



Ford Launches New Ford Certified Glass Network

- In a latest customer-focused initiative managed by Ford, the new Ford Certified Glass Network (FCGN) Ford offers industry-leading process coaching to help ensure every Ford and Lincoln vehicle glass installation is completed to the highest quality standards for our owners utilizing original equipment procedures and parts
- FCGN provides training and certification requirements for qualified, enrolled glass installers that offer Original Equipment glass replacement on Ford and Lincoln vehicles
- This OEM glass program gives our customers more qualified installer options and more convenience when looking to get glass components on their Ford or Lincoln vehicle replaced

DEARBORN, Mich., May 2, 2022 – Ford is putting customers first when it replaces windshield and other glass components on a vehicle. To help ensure that replacement glass has the fit, function, safety and structural integrity during the repair, Ford is launching the Ford Certified Glass Network (FCGN), an industry-leading, comprehensive OEM network.

Original equipment windshields and glass are built and tested to function as part of a system, providing structural support in an accident and promoting clear, undistorted vision for Advanced Driver Assistance Systems (ADAS) such as Lane-Keeping, Pre-Collision Assist with Automatic Braking, Evasive Steering Assist and Auto High-Beam Headlamps.

“The Ford Certified Glass Network supports glass replacement companies who seek to be differentiated in the market by achieving our certification requirements. It is an exciting opportunity for us to work closely with the auto glass repair and replacement industry,” says Jennifer Boyer, Director of Strategy and Business, Ford Customer Service Division.

To help ensure that Ford Certified Glass Installers are prepared to meet requirements for quality glass installation, FCGN will require certification that an installer has the glass calibration

capabilities to do the work. Benefits to the certified installer include access to technical repair procedures, calibration coaching and technical hotline support. Ford also offers industry-leading process coaching for the installation.

“We are excited that the Ford Certified Glass Network will provide a premium solution for the most safety conscious Ford and Lincoln owner,” says Curt Wormington, Carlex Aftermarket Replacement Glass (ARG) Vice President. “By utilizing Ford genuine OEM glass, industry accepted Auto Glass Replacement Repair Standards (AGRRS), and the utilization of Ford ADAS calibration procedures and tools, this Network will provide a great option for proper installation of genuine Ford OEM glass.”

The adverse effects of a poor installation on driving assistance technology happen when an aftermarket windshield cannot duplicate the precise location of the camera attachment brackets on a windshield which often distorts the optical quality of the camera.

Head Up Display (HUD) uses digital light projection technology to display driving information such as speed, driver assist features and navigation onto the windshield. HUD windshields are specifically designed to eliminate secondary HUD images. Aftermarket glass often does not meet the same stringent specifications as genuine Ford glass.

SoundScreen® acoustic windshield and side glass are engineered with acoustic dampening technology within the glass layers to help reduce road, wind, and other exterior noise to maintain the quiet interior ride of the vehicle. The use of this technology goes above and beyond SAE standards and not using this will result in increased interior noise.

Other requirements of certification are to have ongoing communication with customers during glass installation and a follow up customer satisfaction survey. Certified installers must also provide a limited lifetime warranty that warrants the repairs done by the Ford Certified Glass Installer against defects in materials and workmanship for as long as the customer that owns the vehicle at the time of repair continues to own the vehicle. The limited lifetime warranty is between the Installer and the customer.

For more information, go to <http://collision.ford.com/fordcertifiedglassnetwork>.

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¹ Based on total U.S. reported sales (2021 calendar year)

² Assembled in the U.S. with domestic and foreign parts.

³ See owner's manual for important operating instructions.

⁴ Based on latest competitive data (available 8/15/2021)

⁵ Available on vehicles with embedded modem or equipped with approved plug-in device (PID). May require modem activation. Ford Pro Telematics and Ford Pro Data Services require a purchased subscription. Terms and conditions apply. Telematics service and features, and access to vehicle data depend on subscription and compatible AT&T network availability. Evolving technology/cellular networks/vehicle capability may limit functionality and prevent operation of connected features.

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