



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: EA08-004

Prompted By: PE07-049

Date Opened: 02/05/2008

Date Closed: 05/01/2008

Principal Investigator: Cynthia Glass

Subject: Side Front Power Window Shatters

Manufacturer: General Motors Corp., Toyota Motor North America, Inc., Toyota

Products: 2003-2004 Pontiac Vibe, Toyota Corolla and Toyota Matrix

Population: 662,178

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

FAILURE REPORT SUMMARY

| | ODI | Manufacturer | Total |
|---------------------|-----|--------------|--------|
| Complaints: | 76 | 461 | 537 |
| Crashes/Fires: | 0 | 0 | 0 |
| Injury Incidents: | 14 | 26 | 40 |
| # Injuries: | 14 | 26 | 40 |
| Fatality Incidents: | 0 | 0 | 0 |
| # Fatalities: | 0 | 0 | 0 |
| Other: | 0 | 24,844 | 24,844 |

Description of Other: Subject vehicles reg. & ext. warranty & goodwill, updated January 2008.

Action: This investigation is closed. General Motors Corporation and Toyota North America, Inc. are conducting a safety recall (NHTSA No. 08V-162).

Engineer: Cynthia Glass 

Date: 05/01/2008

Div. Chief: Thomas Z. Cooper

Date: 05/01/2008

Office Dir.: Kathleen C. DeMeter

Date: 05/01/2008

Summary:

For the subject vehicles, there is a possibility that the retention force of the regulator bolts which attach the front side window glass to the power window regulator may not be sufficient due to an interference of the retention nut and the bolt shoulder radius. In this condition the bolt may become loose, causing a loud noise to be generated when the window is raised or lowered. If the vehicle and the power window are continuously operated in this condition, the bolt may completely separate, causing the glass to become misaligned, and in the worse case, the glass may shatter during operation of the power window.

General Motors Corporation (GM) and Toyota North America, Inc. (Toyota) will conduct a safety recall on the Pontiac Vibe, Toyota Corolla and Toyota Matrix vehicles to replace the regulator bolt with a bolt and washer.

GM will recall 122,593 MY 2003-2004 Pontiac Vibe vehicles. ODI is aware of a total of 16,045 warranty and goodwill claims, 274 field and consumer reports, and 23 injuries for these vehicles. Toyota will recall 415,341 MY 2003-2004 Toyota Corolla vehicles. ODI is aware of a total of 6,601 warranty claims, 150 field and consumer reports, and 11 injuries for these vehicles. Toyota will recall 124,244 MY 2003-2004 Toyota Corolla Matrix vehicles. ODI is aware of a total of 2,198 warranty claims, 113 field and consumer reports, and 6 injuries for these vehicles.

ODI is aware of a total of 24,843 warranty claims, 1 goodwill claim, 537 field and consumer reports, and 40 injuries for 662,178 MY 2003-2004 vehicles. The recall is identified by NHTSA Number 08V-162.