

AUGUST 10, 2015
9:30 PM

GL-10575914 1213

DEAR U.S.D.O.T.,

AUG 19 2015

I'D LIKE TO KNOW WHAT EVER BECAME
OF MY COMPLAINT (ODI # 10575914)?
I FILED IT 17 MONTHS AGO AND I'VE
SEEN THAT YOU'VE REMOVED IT FROM
THE NHTSA SITE ONLINE. I'VE
ENCLOSED A COPY OF THIS COMPLAINT
ALONG WITH COMPLAINT # 10556358 THAT
WAS REMOVED FROM THE SITE AS WELL
FOR YOUR REVIEW. PLEASE ADVISE
TO:

LIBERTY, TX

NAM
8/26/15
SMD

**2013 DODGE VIPER**

Recalls	Investigations	Complaints	Service Bulletins
0	0	1	1

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 1 out of 1

Date Complaint Filed: 12/17/2013

Date of Incident: 11/15/2013

Component(s): VISIBILITY/WIPER

NHTSA ID Number: 10556358

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 1C3AEBZ8DV...

SUMMARY:

ON FRIDAY NOVEMBER 15TH I WAS DRIVING MY 2013 VIPER TO WORK, THE WEATHER WAS SUPPOSED TO BE BEAUTIFUL AND I WANTED TO ENJOY MY CAR. I NEEDED TO TURN ON THE REAR WINDOW DEFROSTER. WITHIN MINUTES THERE WAS A LOUD BANG AND MY REAR WINDSHIELD SHATTERED. THE INSIDE OF MY VEHICLE WAS COVERED WITH GLASS; I HAD GLASS INSIDE MY SHIRT. I HAD NO IDEA WHAT HAD HAPPENED. I THOUGHT SOMEONE HAD SHOT OUT THE REAR WINDOW WITH A BB GUN, THE NOISE WAS SO LOUD. I CALLED HERB CHAMBERS CHRYSLER JEEP DODGE OF DANVERS WHERE I HAD PURCHASED THE VEHICLE AND SPOKE TO OSIRIS, THE SERVICE MANAGER. I EXPLAINED TO HIM WHAT HAD HAPPENED. HE INFORMED ME THAT THIS WAS A ?KNOWN ISSUE? WITH THE NEW VIPER. HE STATED THAT THEY JUST REPAIRED A VIPER WITH A SIMILAR PROBLEM. I WAS SHOCKED THAT I HAD NOT BEEN INFORMED THAT THERE MIGHT BE A PROBLEM WITH MY CAR. NEITHER THE DEALERSHIP NOR THE MANUFACTURER TOOK THE TIME TO NOTIFY ME. DESPITE THE FACT THAT ONLY 150 OF THESE VEHICLES WERE BUILT, NO ONE CALLED OR WROTE TO INFORM ME OF THE POTENTIAL PROBLEMS WITH THE VEHICLE. AS A RESULT OF THAT, MY REAR WINDSHIELD SHATTERED AS I WAS DRIVING THE CAR SENDING GLASS FLYING ALL OVER THE INTERIOR OF THE VEHICLE. I DON'T THINK THIS IS RIGHT. I THINK THEY HAD AN OBLIGATION TO INFORM THEIR CUSTOMERS OF THE POTENTIAL PROBLEM AS SOON AS THEY KNEW ABOUT IT.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY
1.800.424.9153



Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: **10575914**.

The vehicle information you entered (the Make, Model, and Model Year) is not currently in our database. Accordingly additional time will be needed to review your complaint, so you should allow at least five business days before trying to view your complaint online at <http://www-odi.nhtsa.dot.gov/complaints/>

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN):

1C3ADEBZ6DV [REDACTED]

Make / Model / Year:

DODGE VIPER 2013 GTS

2. Incident Information

Approximate Incident Date:

09/11/2013

Vehicle mileage at time of incident:

900

Vehicle speed at time of incident:

60 (mph)

Affected Parts:

Visibility/Wiper, Electrical, Seats

Fire:

Yes

Crash:

No

Injury or Fatality:

Yes

Persons Injured:

1

Deaths:

0

Tell us what happened:

While driving to work on September 11, 2013 at approximately 5:45 a.m., in my brand new Dodge Viper GTS that I purchased around \$150,000 in late August 2013, from AutoNation Dodge/Chrysler/Jeep/Ram in Spring, TX, with less than 1000 miles on made a newspaper stop at a convenience store in Dayton, TX, then I continued on Highway 90 West headed to work. After coming out of the store fog had developed on my windshield and my rear glass so I turned on the front defogger to defog the windshield. After the windshield was cleared I turned off the front defogger. Next, I turned on the rear glass defogger to defog rear glass. During the defogging of the rear glass I noticed smoke/sparks that I mistakened for fog evaporating. After about two minutes of defogging and two miles of driving down Highway 90 West the rear glass exploded like a bomb, slinging hot glass to the back of my head and everywhere else it could go. I quickly turned off the rear glass defogger and slowed down to gain control of the car thinking someone had shot out the glass or threw a bowl or rock etc. through it. This was very scary and dangerous because I could have easily panicked and lost control of the car. Also, the seats and the entire inside of the cockpit heated up tremendously, causing me to pull over and let the inside cool off before I drove the car back home (6 miles East on Highway 9 Liberty, Tx.... I was very lucky to be close to my home). "I received small cuts in the back of my head from the glass that I later cleaned with paper towels". I called Dodge and the Dealership to arrange for the car to be examined. Dodge sent a truck to transport the car back to AutoNation. Dodge and AutoNation claims the car was repaired but there are sounds that the back glass makes with or without the rear glass defogger on. "THIS ELECTRICAL PROBLEM WILL BECOME DEADLY IF NOT TAKEN SERIOUSLY".

3. Personal Information

Name:

[REDACTED]

Email:

[REDACTED]

Daytime Phone:

[REDACTED]

Evening Phone:

[REDACTED]

Address1:

[REDACTED]

Address2:

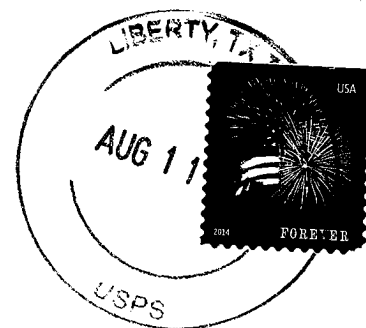
[REDACTED]

City, State, Zip:

Liberty, TX [REDACTED]

Liberty, TX

AUG 18 2015



U.S. DEPARTMENT OF TRANSPORTATION
HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECT INVESTIGATION (NVS-210)
1200 NEW JERSEY AVENUE SE
WEST BUILDING
WASHINGTON DC 20590