



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE07-049
Date Opened: 09/27/2007
Principal Investigator: Cynthia Glass
Subject: Side Front Window Shatters

Date Closed: 02/05/2008

Manufacturer: General Motors Corp.
Products: 2003-2004 Pontiac Vibe
Population: 122,593

Problem Description: The side power front window sticks, makes a popping noise and/or may shatter during operation.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	46	457	503
Crashes/Fires:	0	1	1
Injury Incidents:	10	26	36
# Injuries:	10	26	36
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other:	0	12,557	12,557

Description of Other: Reg. and ext. warr. claims for glass broken/replace and window regulator repair/replace

Action: This Preliminary Evaluation has been upgraded to an Engineering Analysis (EA08-004).

Engineer: Cynthia Glass

Date: 02/05/2008

Div. Chief: Thomas Z. Cooper

Date: 02/05/2008

Office Dir.: Kathleen C. DeMeter

Date: 02/05/2008

Summary:

The subject vehicle is manufactured by New United Motor Manufacturing, Inc. (NUMMI) in Fremont, California. NUMMI is a joint venture between General Motors and Toyota. Toyota is responsible for responding to this NHTSA investigation.

Toyota reports that its evaluation is incomplete at this time, however; Toyota has identified two issues that can contribute to side window glass breaking. In its January 11, 2008, letter to ODI, Toyota stated that "a majority of the reports included in this response are most likely related to the loosening of the window regulator bolts." The second issue is, "less predominantly, the interference of the side window glass with the door check link...."

ODI has received 46 consumer complaints alleging that the driver and/or passenger power front window shattered, and/or the window makes a popping/clicking noise during operation. A loosening of the window regulator bolts may product a popping noise while operating the window.

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The power window system in the Vibe is also used in the Toyota Corolla and the Toyota Corolla Matrix. Toyota identified 203 complaints for Model Year (MY) 2003-2004 Pontiac Vibe; and, 254 complaints for MY 2003-2004 Toyota Corolla and Toyota Corolla Matrix alleging that the side front power window shattered and/or made a popping/clicking noise during operation.

Toyota is still monitoring and evaluating this issue.

This investigation has been upgraded to an Engineering Analysis (EA08-004) to further investigate this issue.