

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11564267  
**Date:** Thursday, January 11, 2024 7:34:47 PM

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**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

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**From:** [REDACTED] >  
**Sent:** Monday, January 8, 2024 6:29 PM  
**To:** nhtsa.webmaster@dot.gov  
**Subject:** [EXTERNAL] - NHTSA for this issue is 11564267

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please include a copy of my windshield replacement invoice with my complaint.

If needed, we also have lots of pictures of the inside and outside of the windshield.

The inner glass shattered, but the outer glass was perfect, no cracks or chips.

Sincerely

[REDACTED]

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The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

Quality Glassworks  
 3810 N Mason Rd, Suite F  
 Katy, TX 77449  
 Phone: (281) 869-7810  
 Fax: (281) 533-6907  
 Email: qualityglassworks22@gmail.com



Date: 10/12/2023  
 Invoice ID: [REDACTED]  
 Invoice Date: 10/10/2023  
 Bill To: [REDACTED]

**Customer Information:**  
 Dave Kalinowski

Contact Phone: [REDACTED]  
 Alternate Phone: [REDACTED]

Contact Phone: [REDACTED]  
 Alternate Phone: [REDACTED]  
 Email: [REDACTED]

**Insurance Information:**  
 Policy#  
 Claim#  
 Loss Information:  
 Date: 10/10/2023  
 Type:  
 Agent:  
 Region/Dist:

**Vehicle Information:**  
 Vehicle: 2018 Subaru Outback  
 Body Style: 4 Door Station Wagon  
 VIN: 4S4BSENC7J [REDACTED]  
 Odometer: 0  
 License Number:

**Other Information:**  
 Check #:  
 PO #:  
 RO #:  
 Stock #:  
 Other:

**AGRSS Information:**  
 Temperature (°F):  
 Humidity:  
 Safe drive away time (hh:mm): 00:00

CSR:  
 Installer: George 10/12/2023 2:00PM-4:00PM  
 Location: In Shop

Qty	Part Number	Description	Net Price	Labor Amount	Total Amount
1	FW04645GBYN	Green Tin/Blue Shade(LDWS)(Heated Wiper Park)(High Beam Assist)(Acoustic Interlayer) (Solar)	\$144.76	\$150.00	\$294.76
1	USM F3918	(3/4) Moulding (PRECISION : USM F3918)	\$20.00	\$0.00	\$20.00
1	DUAL RECAL	Dual recalibration	\$0.00	\$150.00	\$150.00
1	Mach30	Sika Mach 30 Xv unipac Cold applied direct glazing adhesive	\$20.00	\$0.00	\$20.00

Total Material:	\$184.76
Total Labor	\$300.00
Subtotal	\$484.76
Retail @ 8.250%	\$15.24
Total	\$500.00
Amount Paid	\$500.00
Balance Due	\$0.00

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Special Instructions:**

**Recalibration Disclosure**

Replacement Auto Glass has informed customer of the required RECALIBRATION process/service of the vehicles A.D.A.S (Advanced Driver Assisted System). Customer assumes all liability and costs of RECALIBRATION of the A D A S (Advanced Driver Assisted System). Owner of