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Ford Customer Service Division

Ford Motor Company
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March 18, 2008

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD Compliance Recall 08C01:
Certain 2008 Model Year F-250 through F-550 Super Duty Vehicles
Equipped with Driver Seat Lumbar
Front Driver Seat Back Inspection and Repair

REF: Awareness Communication – Upcoming Compliance Recall 08C01
Dated February 22, 2008

AFFECTED VEHICLES

Certain 2008 model year F-250 through F-550 Super Duty vehicles equipped with driver seat lumbar, built at the Kentucky Truck Plant from January 29, 2007 through June 16, 2007. 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 March 18, 2008.

REASON FOR THIS COMPLIANCE RECALL

A small number (less than 1%) of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 207 – Seating Systems. The inboard pivot bracket on the front driver seat back may have incomplete welds. With an incomplete weld, the seat back may not be able to support the test loads required to meet FMVSS No. 207.

SERVICE ACTION

Dealers are to inspect the front driver seat back inboard pivot bracket welds for cracks. If no cracks are present, dealers are to install a clamp kit to reinforce the weld. If a crack is present, Service Management is to contact the Special Service Support Center (800-325-5621) to request a Front Driver Seat Back Kit. 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 recall has been completed.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified the week of March 24, 2008. 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
- Customer Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Only)1-800-325-5621

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated by March 18, 2008.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> by March 18, 2008. Owner names and addresses will be available by May 1, 2008.

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.
- 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 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 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
Inspect the front driver seat back and install clamp kit	08C01B	0.3 Hour
*Replace front driver seat back	08C01C	0.5 Hour

***Less than 1% of the affected vehicle population may have incomplete welds, which may result in cracks. If a crack is present in the front driver seat back inboard pivot bracket, Service Management is to contact the Special Service Support Center (800-325-5621) to request a Front Driver Seat Back Kit. Be prepared to provide the dealer P & A code and the VIN. Replaced seat backs are subject to random selection for return.**

PARTS REQUIREMENTS / ORDERING INFORMATION

The Front Driver Seat Back Clamp Kit will not be direct shipped for this program. Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
8C3Z-25600A58-C	Front Driver Seat Back Clamp Kit	1
*8C3Z-2561019-C	Front Driver Seat Back Kit	1

*** Less than 1% of the affected vehicle population may have incomplete welds, therefore dealer ordering of the Front Driver Seat Back Kit is restricted. If a front driver seat back replacement is required, the Special Service Support Center will place the order for the dealership.**

Questions regarding parts should be directed to the Special Service Support Center (800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Replaced front driver seat backs are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

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.