



U.S. Department  
of Transportation

1200 New Jersey Avenue, SE  
Washington, DC 20590

**National Highway  
Traffic Safety  
Administration**

Revised January 11, 2008

MR. SCOTT DAMON  
COUNSEL FOR SAFELITE FULFILLMENT, INC.  
BAKER & HOSTETLER  
SUNTRUST CENTER, SUITE 2300  
200 SOUTH ORANGE AVENUE  
ORLANDO FL 32801

NVS-215kjs  
07E-104

Subject: CURVED TEMPERED AUTOMOTIVE REPLACEMENT GLASS

Dear MR. DAMON:

This letter serves to acknowledge Safelite Fulfillment, Inc's notification to the National Highway Traffic Safety Administration (NHTSA) of a noncompliance with Federal Motor Vehicle Safety Standard No. 205, "Glazing Materials," for the product and vehicles listed below for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

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:**

CHRYSLER/GRAND VOYAGER/1998-2000  
CHRYSLER/TOWN & COUNTRY/1998-2000, 2004-2007  
CHRYSLER/VOYAGER/1998-2000, 2004-2007  
DODGE/1500/2002-2008  
DODGE/2500/2002-2008  
DODGE/3500/2002-2008  
DODGE/CARAVAN/1998-2000, 2004-2007  
DODGE/GRAND CARAVAN/1998-2000, 2004-2007  
FORD/EXPLORER/2002-2008  
HONDA/CIVIC/2001-2005  
HONDA/CRV/2002-2006  
JEEP/GRAND CHEROKEE/1994-1998  
PLYMOUTH/GRAND VOYAGER/1998-2000  
PLYMOUTH/VOYAGER/1998-2000  
MERCURY/MOUNTAINEER/2002-2008  
HANGZHOU/REPLACEMENT GLASS/9999

**NHTSA Campaign Number:** 07E-104

**Mfg's Report Date:** November 13 and Amended December 6, 2007

**Components:** VISIBILITY:GLASS, SIDE/REAR

**Potential Number of Units Affected:** 1,657

**Summary:**

CERTAIN CURVED TEMPERED REPLACEMENT GLASS MANUFACTURED BY HANGZHOU SAFETY GLASS LTD AND SUPPLIED TO SAFELITE BY AUTO TEMP INC., IDENTIFIED AS DOT-430, AND SOLD FOR USE ON CERTAIN DOMESTIC AND FOREIGN VEHICLES MAY NOT BREAK INTO SMALL PIECES AS EXPECTED OF TEMPERED GLASS AND FAILS TO CONFORM TO FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 205, "GLAZING MATERIALS."

**Consequence:**

IN THE EVENT OF A VEHICLE CRASH, THE OCCUPANT(S) MAY BE SERIOUSLY INJURED BY SHATTERED GLASS.

**Remedy:**

SAFELITE WILL NOTIFY ITS RETAIL CUSTOMERS AND REPLACE THE GLASS FREE OF CHARGE. RETAIL CUSTOMERS CAN CONTACT SAFELITE TOLL FREE AT 1-888-843-2906. SAFELITE WILL NOTIFY ITS WHOLESALE CUSTOMERS AND REIMBURSE WHOLESALE CUSTOMERS FOR CURRENT INVENTORY AND AT A SPECIFIED RATE FOR REPLACING THEIR CUSTOMER'S GLASS. WHOLESALE CUSTOMERS CAN CONTACT SAFELITE'S WHOLESALE DIVISION, SERVICE AUTOGLASS TOLL FREE AT 1-888-246-6298. THE RECALL IS EXPECTED TO BEGIN DURING JANUARY 2008.

**Notes:**

THIS RECALL ONLY PERTAINS TO CERTAIN CURVED TEMPERED REPLACEMENT GLASS MANUFACTURED BY HANGZHOU SAFETY GLASS, LTD. (DOT-430) AND SUPPLIED TO SAFELITE BY AUTO TEMP INC., AND HAS NO RELATION TO ANY ORIGINAL EQUIPMENT INSTALLED ON THE VEHICLES LISTED ABOVE. 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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

The information in your noncompliance report appears to satisfy the requirements of 49 CFR 573.6.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577. Copies of all notices, bulletins, dealer notifications, and other communications

that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227 or by email at [KELLY.SCHULER@DOT.GOV](mailto:KELLY.SCHULER@DOT.GOV) or [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement