



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

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

March 20, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S28

Certain 2011 F-650 and F-750 Vehicles equipped with Air Brakes and Traction Control and Certain 2004 through 2011 F-650 and F-750 Vehicles with Air Brakes and Traction Control Serviced with a Bendix ATR-6 Traction Control Relay Valve
Bendix ATR-6 Traction Control Relay Valve Repair

REF: DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S28 Advance Notice
Dated March 6, 2012

AFFECTED VEHICLES

- Certain 2011 F-650 and F-750 Vehicles equipped with Air Brakes and Traction Control built at the Escobedo Assembly Plant from December 3, 2010 through December 20, 2011.
- Certain 2004-2011 F-650 and F-750 Vehicles with Air Brakes and Traction Control serviced with a Bendix ATR-6 Traction Control Relay Valve from December 3, 2010 through January 31, 2012.

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 was made available on March 6, 2012.

NOTE: Vehicles serviced with a suspect part may **not** be identified in OASIS.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the traction control relay valve could allow air pressure to enter the rear service brake system when ambient temperatures are at or below zero degrees Fahrenheit (-18 degrees Celsius). This condition could cause intermittent or, in isolated cases, continuous un-commanded rear service brake application during these cold temperatures, increasing the risk of a crash.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to service the Bendix ATR-6 traction control relay valve using a repair kit.

Also, identify any vehicles serviced by your dealership with a replacement Bendix ATR-6 traction control relay valve, Part Number AC4Z-2A449-A, that was purchased between the dates of December 3, 2010 and January 31, 2012. If dealership records indicate that a vehicle was serviced in this time frame with one of these parts, and the vehicle is not identified in OASIS, the dealer should:

- Contact the owner and arrange a service date.
- Call the Special Service Support Center (SSSC) at 1-800-325-5621 for additional inspection and repair completion information. Provide the SSSC with the VIN and date the service traction control relay valve was installed. When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter (when available) and complete the recall.

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 April 2, 2012. 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
Special Service Support Center (Parts Ordering)	1-800-207-2444

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 12S28

Certain 2011 F-650 and F-750 Vehicles equipped with Air Brakes and Traction Control
and Certain 2004 through 2011 F-650 and F-750 Vehicles with Air Brakes and Traction Control
Serviced with a Bendix ATR-6 Traction Control Relay Valve
Bendix ATR-6 Traction Control Relay Valve Repair

OASIS ACTIVATED?

Yes, OASIS was activated on March 6, 2012.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was made available through <https://web.fsavinlists.dealerconnection.com> on March 6, 2012. Owner names and addresses will be available by April 9, 2012.

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.
- If a 2004 through 2011 F-650 or F-750 vehicle with a Bendix ATR-6 traction control relay valve, part number AC4Z-2A449-A, that was purchased between the dates of December 3, 2010 and January 31, 2012 arrives at your dealership, call the Special Service Support Center at 1-800-325-5621 to have the vehicle added to this recall.

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 - Safety Recall 12S28

Certain 2011 F-650 and F-750 Vehicles equipped with Air Brakes and Traction Control
and Certain 2004 through 2011 F-650 and F-750 Vehicles with Air Brakes and Traction Control
Serviced with a Bendix ATR-6 Traction Control Relay Valve
Bendix ATR-6 Traction Control Relay Valve Repair

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 - Safety Recall 12S28

Certain 2011 F-650 and F-750 Vehicles equipped with Air Brakes and Traction Control and Certain 2004 through 2011 F-650 and F-750 Vehicles with Air Brakes and Traction Control Serviced with a Bendix ATR-6 Traction Control Relay Valve
Bendix ATR-6 Traction Control Relay Valve Repair

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove, repair, and reinstall traction control relay valve	12S28B	0.9 Hours

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 a Bendix ATR-6 Traction Control Relay Valve Repair Kit, please be prepared to provide dealer P&A code, VIN, and Repair Order Number.

Part Number	Description	Quantity
BC4Z-2C257-A	Bendix ATR-6 Traction Control Relay Valve Repair Kit / Actuator Assy.	1

The DOR/COR number for this recall is 50458.

Questions regarding parts should be directed to the Special Service Support Center (1-800-207-2444) or E-mailed to: 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.