



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 20, 2012

MS. JOY PIAGACZ  
OFFICE MANAGER  
J & R UPHOLSTERY SHOPPE, INC.  
20 EMMA STREET  
BINGHAMTON, NY 13905

NVS-215et  
12V-273

**SUBJECT: SUNROOF SEPARATION**

**DEAR MS. PIAGACZ:**

This letter serves to acknowledge J & R Upholstery Shoppe, Inc's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the equipment listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

WEBASTO/HOLLANDIA 600/9999  
WEBASTO/HOLLANDIA 700/9999  
WEBASTO/HOLLANDIA TVS 900/9999

**NHTSA Campaign Number:** 12V-273      **Mfg's Report Date:** June 12, 2012

**Components:** VISIBILITY: SUNROOF ASSEMBLY

**Potential Number of Units Affected:** 96

**Summary:**

WEBASTO PRODUCT NORTH AMERICA, INC. (WEBASTO) IS RECALLING CERTAIN HOLLANDIA 700 AND 600 SERIES AND HOLLANDIA TVS 900 SERIES SUNROOFS INSTALLED AS ORIGINAL EQUIPMENT BY J & R UPHOLSTERY SHOPPE, INC. ON VARIOUS PASSENGER VEHICLES. THE ADHESIVE BOND BETWEEN THE GLASS AND THE METAL FRAME CAN DEBOND INCREASING THE RISK THAT THE SUNROOF GLASS WOULD SEPARATE FROM THE VEHICLE. COMPLETE GLASS-TO-FRAME DEBONDING CAN DEVELOP GRADUALLY AND MAY BE EVIDENCED BY METAL CORROSION AROUND THE SUNROOF FRAME, WIND NOISE, VIBRATION, VISUAL BOND SEPARATION AND/OR WATER LEAKAGE.

**Consequence:**

IN THE EVENT OF A SEPARATION, THE FALLING GLASS COULD CREATE A ROAD HAZARD OR STRIKE A TRAILING VEHICLE, AND CAUSE A CRASH.

**Remedy:**

WEBASTO, THE MANUFACTURER OF THE SUNROOFS, WILL BE PERFORMING THE SAFETY RECALL CAMPAIGN. OWNERS WHO HAVE BEEN IDENTIFIED AS HAVING AN AFFECTED SUNROOF INSTALLED IN THEIR VEHICLE WILL RECEIVE A SAFETY RECALL NOTICE FROM WEBASTO. THE SAFETY RECALL BEGAN ON OCTOBER 8, 2010. IN ORDER TO DETERMINE IF YOUR VEHICLE IS AFFECTED, PLEASE REVIEW THE LIST OF VEHICLES PROVIDED TO US BY AUTO DETAILER BY CLICKING ON THE HYPERLINK AFFECTED VEHICLE LIST OR YOU MAY VISIT WEBASTO'S WEBSITE AT [HTTP://WWW.SUNROOFCHECK.COM](http://www.sunroofcheck.com). YOU CAN ALSO CALL WEBASTO TOLL-FREE AT 1-888-749-8632.

**Notes:**

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

As stated in your report, Webasto will be handling the owner notification, remedy, and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Webasto's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, by email at [Edison.Thompson@dot.gov](mailto:Edison.Thompson@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement