



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

April 10, 2026

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S18 – Supplement #1
Certain 2025-2026 Model Year Maverick Vehicles
Roof Opening Panel Glass Replacement
REF: **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**
Safety Recall 26S18
Dated: March 19, 2026

New! REASON FOR THIS SUPPLEMENT

- *Parts Requirements/Ordering Information:*
 - *Parts are now available to complete the repair if the vehicle does not pass the inspection.*
- *Labor Allowances and Parts Ordering Information:*
 - *Labor operations updated to include time for replacing parts if the vehicle does not pass the inspection.*

AFFECTED VEHICLES (U.S. Population of Affected Vehicles 323):

| Vehicle | Model Year | Assembly Plant | Build Date Range |
|----------|------------|----------------|---------------------------------------|
| Maverick | 2025 | Hermosillo | April 15, 2025 through April 25, 2025 |
| Maverick | 2026 | Hermosillo | April 24, 2025 through April 25, 2025 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, partial adhesion of the urethane to the glass may result in wind noise or water leaks due to misalignment of the glass within the roof opening. In some cases, the customer may experience a complete detachment of the roof opening panel glass while driving. A detached glass panel may become a road hazard for other road users, increasing the risk of a crash.

New! SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to inspect the roof opening panel glass label to identify the build date. If the glass build date does not fall within the suspect manufacturing range (April 7, 2025, through April 9, 2025) the recall can be closed, and the vehicle returned to the customer. If the glass build date falls within the suspect manufacturing range (April 7, 2025, through April 9, 2025) *the Roof Opening Panel Glass should be replaced. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.*

New! FSA PROGRAM OPTIONS

| Program Option | Eligibility | Comments |
|--|--------------------|---|
| Mobile Repair | No | See Mobile Service Repair Assessment Level section below, if applicable. |
| Over-the-Air (OTA) Update | No | See Over-The-Air (OTA) Updates section of the FSA Policy Document, if applicable. |
| Rentals | Yes | See the Rental Vehicles section below, if applicable. |
| Alternative Transportation Available | Yes | See Alternate Transportation section in the FSA Policy Document. |
| Pickup & Delivery (PDL) | Yes | See Pickup & Delivery section in the FSA Policy document. |
| Towing | No | See Towing section below, if applicable. |
| Essential Special Service Tools (ESST) | No | See Technical Instructions and/or Workshop Manual (WSM) as needed. |
| Administrative Allowance | No | See Administrative Allowance section in FSA Policy Document, and if applicable, Labor Allowances table below. |
| Owner Refunds | Yes | See Owner Refunds section below, if applicable. |
| <i>Photo Submission</i> | <i>Yes</i> | <i>See Repair Photo Submission section below, if applicable.</i> |

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 13, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 before delivery.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letter
- Mobile Repair/Vehicle Pickup & Delivery Record

REFERENCE MATERIAL


- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships):
www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty):
<https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx>

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.

Customer Service Division

Safety Recall 26S18 – Supplement #1**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All Vehicles Affected:
 -  - Not a Mobile Service Repair (MRA5)

OASIS ACTIVATION

OASIS will be activated on March 19, 2026.

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 19, 2026. *Owner names and addresses will be available by May 4, 2026.*

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 recall 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 recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

IN-STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with roof opening panel glass replacement.

Safety Recall 26S18 – Supplement #1**New! RENTAL VEHICLES**

If the inspection fails, and parts are needed to complete the repair, dealers may request a rental vehicle for the customer through the CRC Dealer Portal.

The CRC Dealer Portal Job Aid can be referenced at:

fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

New! REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- *The SSSC must provide approval prior to performing the repair.*
- *Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Attach a photo of the following:*
 - *The vehicle mileage*
 - *The open Repair Order (RO)*
 - *The door tag showing the VIN*
 - *A photo of the roof opening panel glass label*
- *This can be done in two ways:*
 - *Directly in the SSSC contact request form while submitting your contact on your desktop.*
 - *Via PTS Mobile under the Images / Files Upload menu selection*
 - *You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photo(s) by selecting the appropriate FSA with the option to use a prior contact ID. These photos will be associated with your SSSC contact during submission.*
 - *If you have not submitted a SSSC contact yet, then you can still upload the photo(s) via PTS Mobile, and the photo(s) will be available when opening your SSSC contact for this VIN and recall.*
- *Upon approval, the SSSC will provide an approval code that must be used for claiming.*

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
 - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

Safety Recall 26S18 – **Supplement #1****CLAIMS PREPARATION AND SUBMISSION**

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **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 26S18 is the subcode.
 - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 26S18 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

Safety Recall 26S18 – **Supplement #1**

New! LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

| Description | Labor Operation | Labor Time Hour(s) |
|--|-----------------|--------------------|
| <p>PASSES INSPECTION: Inspect the roof opening panel glass label per technical instructions. Date DOES NOT fall within the suspect manufacturing range (April 7, 2025, through April 9, 2025). FSA is complete and vehicle can be returned to the customer.</p> <p>This labor operation code closes the FSA.</p> | 26S18A | 0.3 |
| <p>FAILS INSPECTION: <i>Inspect the roof opening panel glass label per technical instructions. Date falls within the suspect manufacturing range (April 7, 2025, through April 9, 2025). Reach out to the SSSC for approval. If approved, replace the roof opening panel glass.</i></p> | 26S18C | 0.5 |

New! SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

| Description | Labor Operation | Labor Time Hour(s) |
|--|-----------------|--------------------|
| <p>Ford Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</p> | 26S18PP | 0.5 |
| <p><i>Time allowed to submit photos.</i> <i>If VOR is required and vehicle must be present in dealership to complete repair:</i></p> <ol style="list-style-type: none"> <i>1. Attach a photo of vehicle mileage.</i> <i>2. Attach a photo of door tag showing VIN.</i> <i>3. Attach a photo of the open RO.</i> <i>4. Attach a photo of the roof opening panel glass label.</i> <i>5. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.</i> | 26S18ZZ | 0.2 |

Safety Recall 26S18 – **Supplement #1**

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
|----------------------------|-----------------------|-------------------------------|--------------------------|--------------------|
| NZ6Z-54500A18-B | 1 | 1 | 1 | Moonroof Glass |
| DS7Z-54500A66-A | 1 | 1 | 1 | Moonroof Blinds |

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Please refer to the FSA Policy Document for any and all questions on parts.

CERTAIN 2025-2026 MODEL YEAR MAVERICK VEHICLES — ROOF OPENING PANEL GLASS INSPECTION

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15936 for more details.

SERVICE PROCEDURE

1. Open the roof opening panel to the fully open position.
2. Locate the roof opening panel production label located on the left hand side of the roof opening panel frame See Figures 1 and 2.



FIGURE 1

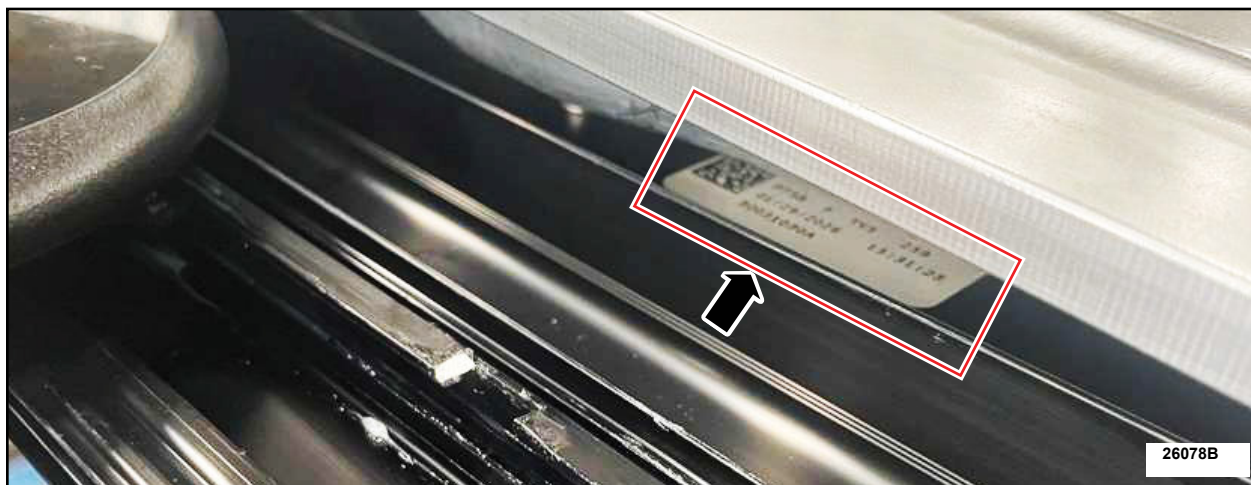


FIGURE 2



3. Inspect the production date on the roof opening panel production label. See Figure 3.

- Is the production date on or between 04/07/2025 - 04/09/2025?

No - Passes Inspection - This FSA is complete.

Yes - Does not pass inspection - FSA remains open until parts are available to complete the repair. Follow the vehicle rental guidelines outlined in the Dealer Bulletin.

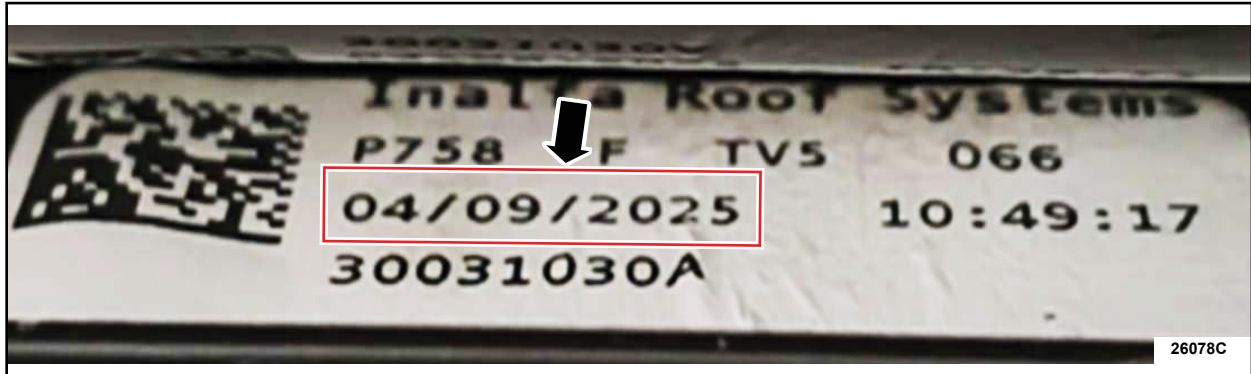


FIGURE 3



Safety Recall 26S18

Mobile Repair / Vehicle Pickup and Delivery Record

VIN _____ received (check one):

- Mobile Repair
- Pickup and/or delivery service

As outlined below for the 26S18 Field Service Action program.

Mobile Repair – Date: _____

OR

Pickup – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date