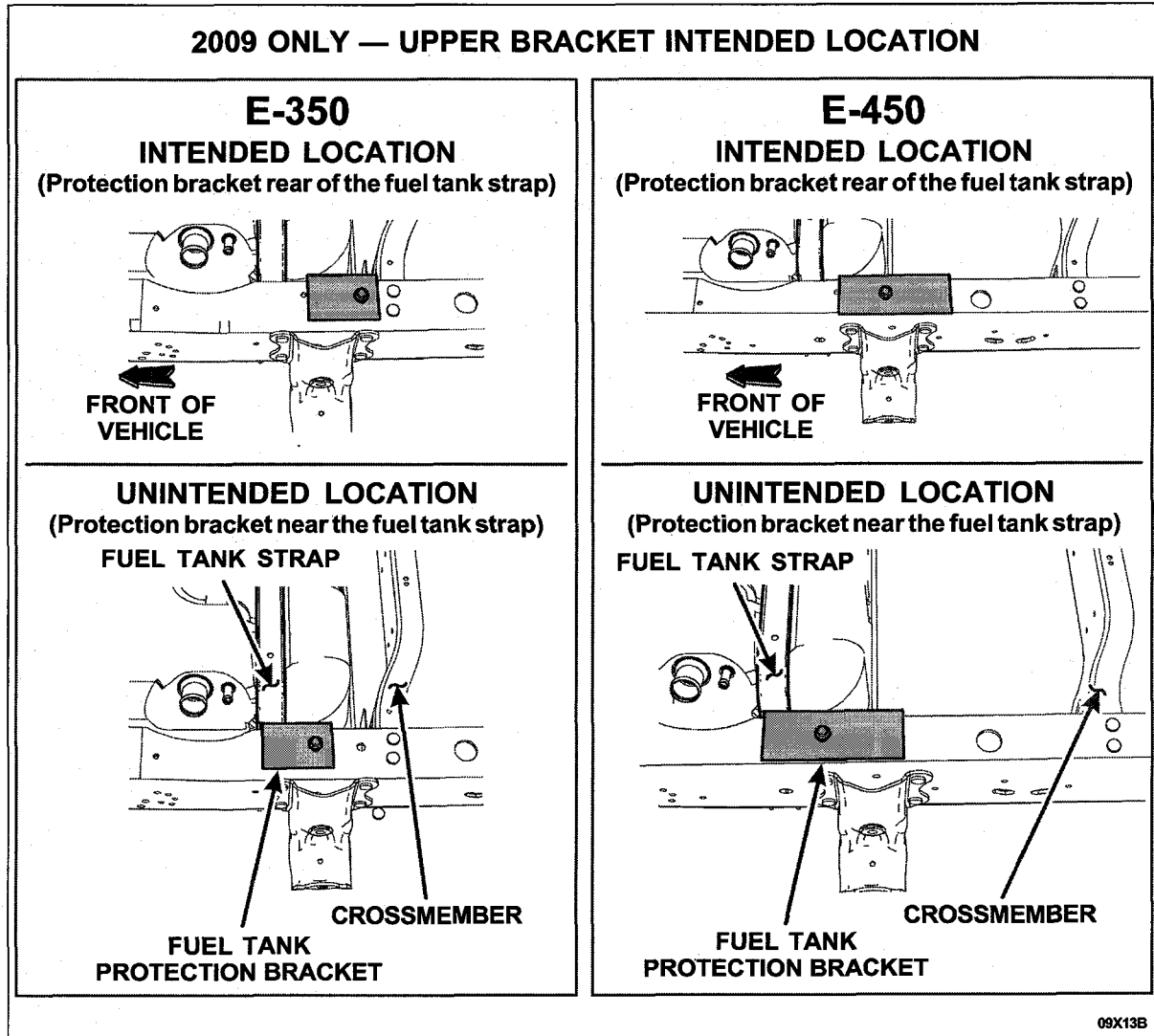


FIGURE 2



3. Refer to the chart below for the actions to take.

2008 and 2009 LOWER BRACKET INSPECTION RESULTS	
Lower Bracket Condition	Action to Take
One or both brackets are missing	Install lower fuel tank protection bracket(s) (See Page 4)
Both brackets are present	No action for lower bracket(s) is required
2009 ONLY UPPER BRACKET INSPECTION RESULTS	
Upper Bracket Condition	Action to Take
Bracket is missing	Install upper fuel tank protection bracket (See Page 6)
Bracket installed in the unintended location	Relocate upper fuel tank protection bracket (See Page 6)
Bracket installed in the intended location	No action for the upper bracket is required



