



THE LINCOLN MOTOR COMPANY

## Collision Position Statement

May 20, 2022

### USE OF NON-OEM GLASS ON LINCOLN MOTOR COMPANY VEHICLES

Lincoln Motor Company vehicles contain many state-of-the-art features that enhance occupant safety and the driving experience. Windshield and side glass play an integral role in the performance and functionality of these features. During repairs that involve glass removal and replacement, it is critical that the vehicle be restored to proper operating condition.

The original glass used on Lincoln Motor Company vehicles is designed and built to provide enhanced fit, function, safety, and structural integrity. The quality, performance and safety of aftermarket replacement windshield and side glass may not meet The Lincoln Motor Company's specifications and may result in safety features not functioning properly and reduced customer satisfaction in the performance of their vehicle. For these reasons, The Lincoln Motor Company does not approve the use of aftermarket windshield or side replacement glass. Only by using Lincoln Original Equipment Carlex and Carlite replacement glass can you be confident of the fit, function, safety, and structural integrity of the repair.

- Advanced Driver Assistance Systems (ADAS) such as Lane-Keeping, Pre-Collision Assist with Automatic Braking, Evasive Steering Assist and Auto High-Beam Headlamps use images from a camera mounted to the windshield. Windshields equipped with cameras have integrated camera brackets that allow for precise attachment and positioning of the camera and are designed to have optical quality that is compatible with the camera. Aftermarket windshields cannot duplicate the precise location of the camera attachment brackets and often contain distortion that adversely affects the camera's operation, which can result in improper ADAS system operation.
- 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 and manufactured to eliminate secondary HUD images. Aftermarket glass often does not meet the same stringent specifications as genuine Lincoln glass and can result in poor quality HUD performance.
- SoundScreen® acoustic windshield and side glass are engineered with acoustic dampening technology within the glass layers to reduce road, wind, and other exterior noise to maintain the quiet interior ride of the vehicle. Aftermarket glass often does not include this technology and will result in increased road, wind and other exterior noise and can cause voice recognition performance issues with the SYNC voice-activated commands feature.

All vehicle diagnostic testing, including pre/post scanning, module programming and system calibrations shall be conducted using required Lincoln Motor Company software and recommended hardware. The required Lincoln software is Integrated Diagnostic (IDS) (Covers 1996 – 2018 vehicles)/ Lincoln Diagnostic and Repair System (FDRS) software (Covers 2018 forward) using the recommended Lincoln diagnostic hardware VCMII or VCM3. Ensure applicable Lincoln workshop manual repair procedures are followed for quality results.

During windshield and side glass replacement and performing collision repairs requiring repair to the front and/or rear window channels, it is important to utilize Lincoln Motor Company OEM repair procedures to ensure complete proper repairs are performed. HUD windshields, windshield glass equipped with a camera bracket and windshield glass equipped with adhesive moldings must be replaced anytime the original glass is removed from the vehicle. Calibrations associated with windshield replacements must be completed in order for the Advanced Driver Assistance Systems to function correctly. Failure to follow the Lincoln OEM repair procedures may result in improper repairs and vehicle safety systems not functioning correctly.

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