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**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Advance Notice –  
Safety Recall 24S35**  
Certain 2020-2024 Model Year Aviator Vehicles  
Add Electromagnetic Interference Shielding to APIM

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2020-2024	Chicago/SHO Center	October 19, 2018 through April 25, 2024

US population of affected vehicles: 109,402. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In the affected vehicles, mobile phones may produce electromagnetic interference while in-use. If it is placed in the console area near the SYNC Accessory Protocol Interface Module (APIM) while the vehicle is in reverse, it can cause the rearview camera image to appear distorted, flicker, jump, or scroll. A distorted or flickering rearview video while reversing can reduce visibility behind the vehicle, increasing the risk of a crash.

Customers can prevent this issue from occurring if they refrain from mobile phone usage while reversing until a permanent remedy is available.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. **A complete Dealer Bulletin will be provided to dealers the 3<sup>rd</sup> quarter 2024 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.** For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

### **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.

### **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,

*Dan Wilyard*

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