INSTALL LOWER FUEL TANK PROTECTION BRACKET(S)

NOTE: The school bus body, axle and spring have been removed for clarity.

1. Install the protection bracket J-nut(s) onto the lower LH frame rail for the missing fuel tank protection bracket(s). See Figure 3.
2. Install the appropriate protection bracket(s) on to the frame rail. See Figure 3.

NOTE: The 2009 model year E-350 is shown, 2008 model year E-350 and 2009 model year E-450 are similar.

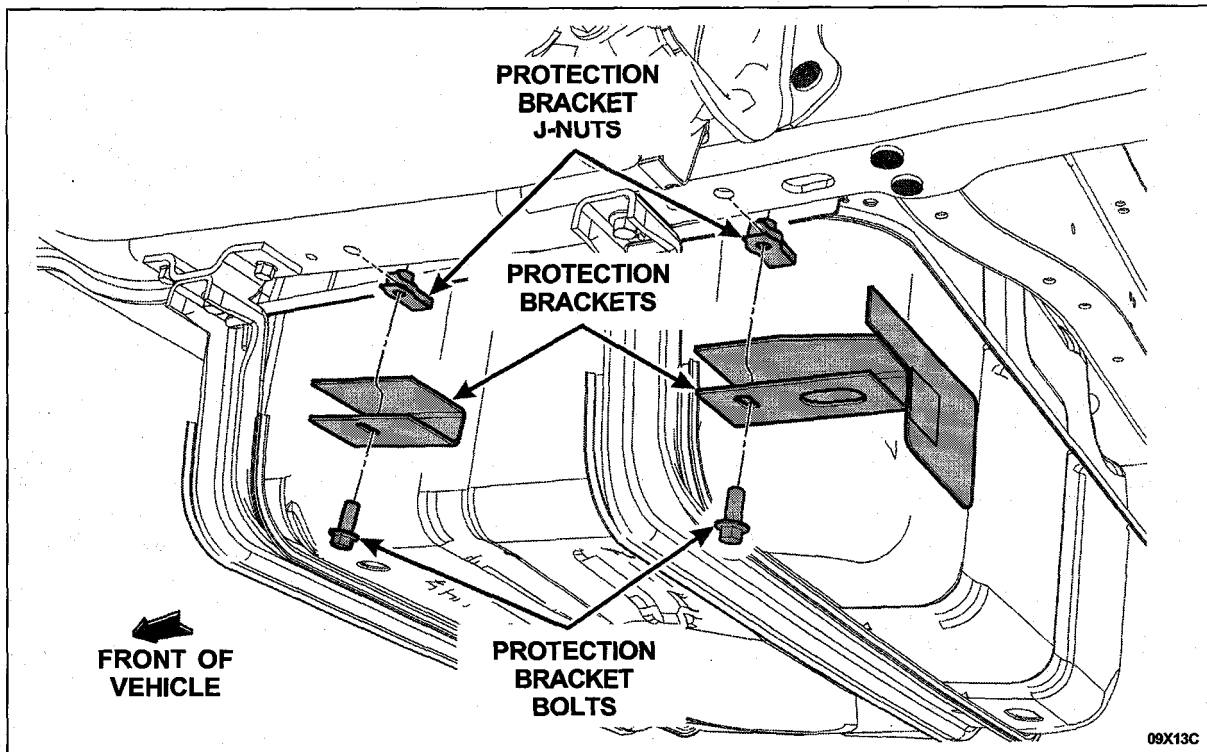


FIGURE 3



3. To position the fuel tank protection bracket correctly, place a non-marring tool, such as a plastic trim tool, between the bracket and the fuel tank lip. See Figure 4.

