



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

June 2024

Special Field Action 24L01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that the Certified Clean Idle Label for your vehicle, with the VIN shown above, was not installed when your vehicle was assembled. 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?

On your vehicle, the required Certified Clean Idle Label was not installed when your vehicle was assembled.
- What is the effect?

If you live in an area with heavy-duty vehicle idling laws, and your truck is parked and idling for an extended time, you may be ticketed for a violation because the required Certified Clean Idle Label is not affixed to your vehicle.
- What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to install a Certified Clean Idle Label free of charge (parts and labor).
This Special Field Action does not expire, regardless of time or mileage.
- 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?

Call your dealer without delay. Ask for a service appointment for Special Field Action 24L01. When setting up the appointment, inform the dealer that you need a Certified Clean Idle label so that the dealer can order it in advance of the appointment. Please keep in mind that it may take up to one week for the Certified Clean Idle Label to arrive at the dealership once ordered.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

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VEHICLE SALE NOTIFICATION FOR 24L01

If you no longer own this vehicle and do not know the current owner, no further action is required.

☐ I no longer own this vehicle. Vehicle has been sold/transferred to:

Name

Address Number

Street

City

State

Zip

12345678901234567
TEST OWNER NAME
12345 TEST STREET
TEST CITY, XX 12345



Mobile Service	Ford Mobile Service is offered by participating dealers, contact your dealer for details.
Pick-Up and Delivery	Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
What if you no longer own this vehicle?	Please complete and detach the perforated Vehicle Sale Notification at the bottom of page one (1) and return it in the included prepaid envelope if you have sold the vehicle. 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 have questions or concerns, please contact our Ford Customer Relationship Center (CRC) at 1-866-436-7332 and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711. If you wish to contact us through the internet, our address is ford.com/support. 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. Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Sincerely,

Ford Customer Service Division

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