



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

January 19, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – 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: 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

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall. A complete Dealer Bulletin will be provided to dealers within the first quarter of 2021 when it is anticipated that parts ordering information and repair instructions will be available to support this compliance recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

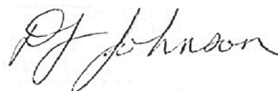
PLEASE NOTE:

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 prior to delivery.

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, stylized initial "D".

David J. Johnson