



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue SE.
Washington, DC 20590

March 16, 2016

[REDACTED]
Liberty, TX [REDACTED]

NEF-160 rrr
Ref. No. 10575914

Dear [REDACTED]

Thank you for your correspondence concerning your (MY) 2013 Dodge Viper. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). Due to the volume of letters our Agency received in 2015, we are just now responding to your letter and regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the rear glass shattered in your MY 2013 Dodge Viper. You state that the incident occurred shortly after turning on the rear defogger. First you noticed what you thought was evaporation on the rear glass, which you determined was actually smoke and sparks. Shortly afterwards, the rear glass shattered sending hot glass into the back of your head. Also, you state that because the heat was so intense in the cockpit of the vehicle, you had to pull over and let it cool down. The vehicle was repaired, but while driving, a strange noise can still be heard from the rear glass. You believe the rear glass shattered due to an electrical problem and should be considered a serious safety issue.

NHTSA received your March 31, 2014, report, which you submitted through our www.safercar.gov Web site. ODI is monitoring all available data with regard to the rear glass shattering in MY 2013 Dodge Viper vehicles; however, no determinations have been reached at this time. For your information, an explanation of NHTSA's investigation and recall process is on our Web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement