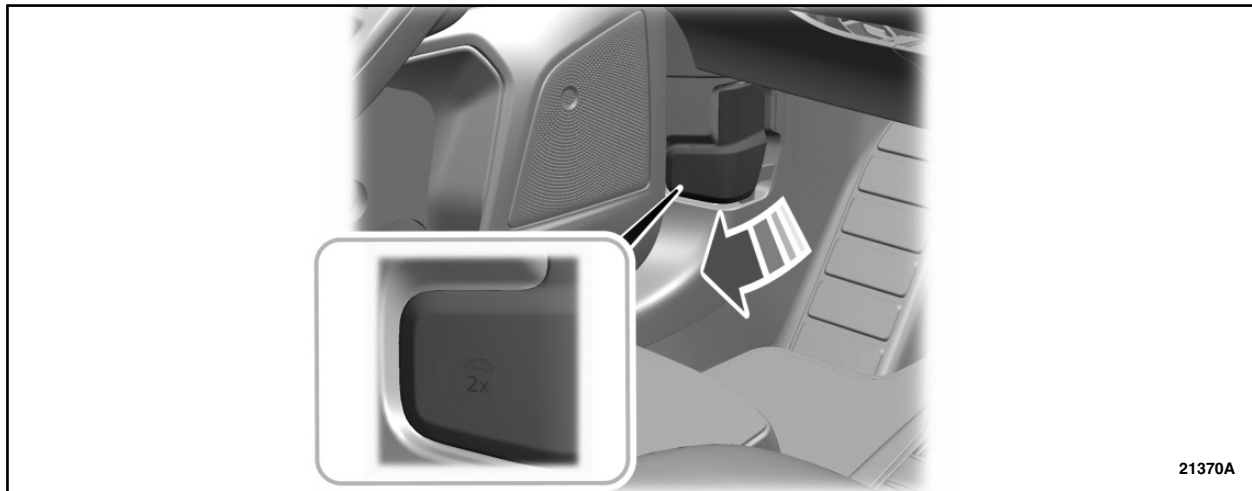


## CERTAIN 2020 MODEL YEAR PLUG-IN HYBRID AVIATOR VEHICLES — INSTALL NEW VEHICLE EMISSION CONTROL INFORMATION (VECI) LABEL

### 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.

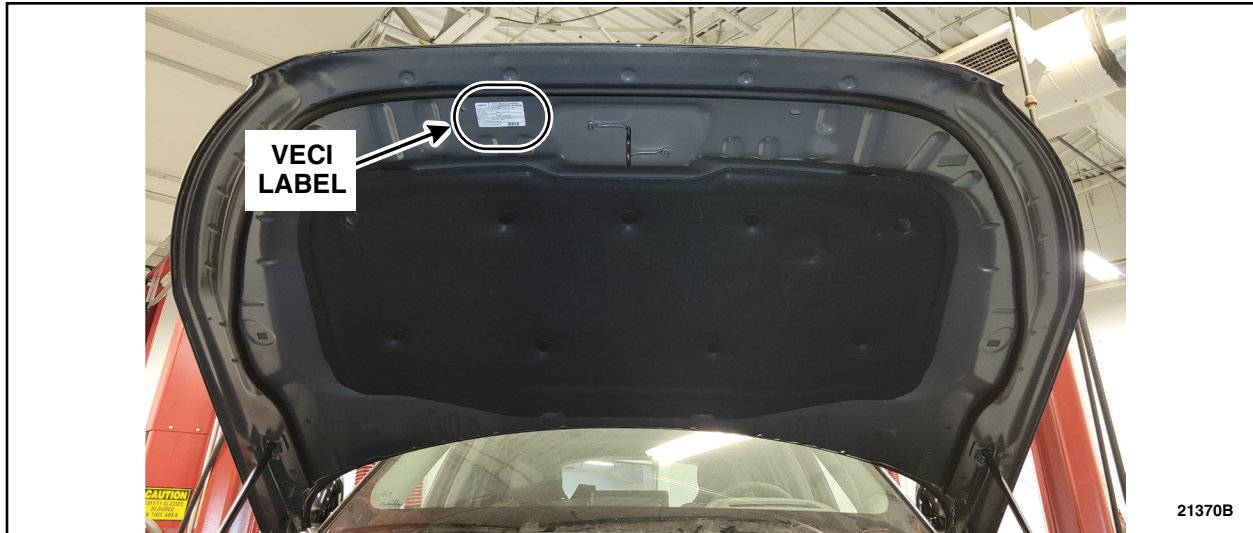
**NOTE:** This action fully releases the hood.

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.





The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

May 2022

Special Field Action 22L01

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

It has come to our attention that the Vehicle Emission Control Information (VECI) Label for your vehicle, with the VIN shown above, contains incorrect information. 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 VECI label contains incorrect information. Note: Your vehicle was built with the intended hardware.

**What will Lincoln and your dealer do?** Enclosed is a VECI label with the correct information along with instructions for installation. You may install the label yourself. Alternately, your dealer is also authorized to install the new VECI label free of charge (parts and labor). Please bring the label with you if you wish to have the dealer install the label. This Special Field Action will not expire, regardless of miles.

**How long will it take?** If you choose to have your dealer install the label, 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?** Included with this letter is the VECI label for your vehicle along with installation instructions should you wish to install the label yourself. If you prefer to have your dealer install the VECI label, call your Lincoln dealer and ask for a service date for Special Field Action 22L01 to install the VECI label. Please remember to bring your VECI label with you to your service appointment.

**If you do not have a replacement label:** When setting up the service appointment, inform the dealer that you need the VECI label so that the dealer can order it in advance of the appointment. Please keep in mind that it may take approximately one week for the VECI label to arrive at the dealership once ordered.

This Special Field Action will not expire, regardless of mileage.

If you do not already have a servicing dealer, you can access [lincoln.com/support](https://www.lincoln.com/support) for dealer addresses, maps, and driving instructions.

**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 **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: [lincoln.com/support](https://lincoln.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 **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, 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: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Sincerely,

The Lincoln Motor Company