

Form of First Letter To Retail Customers
(To Be Sent First Class Mail)

[Safelite Fulfillment Letterhead]

December [XX], 2007

FIRST CLASS MAIL

[Name of Retail Customer]
Address

Important Product Safety Recall Notice

Dear [Customer Name]:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act. **Please take a few minutes to read this important Recall Notice.**

(1) Why is Safelite contacting you?

Safelite has determined that certain vehicle replacement glass products fail to conform to Federal Motor Vehicle Safety Standard No. 205, Glazing materials. Specifically, this defect may exist in all replacement vehicle glass manufactured by HANGZHOU SAFETY GLASS LTD. and bearing the identification code "**DOT-430**". Our records indicate that Safelite recently replaced glass in your vehicle and that the glass may bear the identification code "**DOT-430**".

The consequence of this defect is that the replacement glass, if broken, may not break into small pieces as is typically expected of tempered glass. Instead, if broken, the replacement glass may break into larger pieces, which could present an increased risk of injury to the occupants of the vehicle. Because the defect will not be apparent unless or until the glass is broken, there is no observable prior warning that will occur before the defect becomes potentially dangerous. Therefore, if this Recall Program is applicable to you, and until you are able to avail yourself of the remedy Safelite is offering, please operate your vehicle with caution and in such a way as to minimize the chance of collision or sudden braking.

(2) How do you know if your vehicle has a defective piece of glass?

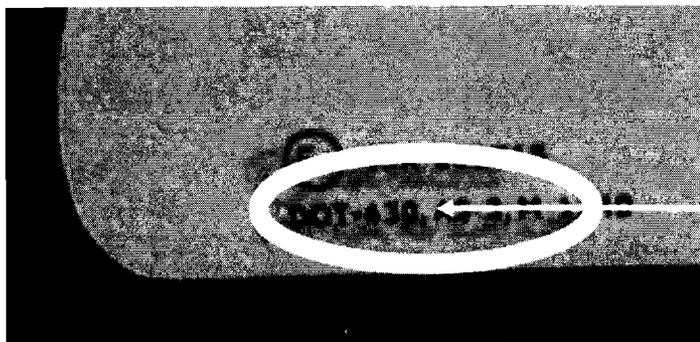
Safelite has identified 18 different defective parts that may affect the vehicles listed below. Please check this list to determine whether your vehicle could contain a defective glass product:

- 1994-98 Jeep Grand Cherokee (Back Glass)
- 2002-05 Dodge Ram 1500/2500/3500 2-door standard cab pick up (Back Glass)
- 2002-05 Dodge Ram 1500/2500/3500 4-door crew cab pick up (Back Glass)

- 2003-08 Dodge Ram pickup 1500/2500/3500 2-door standard cab (Back Glass)
- 2003-08 Dodge Ram pickup 1500/2500/3500 4-door crew cab (Back Glass)
- 2006-08 Dodge Ram pickup 1500/2500/3500 4-door extended crew cab (Back Glass)
- 2002 Ford Explorer 4-door (Both Back Glass and Driver's Side Glass In Cargo Area)
- 1998-00 Chrysler Voyager mini van (Passenger's Side Sliding Cargo Door)
- 1998-00 Chrysler Grand Voyager mini van (Passenger's Side Sliding Cargo Door)
- 1998-00 Chrysler Town & Country mini van (Passenger's Side Sliding Cargo Door)
- 1998-00 Dodge Caravan mini van (Passenger's Side Sliding Cargo Door)
- 1998-00 Dodge Grand Caravan mini van (Passenger's Side Sliding Cargo Door)
- 1998-00 Plymouth Grand Voyager mini van (Passenger's Side Sliding Cargo Door)
- 1998-00 Plymouth Voyager mini van (Passenger's Side Sliding Cargo Door)
- 2004-07 Chrysler Town & Country mini van (Passenger's Side Sliding Cargo Door)
- 2004-07 Chrysler Town & Country SWB mini van (Passenger's Side Sliding Cargo Door)
- 2004-07 Chrysler Voyager mini van (Passenger's Side Sliding Cargo Door)
- 2004-07 Dodge Caravan mini van (Passenger's Side Sliding Cargo Door)
- 2004-07 Dodge Grand Caravan mini van (Passenger's Side Sliding Cargo Door)
- 2003-08 Ford Explorer 4-door (Both Driver's Side & Passenger's Side Glass In Cargo Area)
- 2002 Mercury Mountaineer 4-door (Driver's Side Glass In Cargo Area)
- 2003-08 Mercury Mountaineer 4-door (Both Driver's Side & Passenger's Side Glass In Cargo Area)
- 2005-07 Chrysler Town & Country mini van (Side Glass In Cargo Area)
- 2005-07 Dodge Grand Caravan mini van (Side Glass In Cargo Area and Powered Side Glass in Cargo Area)
- 2001-05 Honda Civic 2-door coupe (Driver's Side Rear Glass)
- 2002-06 Honda CRV 4-door (Both Driver and Passenger Side Glass in Cargo Area)

