



Stacy L. Balzer
Operating Director
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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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February 28, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Special Field Action 22L06**
Certain 2022 Model Year Aviator Invoiced with Hands-Free Liftgate
Incorrect Window Label

PROGRAM TERMS

This program will be in effect through February 29, 2024. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Aviator	2022	Chicago	07-Jul-2022 through 11-Jul-2022

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS ACTION

In all of the affected vehicles, the window label did not include the Hands-Free Liftgate (HFLG) delete credit. The HFLG feature was not installed on these Aviator vehicles and the Hands Free Liftgate Delete should have been listed under the Optional Equipment/Other section as a credit of \$55.00.

SERVICE ACTION

Customers that are the original owners of sold units will receive financial compensation for the deleted HFLG option. For any in-stock units, dealers are to verify that the window label has been replaced.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are being mailed the week of March 20, 2024. Dealers should contact the Special Service Support Center (SSSC) for any vehicles that arrive at their dealerships regarding this Field Service Action (FSA).

EXPIRATION DATE

This program has an expiration date of February 29, 2024.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances
Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the 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 "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

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OASIS ACTIVATION

OASIS will be activated on February 28, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 28, 2023. Owner names and addresses will be available by March 30, 2023.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

Original owner customers of sold units will receive a letter with instructions on claiming financial reimbursement.

STOCK VEHICLES

Replacement window labels for unsold units in dealer inventory were mailed to the attention of the sales manager on October 3, 2022 and were credited for the HFLG delete as noted on the replacement label. EFC11190 was launched on October 4, 2022 and contains instructions for unsold units. These vehicles are not eligible for reimbursement. Dealers are to verify that the window label of any affected new in-stock vehicle has been replaced before delivery to a customer.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action provided the customer is the original owner.

CLAIMS PREPARATION AND SUBMISSION

- Dealers should only need to submit claims for window label verification for in-stock units with 22L06 open. For any additional information about submitting claims for this FSA, please contact the SSSC for assistance.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 22L06 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Unsold Vehicles - this is for the administrative work to file a claim certifying that dealers installed the new window (Monroney) label listing the HFLG credit.	22L06A	0.2 Hours

PARTS REQUIREMENTS**Ordering Instructions for Additional Labels:**

Labels for this program were sent to dealers with unsold units still in inventory. Additional labels may be ordered through normal processing channels.

Stock Vehicles: Labels for in-stock vehicles were mailed to dealerships the week of October 3, 2022. The package was sent to the attention of the sales manager and contain new Monroney Labels. EFC11190 was launched on October 4, 2022 and contains instructions for unsold units.

Sold Vehicles: Replacement labels will not be provided for sold vehicles.