



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

## ODI RESUME

Investigation: EA08-004  
Prompted By: PE07-049  
Date Opened: 02/05/2008  
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: 676,747 (estimated)

Problem Description: The side front, power 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: Pontiac Vibe reg. and ext. warranty for glass broken/replace and window regulator repair/replace

Action: This Engineering Analysis has been opened

Engineer: Cynthia Glass

Div. Chief: Thomas Z. Cooper

Office Dir.: Kathleen C. DeMeter

Date: 02/05/2008

Date: 02/05/2008

Date: 02/05/2008

Summary: The Pontiac Vibe vehicles are 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, 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 produce a popping noise while operating the window.

continued on page 2

The power window system in the Pontiac Vibe vehicles 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. ODI opens this Engineering Analysis to further investigate this issue.