



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

January 26, 2021

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-150DM
21V-014

Subject: Contaminated Washer Fluid/FMVSS 104

Dear Mr. Diaz:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/EXPLORER POLICE INTERCEPT/2020
LINCOLN/AVIATOR/2020

Mfr's Report Date: January 15, 2021

NHTSA Campaign Number: 21V-014

Components:

VISIBILITY: WINDSHIELD WIPER/WASHER

Potential Number of Units Affected: 283

Problem Description:

Ford Motor Company (Ford) is recalling certain 2020 Ford Explorer Police Interceptor Utility and 2020 Lincoln Aviator vehicles. The affected vehicles contain windshield washer fluid that was contaminated with brake fluid. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 104, "Windshield Wiping and Washing Systems."

Consequence:

A washer system contaminated with brake fluid can reduce the driver's ability to clear windshield, increasing the risk of a crash.

Remedy:

Ford will notify owners, and dealers will flush out the washer system, replacing the washer bottle neck, washer pump assembly, fluid level sensor and the front and rear wiper blades. Dealers will also inspect and repair the vehicle's paint and exterior components if affected, free of charge. The recall is expected to begin March 8, 2021. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 21C01.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

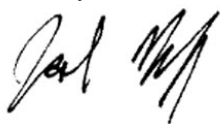
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement