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Ford Motor Company
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February 18, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Compliance Recall 21C01**
 Certain 2020 Model Year Aviator Black Label and Police Interceptor Utility Vehicles Equipped with 3.0L GTDI Engines - Washer Fluid Contamination

REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –**
 January 19, 2021

REF: **SSM 49270 - 2020 Aviator/Police Interceptor Utility**

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2020	Chicago	May 26, 2020 through May 30, 2020
Police Interceptor Utility			May 28, 2020 through June 02, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 104 – Washer System Capability. The washer fluid in the windshield washer system may be contaminated with brake fluid. A customer may experience lowered visibility due to streaking or hazy residue on the windshield, as well as exterior appearance issues such as staining and discoloration of painted surfaces and exterior trim.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this recall, dealers are to remove and clean the washer reservoir, replace three reservoir seals/grommets, flush the washer system during a carwash and then replace all three wiper blades. Dealers will also inspect and repair paint and exterior components if affected. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified in two separate mailings a week apart. Mailing will begin by March 5, 2021. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script, appearing to read "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on January 19, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on January 19, 2021. Owner names and addresses will be available by March 19, 2021.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this compliance recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

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LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08708, 2021 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For all vehicles, regardless of new vehicle bumper-to-bumper warranty coverage, that require more than the program labor and parts listed in this bulletin to resolve the program concern, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair. Submit relevant details, clear photos of the damage, and other evidence that supports the additional labor and parts.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (21C01) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC08708, 2021 Lincoln Pickup & Delivery Updates for details.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Perform washer system service per Technical Information. Includes Inspection of paint and exterior trim for damage.	21C01B	1.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION – AVIATOR VEHICLES ONLY

Part Number	Description	Order Quantity	Claim Quantity
FT4Z-16K624-A	Grommet - Fluid Sensor to Reservoir	1	1
LB5Z-17673-A	Grommet - Fill Tube-Neck to Reservoir	1	1
7T4Z-17B610-AA	Grommet - Washer Pump to Reservoir	1	1
LC5Z-17528-E	Wiper Blade - Rear Windshield Wiper 11"	1	1
LC5Z-17528-H	Wiper Blade - Right Hand (RH) Front Wiper, Heated with Shield	1	1
LC5Z-17528-K	Wiper Blade - Left Hand (LH) Front Wiper, Heated with Shield	1	1
ZC-32-B2	Motorcraft® Premium Windshield Wash Concentrate with Bitterant	2 Gallons	2 Gallons

PARTS REQUIREMENTS / ORDERING INFORMATION – POLICE INTERCEPTOR UTILITY ONLY

Part Number	Description	Order Quantity	Claim Quantity
FT4Z-16K624-A	Grommet - Fluid Sensor to Reservoir	1	1
LB5Z-17673-A	Grommet - Fill Tube-Neck to Reservoir	1	1
7T4Z-17B610-AA	Grommet - Washer Pump to Reservoir	1	1
LB5Z-17528-C	Blade - Rear Windshield Wiper 11"	1	1
LB5Z-17526-B	Arm Assembly - Rear Windshield Wiper	1	1
LB5Z-17528-B	Blade-Right Hand (RH) Front Wiper	1	1
LB5Z-17528-A	Blade-Left Hand (LH) Front Wiper	1	1
ZC-32-B2	Motorcraft® Premium Windshield Wash Concentrate with Bitterant	2 Gallons	2 Gallons

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

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PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2020 MODEL YEAR AVIATOR BLACK LABEL AND POLICE INTERCEPTOR UTILITY VEHICLES EQUIPPED WITH 3.0L GTDI ENGINES — WASHER FLUID CONTAMINATION

SERVICE PROCEDURE

1. Remove the windshield washer reservoir. Please follow the Workshop Manual (WSM) procedures in Section 501-16.
2. Empty washer reservoir fluid, into a suitable hazardous waste collection container.
 - Any questions about disposal should be directed to a local hazardous waste supplier.
3. Remove the windshield washer fluid level sensor and windshield washer pump. See Figure 1.
4. Remove and discard the filler neck grommet, the fluid level sensor grommet, and the pump grommet. See Figure 1.

