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February 15, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Special Field Action 22L01**
Certain 2020 Model Year Aviator Plug-In Hybrid Electric Vehicles
Install New Vehicle Emission Control Information (VECI) Label

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator PHEV	2020	Chicago	January 15, 2019 through September 26, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

In all of the affected vehicles, the vehicle emission control information (VECI) label includes incorrect information. The correct label should show Evap: LFMXR0165LDG.

SERVICE ACTION

At the owner's request, dealers are to install a new VECI label which will be mailed directly to owners.

- Please remind customer to bring the label when they schedule an appointment.

This service will be performed on affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be mailed the VECI label and installation instructions early May 2022. Owners will be given the option of installing the labels themselves, or they can have their dealer perform the service for them.

EXPIRATION DATE

This program has no expiration date. We encourage dealers to complete this service as soon as possible.

ADDITIONAL LABELS

To assist customers who prefer to have this service completed at the dealership and will arrive without the label or for stock vehicles, please contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter and Instruction Sheet

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 black ink that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

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OASIS ACTIVATION

OASIS will be activated on February 15, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 15, 2022. Owner names and addresses will be available by February 23, 2022.

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 program 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 service action.

SOLD VEHICLES

- A replacement VECI label is being mailed to owners; however, owners may choose to have the dealer install the label.
- 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. To order more labels, contact SSSC via the SSSC Web Contact Site.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

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.

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 22L01 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.
- **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
Clean surface and install new VECI label	22L01B	0.2 Hours

PARTS REQUIREMENTS**Ordering Instructions for Additional Labels**

Labels for this program are being sent directly to customers of the affected vehicles. Additional labels for customers who prefer to have this label installed at the dealership and will arrive without the label, or for dealer stock vehicles, may be ordered from the SSSC via the SSSC Web Contact Site:

- Ask for an additional label for program 22L01.
- Provide your name, dealership P/A code, and mailing address.
- Provide vehicle VIN(s).

Stock Vehicles: Labels for in-stock vehicles are being mailed to dealerships early May 2022. The package will be sent to the attention of the service manager and contain a bright orange 22L01 sticker.

Sold Vehicles: Labels and installation instructions are being mailed directly to customers of the affected vehicles.

A small quantity of replacement labels have been set aside at the SSSC in the event that a label is misplaced. A VIN number will be required for each replacement label ordered. To order an additional label, contact SSSC via the SSSC Web Contact Site.

DEALER PRICE

Dealers will not be charged for labels ordered for this program.

CERTAIN 2020 MODEL YEAR PLUG-IN HYBRID AVIATOR VEHICLES — INSTALL NEW VEHICLE EMISSION CONTROL INFORMATION (VECI) LABEL

SERVICE PROCEDURE

1. Open the left-hand front door.
2. Fully pull the hood release lever and let it completely retract. See Figure 1.

NOTE: This action releases the hood latch.

