



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

January 2011

For owners of vehicles registered in states requiring California emissions: Emission Related Service Action 10E01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are providing a no-charge service action for your vehicle, with the Vehicle Identification Number shown above. Your vehicle was ordered without the California Emissions Package option, which is required by law for your vehicle if it is registered in CA, CT, ME, MD, NJ, NY, OR, PA, RI, VT, and WA.

What is the issue? Your vehicle was ordered without the California Emissions Package, which is required for registration in certain states. As a result, your vehicle is not equipped with the correct emissions-related On-Board Diagnostic system (OBD) or Vehicle Emissions Control Information (VECI) label. Your vehicle will not exhibit any symptoms however, it will not alert you to certain engine or powertrain diagnostic problems that could lead to damage.

What will Ford and your dealer do? Ford Motor Company has authorized your dealer to replace the Powertrain Control Module, which contains the OBD system, and replace the VECI label free of charge (parts and labor).

You are eligible for this free service even if you previously used non-Ford parts to service your vehicle or had your vehicle serviced at a non-Ford dealer.

If you do not have this service performed:

- Your State of Department of Motor Vehicles may deny registration or registration renewal for your vehicle.
- Your vehicle may not pass the state emission inspection that may be required in your area before registration renewal.
- Your emissions warranty may be reduced.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay and request a service date for service action 10E01. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle.
The VIN is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further? If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company 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.Fordowner.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: 8:00AM - 5:00PM (Your Local Time).
Or you may contact us through the Internet at www.fleet.ford.com.

Thank you for your attention to this important matter.

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