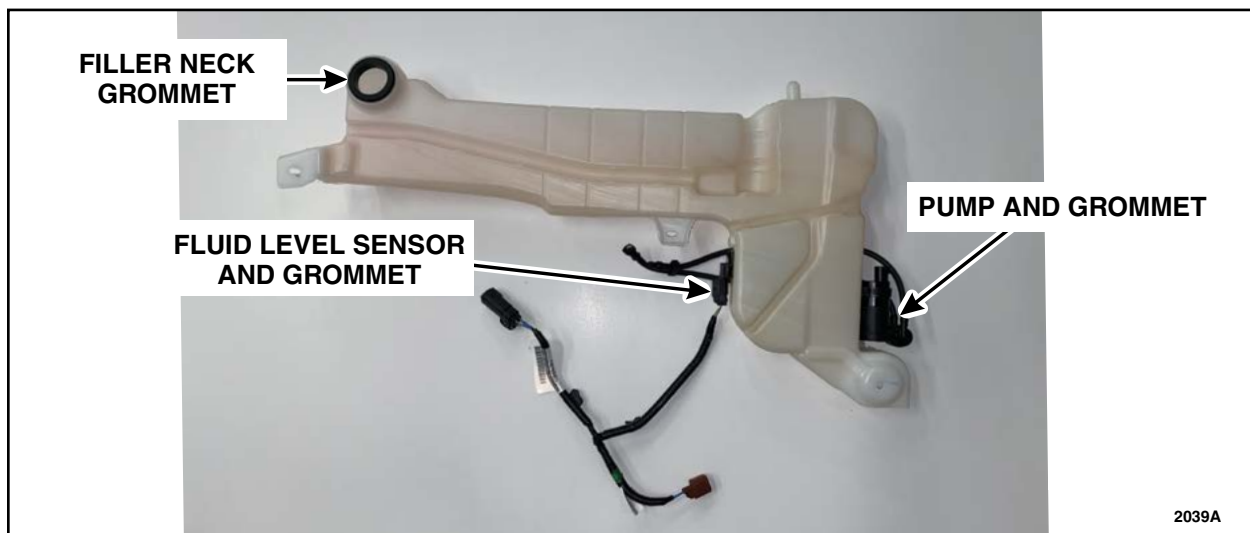


FIGURE 1

5. Wash out the reservoir two times with water. Empty into a suitable hazardous waste collection container.
6. Install the *new* filler neck grommet, the *new* fluid level sensor grommet, and the *new* pump grommet. See Figure 1.
7. Install the fluid level sensor and pump to the reservoir. See Figure 1.
8. Install the reservoir. Please follow the WSM procedures in Section 501-16.
9. Fill the washer fluid reservoir with one gallon (3.8 Liters) of washer fluid solvent.



10. Take the vehicle to a car wash and while the water is being continuously sprayed on the vehicle run the windshield washer system.

- Run the FRONT windshield washer sprayers for Thirty Seconds total (Three actuations needed for Ten Seconds each).
- Run the REAR windshield washer sprayer for the remainder of the windshield washer solvent until the windshield washer fluid indication light appears and the reservoir is drained.

11. Thoroughly wash and rinse the vehicle.

12. Fill the windshield washer reservoir with windshield washer solvent.

13. Remove and discard the front and rear windshield wiper blades. Please follow the WSM procedures in Section 501-16.

14. Install *new* front and *new* rear windshield washer wiper blades.

15. Inspect the Paint and exterior Plastic Trim for any related damage. See list below for specific areas to inspect.

All Vehicles

- A/B/D Appliques
- Tail Lamps
- Rear Light Bar
- Rear Camera
- Spoiler
- Rear Fascia/Bumper
- Rear Reflectors
- Rear Emblem/Badge
- Exterior Mirrors

Aviator Vehicles Only

- Headlamps
- Roof Rack
- Front Fascia/Grill
- Front Emblem/Badge
- Front Camera

16. If there are any components found per the inspection as needing replacement, please submit an Approval Request to the Special Service Support Center (SSSC) Web Contact Site prior to completing the repair. Submit relevant details, clear photos of the damage, and other evidence that supports the additional labor and parts.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

