



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

May 6, 2011

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

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 11C17**  
Certain 2011 Model Year F-650/750 Equipped with Air Brakes and Trailer ABS or  
Tractor Package - ABS Module Replacement

**AFFECTED VEHICLES**

Certain 2011 model year F-650 and F-750 vehicles equipped with air brakes and trailer ABS or Tractor Package built at the Escobedo Assembly Plant from December 10, 2010 through March 2, 2011. 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 May 6, 2011.

**REASON FOR THIS COMPLIANCE RECALL**

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 121 Air Brake Systems. Affected vehicles were built with the Power Line Carrier (PLC) parameter disabled, resulting in no illumination of the trailer ABS warning lamp to the vehicle operator if a trailer ABS fault occurs.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the ABS module. 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 May 16, 2011. 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.**

**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

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD - Compliance Recall 11C17**

Certain 2011 Model Year F-650/750 Equipped with Air Brakes and Trailer ABS or Tractor Package  
ABS Module Replacement

**OASIS ACTIVATED?**

Yes, OASIS was activated on April 27, 2011.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on May 6, 2011. Owner names and addresses will be available by May 23, 2011.

**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.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list 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.

**DEMONSTRATION / DELIVERY HOLD - Compliance Recall 11C17**

Certain 2011 Model Year F-650/750 Equipped with Air Brakes and Trailer ABS or Tractor Package  
ABS Module Replacement

**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.

**DEMONSTRATION / DELIVERY HOLD - Compliance Recall 11C17**

Certain 2011 Model Year F-650/750 Equipped with Air Brakes and Trailer ABS or Tractor Package  
ABS Module Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the ABS Module	11C17B	0.5 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION**

To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444. Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

When calling to place an order for an ABS module, please be prepared to provide dealer P&A code and VIN. To maximize customer convenience, the correct ABS module can be ordered with this information in advance.

Part Number	Description	Quantity
5C4Z-2C219-A	ABS Module (vehicles equipped <u>without</u> Traction Control)	1
BC4Z-2C286-B	ABS Module (vehicles equipped <u>with</u> Traction Control)	1

The DOR/COR number for this recall is 50438.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.