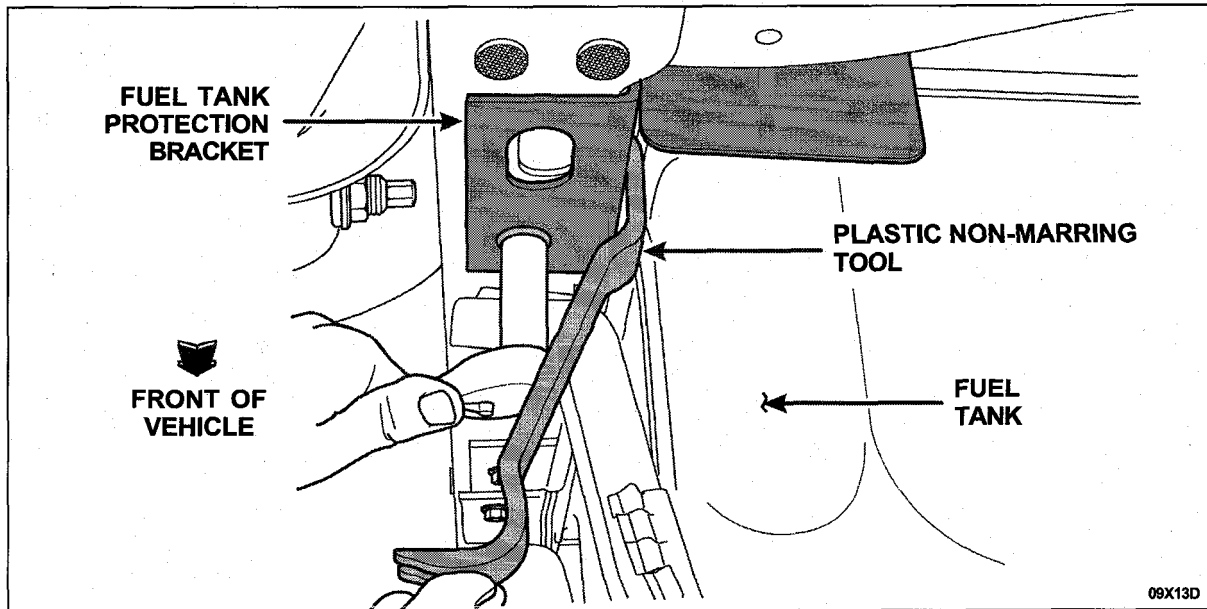


FIGURE 4

4. Torque the fuel tank protection bracket bolt to 47 Nm (30 lb-ft).
 - Continue to hold the non-marring tool between the bracket and the fuel tank lip while applying torque.
5. **NOTICE: There MUST be clearance between the fuel tank protection bracket and the fuel tank.**

Visually check for clearance between the fuel tank protection bracket and the fuel tank lip.
6. If the fuel tank protection bracket is touching the fuel tank, slightly loosen the protection bracket bolt and repeat Steps 3 through 5.



INSTALL OR RELOCATE THE UPPER FUEL TANK PROTECTION BRACKET

NOTE: The school bus body, fuel filler neck and body mounts have been removed for clarity.

NOTE: The 2009 model year E-350 is shown in all figures, 2009 model year E-450 is similar.

NOTE: If the upper fuel tank protection bracket is missing, proceed to Step 2.

1. If the upper fuel tank bracket is not in the intended location:
 - remove and discard the fuel tank protection bracket bolt. See Figure 5.
 - position the fuel tank protection bracket toward the front of the vehicle.
 - remove and discard the J-clip from the frame rail. The J-clip will **NOT** reach the intended bolt hole location. See Figure 5.

