



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2008 JUN 15 AM 9:42
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Repository

Reference No.
10232503

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City CONVENTRY State CT Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2NKMHZ7XX [Redacted]
Make: KENWORTH Model: T300 Model Year: 2007
Date Purchased: _____ Dealer's Name and Telephone Number: _____
Original Owner: Dealer's City: Enfield State: CT Zip Code: _____
Engine: _____ Fuel Type: Diesel
Transmission Type: Antilock Brakes Cruise Control Powertrain: _____
Vehicle Component Code: 131000 VISIBILITY: WINDSHIELD
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 27-JUN-2008
Failure Mileage: 10000
Failure Speed: 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DOT No. (Example: DOTM19ABC036): _____
 Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2007 KENWORTH T300. WHEN THE CONTACT CLOSED THE DRIVER'S SIDE DOOR WHILE THE VEHICLE WAS PARKED, THE WINDSHIELD DETACHED FROM THE BODY STRUCTURE. THERE WAS NO WARNING PRIOR TO THE FAILURE. HE WAS VERY CONCERNED OF THE SAFETY RISK INVOLVED AND THE POSSIBILITY OF THE WINDSHIELD DETACHING WHILE THE VEHICLE WAS IN MOTION. THE VEHICLE HAS NOT BEEN REPAIRED. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 10,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

This truck belongs to [REDACTED] Coventry CT [REDACTED] Vehicle was brought to our repair shop (*Coventry Collision, 24 Daly Road, Coventry Connecticut, 06238*) because windshield was falling out of truck. We contacted the dealer, Tri-City Kenworth in Enfield Connecticut. They told us it was a common problem. They referred us to Action Glass, 860-623-7722, the company that has been repairing all their windshield problems. Rich at Action Glass said they have repaired many, many loose windshields on the Kenworth T300.

Technically speaking, Kenworth has changed the design of the gasket that is supposed to hold the glass to the truck. In the past, and as is standard in almost every other large truck, the windshield was held in place by a large rubber gasket. The glass fits into a channel molded in the gasket, and then another channel in the gasket is wrapped around the windshield opening frame. This creates a very strong and safe seal.

For many years passenger vehicles have used an encapsulation method to mount the windshield. A small plastic or rubber molding is glued to the glass to hide the edge of the window opening, and then the entire assembly is glued to the vehicle using a urethane adhesive. This method is quicker and cheaper than using a gasket method.

It appears Kenworth was looking to cut installation time and costs without investing in developing a new windshield. So instead they had the manufacturer of their gasket make a change to the gasket mold to exclude the channel that wraps around the window opening frame. Now Kenworth is simply installing the gasket onto the windshield and using the same urethane adhesive that passenger vehicle manufactures use to glue their encapsulated windshields. This adhesive is designed to adhere to glass and metal, not to soft rubber gaskets. Because of this incompatibility, the urethane adhesive fails to stick to the rubber gasket and the windshields fall out.

If one of these windshields comes loose at highway speeds the wind will lift it out of the opening and in the air, possibly landing on a vehicle following the truck. This is an extremely dangerous defect. Kenworth is not covering the repair cost if the vehicle is more than one year old. I also believe the repair is inadequate. The glass companies that are repairing these windshields are just using an adhesion promoter to help the urethane stick to the rubber gasket. This, too, will eventually fail. Kenworth needs to redesign their windshield or return to their use of a full gasket installation.