



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

November 2024

Emission Recall 24E10

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Ford Motor Company values you as a customer and is committed to vehicle quality and preserving the environment. Therefore, we are voluntarily recalling your vehicle, with the VIN shown above. Your vehicle may be releasing air pollutants that exceed applicable emission standards.

What is the issue?

Your vehicle has an emissions control system that does not account for certain in-use conditions and might not control tailpipe emissions effectively over time.

What is the effect?

Your vehicle might not meet the applicable tailpipe emission standards.

What will Ford and your dealer do?

Software is now available to repair your vehicle. Ford Motor Company has authorized your dealer to reprogram the Powertrain Control Module in your vehicle with the latest software 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.

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 to request a service appointment for Emission Recall 24E10. Provide the dealer with the VIN, which is printed near your name at the beginning of this letter.
Ford has not issued instructions to stop driving your vehicle under this emission recall.
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 24E10

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



What should you do? (continued)	Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. 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 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.
What happens if you do not have this service performed?	It is possible that: • Your vehicle may not pass emission or smog tests that may be required in your area. • Your State Department of Motor Vehicles may not renew your vehicle registration. • Your emissions warranty may be reduced.
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).

**California and
Massachusetts
Registration
Requirements**

The State of California and the Commonwealth of Massachusetts require the completion of emission recall repairs before vehicle registration renewal. If your vehicle is registered in California or Massachusetts, it is subject to these requirements.

When your dealer completes this emission recall repair, you will receive a Vehicle Emission Recall Proof of Correction certificate. **Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.**

It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.

To ensure your full protection under emissions warranty provisions, and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as a lack of proper maintenance of your vehicle.

Thank you for your attention to this important matter.

Customer Service Division