



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 1364

Date Received
OCT 18 2011
09-SEP-2011

Repository
Reference No.
10424948

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NEWTOWN State CT Zip Code [REDACTED]

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

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4DRBUAAN28E [REDACTED]
Make IC Model CESB Model Year 2008
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type [REDACTED] Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 09-SEP-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 132000 VISIBILITY: GLASS, SIDE/REAR Failure Mileage [REDACTED] Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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).

OWNER OPERATOR OF SCHOOL BUS STATES THAT FOUR (UPPER-LOWER-RIGHT-LEFT) DUAL PANE DOOR WINDOWS HAVE FOGGED DUE TO WATER ENTRY BETWEEN THE PANES. OWNER HAS REMOVED THE PANES IN AN ATTEMPT TO CORRECT AND FOUND THAT (AT LEAST ONE OF) THE PANES HAD COMPLETELY SEPARATED FROM THE PANE "SANDWICH." OWNER WAS UNABLE TO REMOVE COATING FROM THE GLASS WITH SOLVENTS, ETC. THIS OWNER IS PART OF A GROUP OF EIGHT PURCHASERS WHO PURCHASED A PORTION OF "ON-SITE" INVENTORY OF BUSES WHICH WERE ALL EQUIPPED WITH THE SAME GLASS FEATURE (I.E. PURCHASERS DID NOT SPECIFY THIS OPTION). OWNER OF A RELATED VEHICLE PREVIOUSLY FILED VOQ 10416533. *cannot see children approaching bus from rear due to fogged glass.*

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.



Complaint Form

Complaint Submitted

Your complaint has been submitted. The complaint has been transferred to the local BBB to be handled in their system. You may wish to copy or print this information for further reference. Press OK when ready.

The complaint is being handled by the BBB listed below. Please contact them with any questions.

BBB of Detroit & Eastern Michigan (Southfield, MI)
26777 Central Park Blvd. Suite 100
Southfield, MI 48076-4163
Phone: (248)223-9400
Fax: (248)356-5156
Email: info@easternmichiganbbb.org
Web: <http://www.easternmichiganbbb.org>

OK

Consumer Information

Title: [REDACTED]
First Name: [REDACTED]
Middle Name:
Last Name: [REDACTED]
Suffix:
Address: 1 Fieldstone Drive
Address 2:
City: NEWTOWN
State: Connecticut
Zip/Postal Code: [REDACTED]
Country: UNITED STATES
Daytime Phone: [REDACTED]
Evening Phone: [REDACTED]
Fax:
Email: [REDACTED]

Business Information

Name: Guardian Industries
Address: 23751 Amber Avenue
City: Warren
State/County: MI
Zip/Postal Code: 48089

Problem

Please provide a BRIEF, FACTUAL DESCRIPTION of the problem you experienced. If you are notifying the BBB of an advertising claim that you believe is inaccurate or misleading, include the date and location of the advertisement.

1. Primary Classification: Product Issues
2. Secondary Classification: Product Issues
3. Problem:

I am an individual Owner/Operator of a school bus in Newtown,CT. 12 of us owner operators purchased 2008 and 2009 school buses. eight out of twelve have issues with the service door glass getting moisture between the glass panes then fogging up, some to the point that it is hazardous as we cannot see children approaching the service door. The 2009 buses have no issues as they came with only single pane. I contacted IC corp. and was told they only extend the warrantee that Guardian provides which is one year. On one bus ,IC covered replacement because the bus was under one year. Most of the rest started having this problem at the one year mark and shortly after and it keeps getting worse. I have talked to Mr. John Anderson, account manager at Guardian by phone and email. After six months of communication and emailing photos of the glass and being told the quality and warrantee folks were looking at the photos Mr Anderson's final answer to me by email was to purchase glass from an after market supplier. I believe the product is defective and the adhesive used to bond the glass does not stand up to the high and low temperature in the Northeast. As I said, the newer buses came with single pane and have no problem. I feel this is extremely hazardous for a school bus and with the advertising on their website "Guardian innovation is hard at work making vehicles safer" It is false advertising. I asked and expect Guardian to live up to their claim and provide replacement glass. I have all emails and photos if needed.

Complaint Background

Not all of these questions are required. Please provide as much information as you have.

1. Product/Service Purchased: Guardian Tempered Float-AS2 M150 DOT 22 TC10907

Dates you complained to the company/organization

7. First Date: 6/1/2010
8. Second Date: 7/1/2010
9. Third Date: 9/9/2010

Name of Sales Person

Desired Outcome

Enter your DESIRED OUTCOME below. Please keep your description within the box provided, without scrolling. A summary of your complaint is preferred, as the BBB will contact you if they need additional details. Mandatory fields are followed by a RED **.

1. Desired Settlement:
Replacement
2. Desired Outcome:
I would like Guardian Industries to provide replacement glass and gaskets for the affected school buses and we will provide the installations

[Privacy Policy](#) [Trademarks](#) [Terms of Use](#)

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From: janderson1@Guardian.com
Date: 11/11/2010 4:54:22 PM
To: [REDACTED]
Subject: Re: Fw: glass

Guardian cannot sell replacement glass directly to you from our manufacturing plant. We do have aftermarket distribution centers, but they would be selling you exactly the same product that you are replacing.