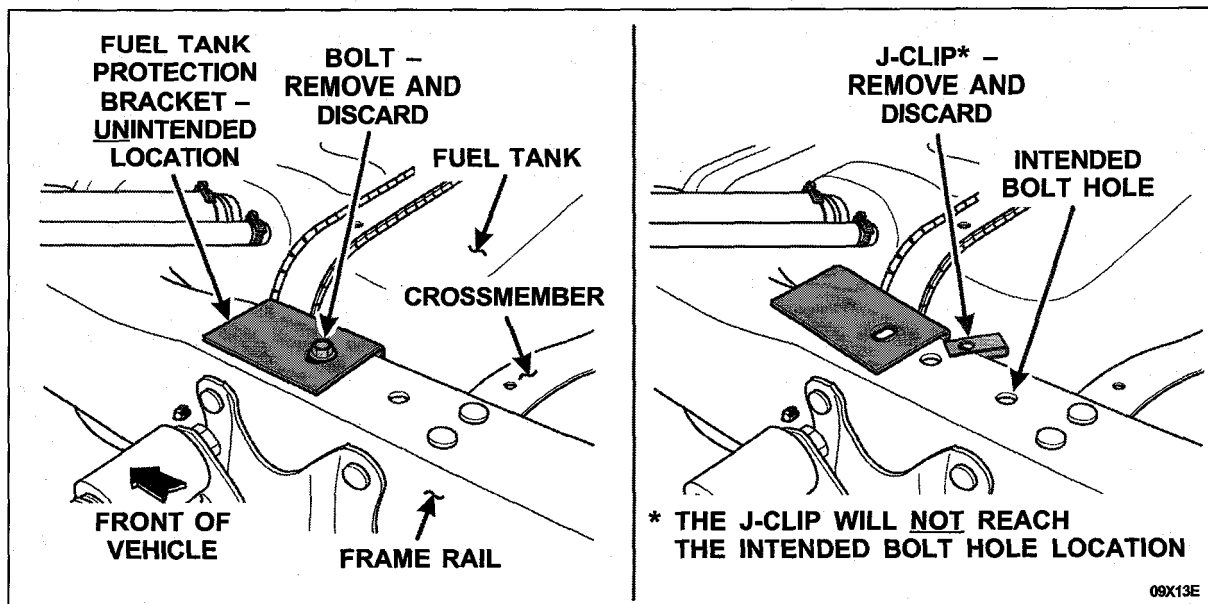


FIGURE 5



2. Install the fuel tank protection bracket onto the LH frame rail in the intended location.
See Figure 6.

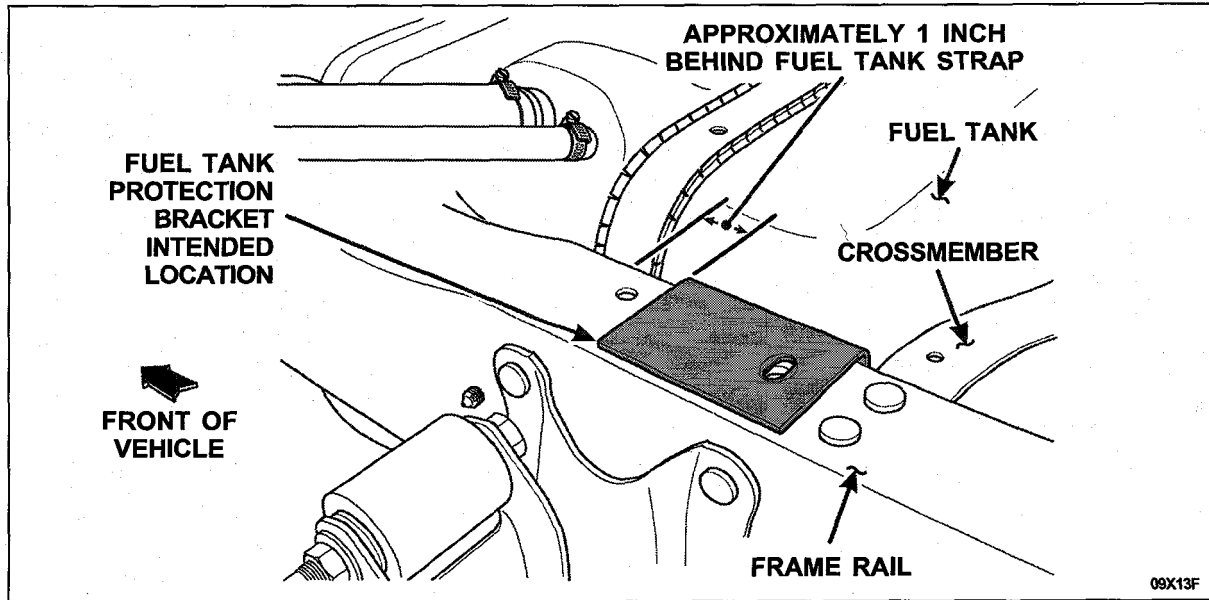


FIGURE 6

3. Place a *new* flagnut onto a loose fitting open-end wrench. Using a rubber band, secure the flagnut to the open-end wrench. See Figure 7.

