



Roush Industries, Inc.
12229 Levan
Livonia, Michigan 48150

December 2, 2011



RE: VIN: [REDACTED]
FIELD SERVICE ACTION # – 11.2011 VECI-C
WRONG VEHICLE EMISSION CONTROL INFORMATION LABEL

Dear Customer,

Roush Industries, Inc. (“Roush”) has determined that the wrong Vehicle Emission Control Information (“VECI”) label was installed on a few model year 2010 Ford E-Series 150 and 350 vehicles altered by Roush or its authorized installer to operate using the Roush CleanTech Liquid Propane Autogas Fuel System. The VECI label provides important emissions related service information and is mandated by the California Air Resources Board (“CARB”) emission regulations. Our records indicate that you own the above-referenced affected vehicle.

The issue is:

Although your vehicle complies with all 50 State vehicle emissions requirements, including those mandated by the CARB, the original ROUSH VECI label installed on your vehicle, does not reflect this fact. Because the wrong ROUSH VECI label was installed on your vehicle, your vehicle will fail its biannual SMOG Check and the California Department of Motor Vehicles (“CDMV”) will not re-register your vehicle until a new, 50 State ROUSH VECI label is installed on your vehicle.

What you must do:

To remedy this problem, a new, 50 State ROUSH VECI label must be installed on your affected vehicle. This work will be performed free of charge to you. At your earliest convenience please call Roush at 800-59-ROUSH (1-800-597-6874) and we will provide further instructions on how to have this remedy performed on your affected vehicle. When you call, be prepared to provide us with your name, the Field Service Action # (**11.2011 VECI-C**), and the Vehicle Identification Number of your affected vehicle also identified above. Installation of the new, 50 State ROUSH VECI label will only take a few minutes, however, additional time may be necessary depending on your Ford dealer’s service schedule. Again, the State of California requires the completion this emission related service before vehicle registration renewal.

If you require help:

If you have questions or concerns that your Ford dealer is unable to resolve, please contact ROUSH at 1-800-59-ROUSH.

We are sorry for any inconvenience, but the new, 50 State ROUSH VECI Label will ensure that your vehicle will pass its biannual SMOG Check and that the CDMV will permit you to re-register your vehicle at the time of renewal.

Thank you for your attention to this important matter.

ROUSH INDUSTRIES, INC.