If you have one of the vehicles listed above, you may be affected by this Recall Program. Each piece of glass contains a marking which identifies the manufacturer of the glass by a Department of Transportation code (DOT code). The defective glass was manufactured by HANGZHOU SAFETY GLASS LTD. and is identifiable as “**DOT-430**”.

The markings usually appear in one of the bottom corners of the glass. If, upon your inspection of the glass, you see “**DOT-430**” (See **illustration below**), then the glass is defective and you should immediately avail yourself of the remedy described below.



If you see a different DOT code, then your glass is not subject to this Recall Program. However, we ask that you return the enclosed form using the self-addressed, stamped envelope provided. This will allow Safelite to track those customers who have not received the defective glass. It will also assist Safelite in following up with those customers who have not responded to this Recall Program.

(3) How will this defect be remedied and what you should do?

Due to its long-standing commitment to safety and customer satisfaction, Safelite has voluntarily decided to initiate this Recall Program which will involve removing and replacing the defective glass *free of charge*. If your glass markings contain “**DOT-430**”, this remedy is available to you immediately. Please call toll free, 1-888-843-2906 and a Safelite Customer Service Representative will assist you in scheduling the replacement.

If you have already incurred costs associated with remedying this defect in some other manner prior to receiving this Notification, you may be eligible for reimbursement. Please call toll free, 1-888-843-2906 to obtain information about possible reimbursement.

(4) What do I do if my glass markings DO NOT contain “DOT-430”?

As set forth above, if the markings on the glass of your vehicle do not contain “DOT-430”, then your vehicle glass is not subject to this Recall Program. However, Safelite asks that you return the enclosed form using the self-addressed, stamped envelope provided. This will assist in following up with those customers who have not responded to the Recall Program.

(5) What do I do if I no longer own my vehicle?

If you no longer own your vehicle, and you have information which will allow Safelite to contact the new owner, please call Safelite toll free at 1-888-843-2906, and provide that information to the Customer Service Representative. Safelite will attempt to locate the new owner of the vehicle to notify them of this important Recall Program.

(6) Who to contact if you have problems with this recall process?

If you are not satisfied with the service you receive through this Recall Program, please contact Safelite toll free at 1-888-843-2906. If, at any time, you believe Safelite has failed or is unable to remedy the defect within a reasonable time (60 days after you first contact Safelite), you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Safelite apologizes for any inconvenience this Recall Program may cause you. However, Safelite is committed to your safety and satisfaction which is why we are undertaking this voluntary Recall Program. If this Recall Program applies to you, you are urged to call toll-free 1-888-843-2906 as soon possible. Thank you for your understanding and prompt attention to this matter.

Sincerely,

Safelite Fulfillment, Inc.

[Form To Be Returned By Customers Who Do Not Have DOT-430 Glass]

Important Product Safety Recall Notice

Return This Form In The Enclosed Self-Addressed, Stamped Envelope ONLY IF YOU

DO NOT Have DOT-430 Glass In Your Vehicle

Customer Name (Print)

Customer Address

Customer email address _____

Customer telephone number _____