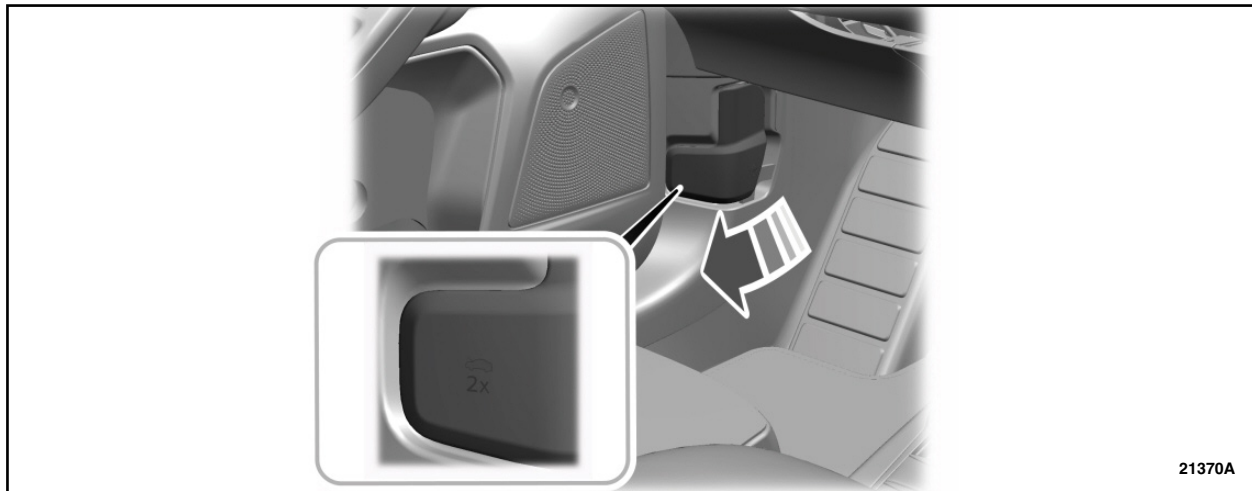


FIGURE 1

3. Fully pull the hood release lever for a second time.

NOTE: This action fully releases the hood.

4. Open the hood.

NOTE: There is no secondary latch under the hood.



5. Locate the existing VECI label on the inside of the hood. See Figure 2.

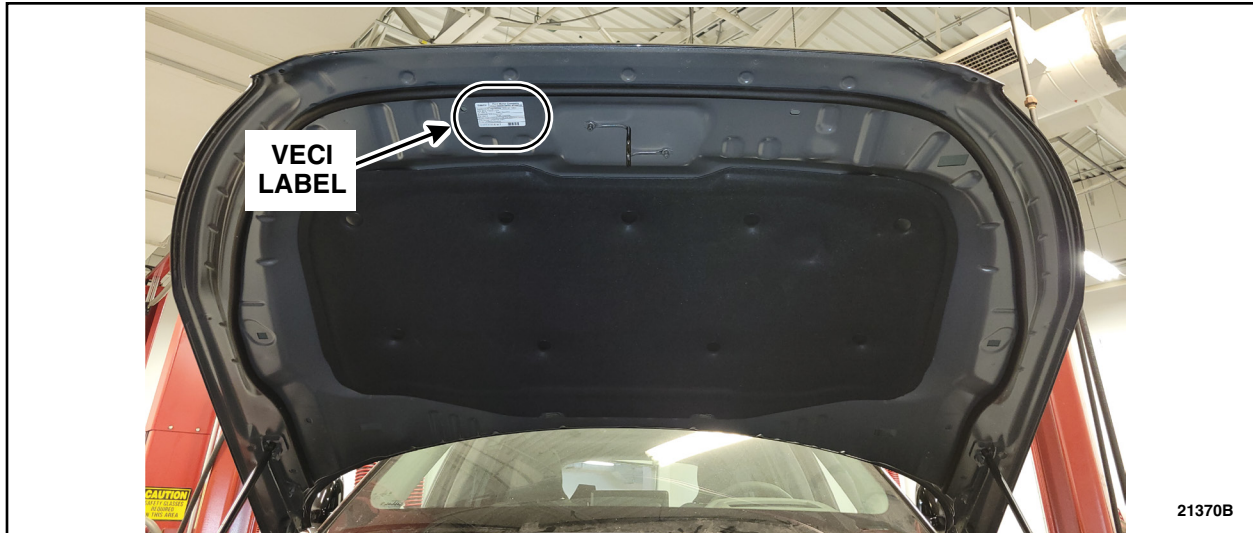


FIGURE 2

6. Use a cleaner/degreaser and a clean cloth/paper towel to wipe the existing label and area around it.
7. Use a lint free cloth/paper towel and dry the existing label and area around it that was cleaned.
8. Place the new VECI label directly on top of the existing one. The correct label has a VECI code of Evap: LFMXR0165LDG.
9. Lower the hood and allow it to drop under its own weight for the last 10–14 in (25–35 cm).



WARNING: Make sure that you fully latch the hood before driving. Failure to follow this instruction could result in personal injury or death.