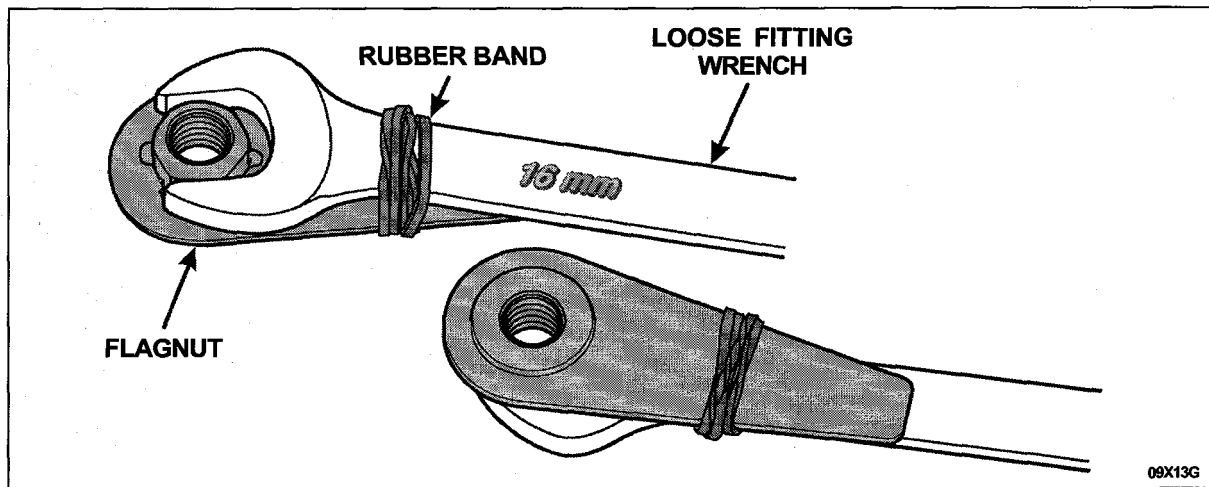


FIGURE 7



4. Position the open-end wrench with the attached flagnut between the inside of the frame rail and the fuel tank protection bracket. Align a *new* bolt with the flagnut and *hand-start* the bolt. Remove the open-end wrench. See Figure 8.

