

26C02 Electronic Communication to Customers on January 23, 2026

Compliance Recall 26C02

Good <Morning or Afternoon> 'Customer Name',

I am following up in connection to my recent voicemail regarding Safety Compliance Recall 26C02 for your 2026 Ford Explorer. There is a manufacturing concern with the urethane on the windshield that could result in increased wind noise and/or water leaks, and in the event of a crash could potentially prevent the windshield from staying adequately retained, increasing the risk of injury resulting from the crash.

Please call your dealer as soon as possible to remedy this recall. If you have any questions, feel free to give us a call back at 1-833-807-3673. You will also be mailed a letter concerning this recall next week.

We sincerely apologize for the inconvenience and value you as a loyal member of the Ford family.

Regards,

<Agent Name>
Recall Concierge Specialist, Ford CX Team
2091 Oakwood Blvd | Dearborn, MI 48124
833-807-3673
Hours of Operation ET 8:30am-5:30pm
<Agent Ford Email>

This email mailbox is not monitored, please reach out to the Recall Concierge at 833-807-3673