



Michael A. Berardi
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Service Engineering Operations
Ford Customer Service Division

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

March 30, 2009

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

SUBJECT: **Literature Program 09L02:**
Certain 2005 through 2009 Model Year F-Super Duty 250/350 4x4 Vehicles
Customer Maintenance Reminder – Vehicle Shimmy and Tire Inflation Pressure

AFFECTED VEHICLES

Certain 2005 through 2009 model year F-Super Duty 250/350 4x4 vehicles built at the Kentucky Truck Plant from Job #1 through December 12, 2008. Affected vehicles will not be identified in OASIS for this program.

REASON FOR THIS ACTION

It has come to our attention that some owners of F-Super Duty 250/350 4x4 vehicles have experienced severe steering wheel and front wheel vibrations and oscillations after traveling over a bump or dip in the road. Ford Motor Company and the National Highway Traffic Safety Administration have been studying this condition, sometimes known as shimmy. Ford has decided to send a Customer Maintenance Reminder letter to these owners.

SERVICE ACTION

No service action is required. Customers will be informed:

- If they do not maintain the tire inflation pressures at the levels specified by Ford, their truck may experience shimmy.
- If after setting the tire pressures on their truck to the Ford specified levels, they believe the vehicle needs additional service, please contact their local Ford dealer.

OWNER MAILING SCHEDULE

Owners of affected vehicles will be notified starting the week of March 30, 2009.

ATTACHMENT

Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,

Michael A. Berardi



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

April 2009

Literature Program 09L02

Mr. John Sample
 123 Main Street
 Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

As the owner of an F-Super Duty truck, your vehicle satisfaction is very important to us.

It has come to our attention that some owners of F-Super Duty 250/350 4x4 vehicles have experienced severe steering wheel and front wheel vibrations and oscillations after traveling over a bump or dip in the road. Ford Motor Company and the National Highway Traffic Safety Administration have been studying this condition, sometimes known as shimmy.

What is the issue?

Your vehicle may experience shimmy, a severe vibration and oscillation in the steering wheel that begins after the vehicle travels over a bump or dip in the road and does not dampen out by itself. The condition may cause the cab of the truck to vibrate significantly.

Shimmy differs from the more typical, slight oscillation of the steering wheel that may occur immediately following wheel impacts and disappears on its own. This type of steering wheel oscillation is a normal characteristic of most trucks, especially a 4x4 vehicle with a solid front axle.


What should you do?

TO PREVENT SHIMMY:

Maintain Recommended Tire Inflation Pressures

Some Super Duty customers intentionally lower the tire pressures on their truck to change the ride characteristics. If you do not maintain the tire inflation pressures at the levels specified by Ford, your truck may experience shimmy. This condition results from significant tire under-inflation. Please visit the National Highway Traffic Safety Administration's website (www.safercar.gov) for more information regarding the importance of maintaining proper tire inflation pressures.

REMINDER: The proper tire inflation pressures are found on the tire label which is located on the B-pillar or on the rear edge of the driver's door.




TIRE AND LOADING INFORMATION

SEATING CAPACITY : TOTAL X , FRONT X , REAR X

The combined weight of occupants and cargo should never exceed : XXX kg or XXX lbs.

TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
FRONT	LT265/70R17E	XXX KPA, XX PSI	
REAR	LT265/70R17E	XXX KPA, XX PSI	
SPARE	LT265/70R17E	XXX KPA, XX PSI XXX KPA, XX PSI	

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Tire pressure should be checked and set with cold tires before the vehicle is driven. It is necessary to adjust air pressure in tires periodically. Tire pressure changes with outside air temperature, and can lose approximately one pound per square inch (psi) of air pressure per month.

Use Only Proper Replacement Tires

Only install LT (Light Truck) load range E replacement tires that are the same size, type and speed rating as those originally installed on your vehicle. Under no circumstances should P-metric (Passenger) tires be installed.

Tires should be replaced prior to the tread depth being under 1/16th of an inch.

Do Not Make Suspension Modifications

Ford does not recommend the installation of after-market lift kits, stabilizer bars, or replacement parts that are not equivalent to the original factory equipment.

IF YOUR VEHICLE EXPERIENCES SHIMMY:

In the event your vehicle experiences shimmy, you should slowly reduce speed by either lifting off the accelerator pedal or lightly applying the brakes. The shimmy will cease as the vehicle speed decreases.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If after setting the tire pressures on your truck to the Ford specified levels, you believe the vehicle needs additional service, please contact your local Ford dealer. If you have any questions, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:30AM - 5:00PM (Eastern Time). Or you may contact us through the internet at www.fleet.ford.com.

As described in your Owner Guide, proper maintenance is the best way to help ensure you continue to get the safety, fuel economy, performance, dependability, and the long life you expect from your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division