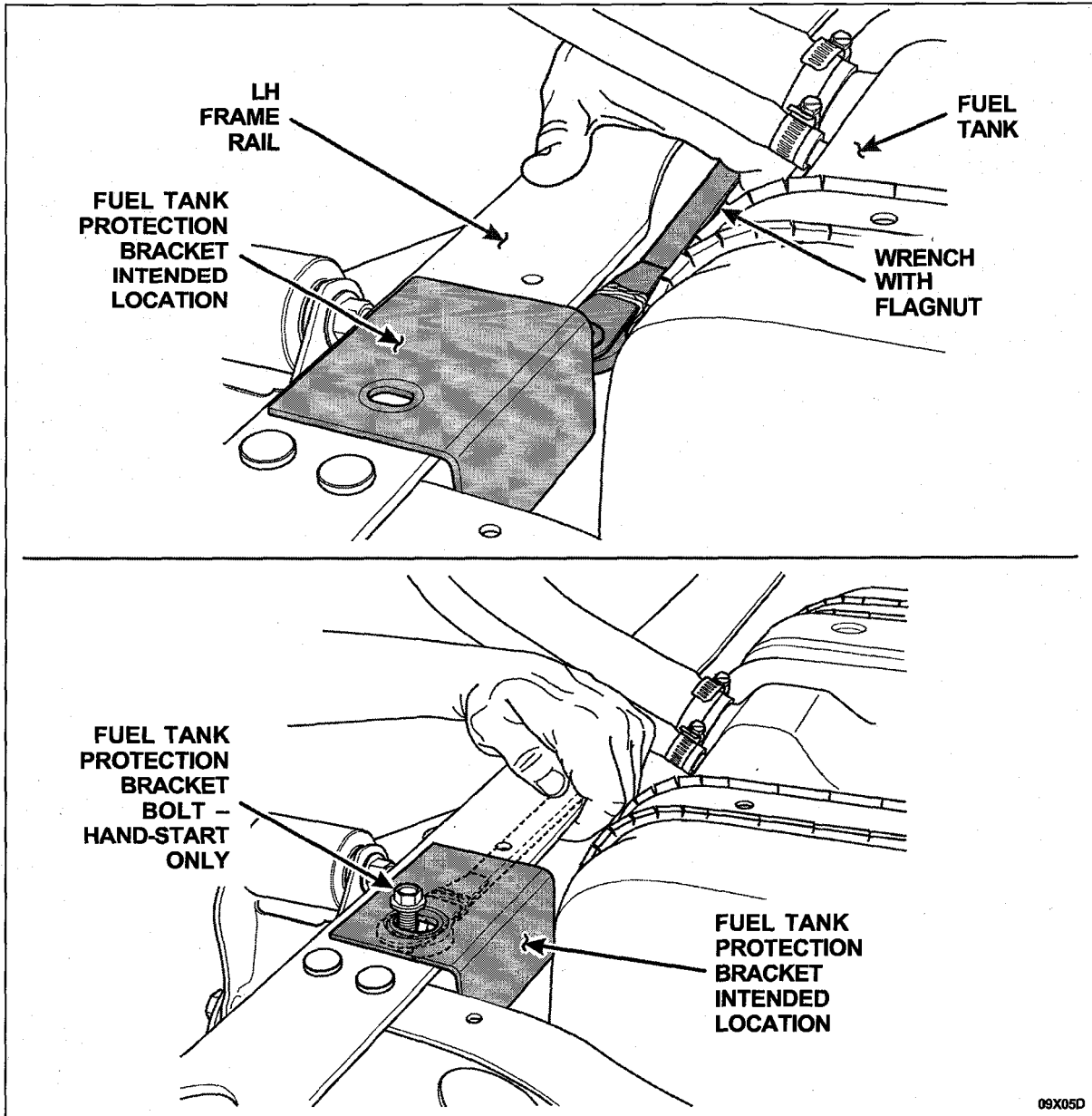


FIGURE 8



5. Tighten the fuel tank protection bracket bolt until the bolt is snug. Then loosen the bolt to allow slight movement in the bracket.
6. NOTE: Applying torque to the fuel tank protection bracket bolt will tend to move the bracket toward the fuel tank and not allow for proper clearance between the fuel tank protection bracket and the fuel tank.

Position and snug a C-clamp to make sure that the fuel tank protection bracket remains seated squarely up to the inside frame rail while applying torque to the fuel tank protection bracket bolt. See Figure 9.