I know you are frustrated, but the fact remains that the edge of the insulated glass is not intended to be exposed to water or UV light. The edge must be protected, and if a sealant is used in the rubber molding it must be compatible with the sealant that is used to hold the unit together. The insulated glass construction used in school buses has been used for many years in primarily architectural applications. It has been used in school buses for as long as I have been dealing with the industry.

There are many manufacturers of this type of product, and many school bus parts have been copied. Guardian just happens to be the primary supplier to the bus manufacturers. Guardian cannot provide you with anything different than what you currently have. Perhaps you should try an aftermarket supplier.

Regards,

John Anderson
Account Manager
Office: 419 294-4958 x106
Cell: 419 310-0611

From: [REDACTED]
To: <janderson1@Guardian.com>
Date: 10/18/2010 09:08 PM
Subject: Re: Fw: glass

Hi John;

IC were the first folks that I contacted and they only extend the warrantee that Guardian offers.

While checking other buses about this problem, I have found that every 09 IC bus has single glass but all the 08 buses that have the double glass has had this problem. I still feel that the adhesive used to bond the glass to the center molding with rubber does not stand up to the extreme temperature changes from hot to cold and allows moisture to get between the glass and then discolors the glass. This problem causes the Connecticut DMV to fail the bus in it's annual inspection and also is very hazardous because you cannot see if children are running along side the bus while the service doors are open when checking your west coast mirrors. I am in high hopes Guardian can and will rectify this hazardous problem.

-----Original Message-----

From: janderson1@Guardian.com
Date: 10/12/2010 9:40:05 PM
To: [REDACTED]
Subject: Re: Fw: glass

I have forwarded your photos to our Quality and Warranty folks for their review. However, please remember that Guardian's warranty period on these parts is one year. I am out of the office until Oct. 21, but will contact you by e-mail if I know anything before then. Have you approached IC Corp. with the idea of switching to single pane glass in these doors ?

Regards,

John Anderson
Account Manager
Office: 419 294-4958 x106

11/20/2010

Cell: 419 310-0611

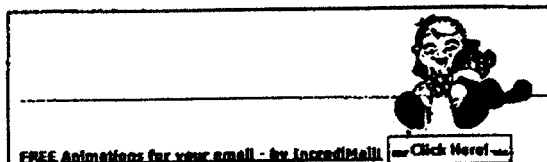
From: [Redacted]
To: <JAnderson1@Guardian.com>
Date: 10/05/2010 06:08 PM
Subject: Fw: glass

-----Original Message-----

From: [Redacted]
Date: 9/26/2010 8:41:52 PM
To: JAnderson1@Guardian.com
Subject: glass

Hi John; Per our conversation on 9/24/10, I took a few pictures of door glass that the seals did not hold up. I also asked about the bus that the windows were replaced with single glass and they had been taken from a salvaged bus. I did see that some of the IC 2009 came with single glass. There are six buses that have the bad glass. One bus had all four windows replaced by the dealer this past summer because the bus failed inspection because of the frosted glass.

Thanks for your help with this matter.. [Redacted] Transportation LLC.



FREE Animations for your email - for IncrediMail

Click Here!

[attachment "VID00358.jpg" deleted by John Anderson/UpperSandusky/Guardian Industries] [attachment "VID00357.jpg" deleted by John Anderson/UpperSandusky/Guardian Industries] [attachment "VID00356.jpg" deleted by John Anderson/UpperSandusky/Guardian Industries]

.....
This communication may contain information that is legally privileged, confidential, or exempt from disclosure. If you are not the intended recipient, please note that any dissemination, distribution, or copying is strictly prohibited. If you have received this communication in error please notify the sender by telephone, fax, or return email and discard this communication. Thank you.
.....

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 9.0.862 / Virus Database: 271.1.1/3193 - Release Date: 10/12/10 14:37:00

11/20/2010

From: janderson1@Guardian.com
Date: 9/26/2010 10:02:04 PM
To: [REDACTED]
Subject: AUTO. John Anderson is out of the office (returning 10/01/2010)

I am out of the office until 10/01/2010.

I am out of the office on business. I will be checking messages periodically. Please contact Brenda Walterhouse at 419 294-4921 if you need immediate help.

Note: This is an automated response to your message "glass" sent on 9/26/2010 8:41:52 PM.

This is the only notification you will receive while this person is away.

.....
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Thank you.
.....

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 9.0.856 / Virus Database: 271.1.1/3161 - Release Date: 09/26/10 14:40:00

From: janderson1@Guardian.com
Date: 10/12/2010 9:40:05 PM
To: [REDACTED]
Subject: Re: Fw: glass

I have forwarded your photos to our Quality and Warranty folks for their review. However, please remember that Guardian's warranty period on these parts is one year. I am out of the office until Oct. 21, but will contact you by e-mail if I know anything before then. Have you approached IC Corp. with the idea of switching to single pane glass in these doors ?

Regards,

John Anderson
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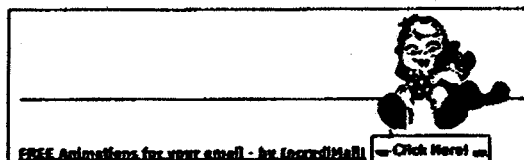
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Thanks for your help with this matter. [REDACTED] Transportation LLC.



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Version: 9.0.862 / Virus Databasc: 271.1.1/3193 - Release Date: 10/12/10 14:37:00

11/20/2010