

**SSM 48791- 2020 Escape/Aviator/Explorer 2.5L Hybrid/3.0L Hybrid/3.3L Hybrid/3.0L EcoBoost - Slow Fuel Fill, Premature Shut Off, And/Or Spit Back During Refueling**

Some 2020 Escape/Aviator/Explorer Hybrid vehicles and 2020 Explorer/Aviator vehicles equipped with a 3.0L EcoBoost engine may exhibit slow fuel fill, premature shut off, and/or spit back during refueling. This may be due to the interface between the fuel nozzle and the fuel tank filler pipe. When refueling, advise customers to make sure to rotate the fuel nozzle 30 degrees in either direction, retract the fuel nozzle slightly within the capless filler inlet, and/or use a different refueling pump. Engineering is currently working on a solution for this condition, which is expected to be available in the fourth quarter of 2020. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.