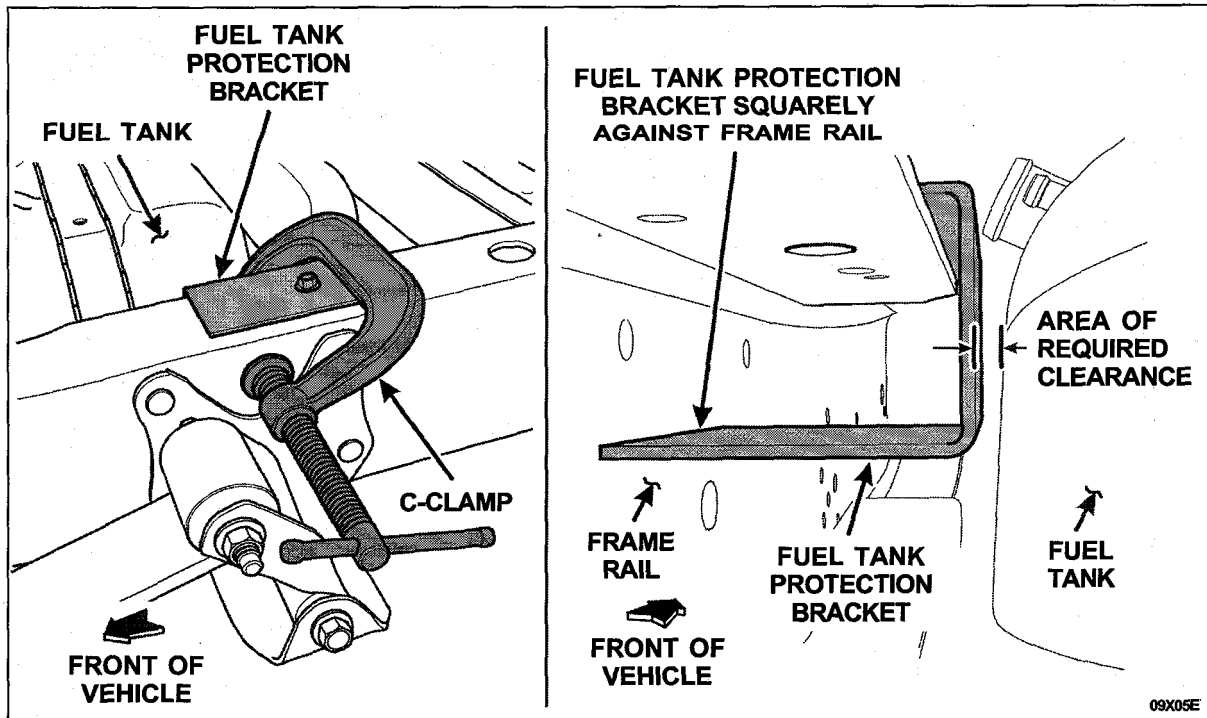


FIGURE 9

7. Torque the fuel tank protection bracket bolt to 47 Nm (30 lb-ft).
8. Remove the C-clamp.



9. **NOTICE:** There **MUST** be at least a 6 mm (1/4 in) clearance between the fuel tank protection bracket and the fuel tank. Any clearance less than 6 mm (1/4 in) will increase the risk of damage to the fuel tank.

Using a tool, such as a 6 mm (1/4 in) drill bit, check the clearance between the outside of the fuel tank protection bracket and the fuel tank. See Figure 10.

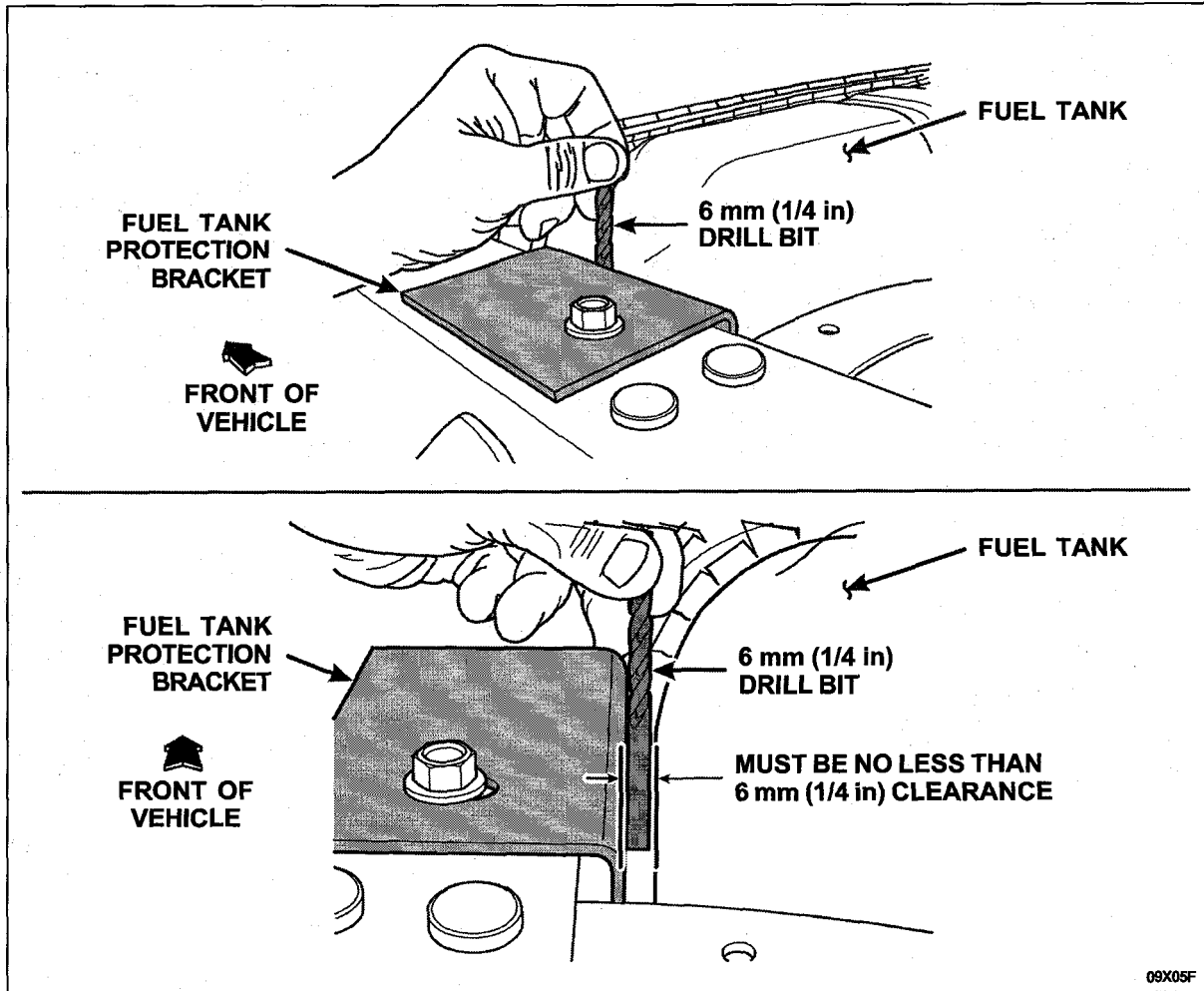


FIGURE 10

10. If a 6 mm (1/4 in) clearance is not achieved in this step, the fuel tank protection bracket is not seated correctly. Slightly loosen the fuel tank protection bracket bolt and repeat Steps 6 through 9.



Attachment II
VIN List
09C08

1FDEE35LX9DA44083
1FDEE35P89DA24904
1FD3E35P59DA24899
1FD3E35L28DB44300
1FD3E35L68DB44297
1FD3E35L78DB33261
1FD3E35P08DB45450
1FD3E35P28DB60290
1FD3E35P58DB45444
1FD3E35P78DB50192
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