

**Customer Relationship Center Communications to Customers  
2026 Explorer FSA 26C02**

**Outbound Call to Customer:**

Good <Morning or Afternoon> 'Customer Name',

I am calling on behalf of Ford Motor Company 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.

You will also be mailed a letter concerning this recall next week. We would be happy to help you schedule an appointment with your preferred dealership to remedy this recall. If you have 5 minutes, please allow me to contact your dealer to schedule your service appointment.

Do you have any preferred day/time?

*\*\*\*Place customer on hold and contact the dealership for scheduling opportunities\*\*\**

*If customer declines scheduling service on call, advise they can also schedule service through their FordPass App and recommend they schedule an appointment as soon as possible.*

**Email Communication to Customer:  
*Only If Unable to Connect via Phone***

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.