

NVS-200

CL-10564085-5857

FEB - 6 2014

EXHIBIT OF DEFECT  
2013 FEB - 5 P 3:30

[Redacted]

Muenster, TX [Redacted]  
January 29, 2014

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

RE: Reporting Safety Defects

Dear Sir/Madam:

The attached letter concerning the safety defect with pictures is self-explanatory. My concern is that a person could be driving on the highway when the front window "explodes" unexpectedly and can no longer see to drive safely and pull over the road.

Sincerely,

[Redacted Signature]

1 Attachment a/s

NAM  
2/6/14  
SMD

[REDACTED]  
Muenster, TX [REDACTED]  
January 29, 2014

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90591

RE: Reporting Safety Defects

Dear Sir/Madam,

I own a 2012 Toyota Prius. I purchased it new in October 2012. I had the Prius serviced at 30,000 miles on December 17, 2013. However, I am reporting a safety defect that occurred on December 23, 2013.

While driving about 35-40 mph on a paved road, I heard a loud "POP" that made me think I'd had a blow-out it was so loud. I checked and realized that the back window had "POPPED" and was a mass of cracked safety glass. There was nothing in the area to have caused this "explosion" to have occurred. No one was injured when this occurred. Photos of the back window are shown below:



View looking out back window



Crack on Left Side



Cracked on Right Side

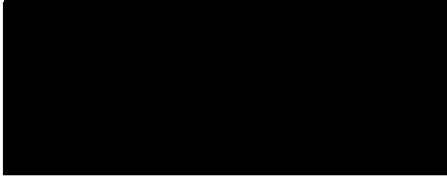
I was "fortunate" in that the window that "POPPED" was the back window and not in front window. If the window in front of the driver had "POPPED" and gone into the cracked safety glass "view", then the driver would not have been able to see out of the front window. This would be EXTREMELY dangerous when driving – whether on an interstate or on any road. Thus, I categorize this as a possible safety defect.

In addition to being a safety defect, I am disappointed that Toyota did not cover the replacement of this exploded glass window. I can understand that Toyota could not cover broken glass from rocks and stones thrown up on a window. However, I don't understand why Toyota would not cover the expense of replacing an installed window that "explodes" in this case without apparent cause. To me, a window in a car is an essential component of the car. It should NOT "explode" after 14 months use or 30,000

miles. I feel that my insurance company (USAA) and I should be reimbursed. I've attached a copy of the Tomball Auto Glass invoice of \$572.14 for replacement of the glass.

Since this may be a safety defect, I'm sending a copy of this letter to the National Highway Traffic Safety Administration.

Sincerely,



cc: National Highway Traffic Safety Administration  
w/o Attachment

1 Attachment

**B**

Muenster, TX

NORTH TEXAS TX P&DC  
DALLAS TX 750  
30 JAN 2014 PM 13 1



Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

20590

