



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

June 2022

Special Field Action 21L04

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that a fuel filler door label for your vehicle, with the VIN shown above, may incorrectly indicate that E85 fuel may be used in your vehicle. We apologize for this inconvenience and want to correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**



Malfunction Indicator Lamp

On your vehicle, it may be possible that the fuel filler door incorrectly displays an E85 fuel label. The use of E85 fuel in vehicles not rated for E85 fuel may cause a lean condition along with a Malfunction Indicator Lamp (shown on the left). Continued driving with E85 fuel may lead to drivability symptoms including hard to start, rough idle, stalling, hesitation, surging, or lack of power.

**What will Ford and your dealer do?**

Ford Motor Company has authorized your dealer to perform a mobile or in dealership repair to remove the E85 fuel label from the fuel filler door free of charge (parts and labor).

**How long will it take?**

The time needed for this mobile or in dealership repair is less than one-half day. However, due to service scheduling requirements for in dealership repair, your dealer may need your vehicle for a longer period of time.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Special Service Action 21L04. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) 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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

- What should you do?  
(continued)** NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Mobile Inspection  
(participating dealers)** Upon customer request, Ford has authorized your local dealership to remove the E85 label from your vehicle's fuel filler door at a time and location convenient for you.
- COVID-19  
(CORONAVIRUS)** Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [ford.com/support](https://ford.com/support).
- 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 you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.  
**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [ford.com/support](https://ford.com/support)  
For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).  
**FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [fleet.ford.com](https://fleet.ford.com).  
Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).  
**MOTORHOME OWNERS:** If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.

Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division