



January [XX], 2008

FIRST CLASS MAIL

[Name of Wholesale Customer]
Address

Important Product Safety Recall Notice
To Service AutoGlass Wholesale Customers

Dear [Wholesale Customer Name]:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act. **Please take a few minutes to read this important Recall Notice.**

(1) Why is Service AutoGlass contacting you?

Service AutoGlass has decided that certain replacement glass products fail to conform to Federal Motor Vehicle Safety Standard No. 205, Glazing materials. Specifically, this defect may exist in all replacement glass for the following part numbers manufactured by HANGZHOU SAFETY GLASS LTD. and purchased by Service AutoGlass from Auto Temp, Inc. and bearing the identification code "**DOT-430**":

DB08938 YPYHCG	DB10077 YPYHCG	DB10533 YPYHCG
DB10545 GTYHCG	DB10895 YPYHCG	DD08912 GTYHCG
DD10745 YPYHCG	DD10746 YPYHCG	DQ09878 YPY
DQ10422 YPYHCG	DQ10423 YPYHCG	DQ10751 YPYHCG
DQ10752 YPYHCG	DQ10753 YPYHCG	FQ21176 GTYHCG
FQ21577 GTYHCG	FQ21577 YPYHCG	FQ21578 GTYHCG

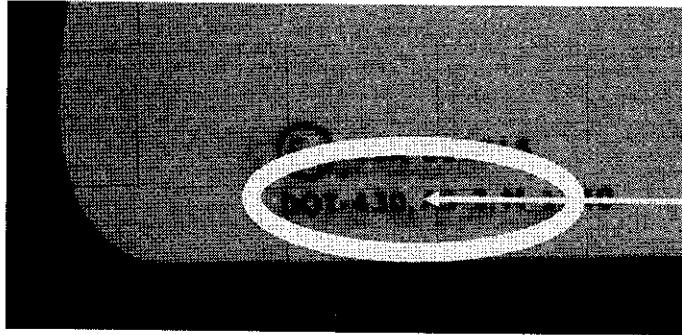
Service AutoGlass records indicate that you purchased one or more of the above-referenced wholesale parts from Service AutoGlass, and the parts *MAY* bear the identification code "**DOT-430**."

The consequence of this defect is that the replacement glass, if broken, may not break into small pieces as is typically expected of tempered glass. Instead, if broken, the replacement glass may break into larger pieces, which could present an increased risk of injury to the occupants of the vehicle. Because the defect will not be apparent until the glass is broken, there is no observable prior warning that will occur before the defect becomes potentially dangerous.

(2) How do you know if you purchased a defective piece of glass?

Each piece of glass contains a marking on the glass itself which identifies the manufacturer of the glass by a Department of Transportation code (DOT code). As set forth above, the defective glass was manufactured by HANGZHOU SAFETY GLASS LTD. HANGZHOU'S DOT code is **430**. If, upon your inspection of the glass for the products identified above, you see "**DOT-430**" (See

illustration below), and you purchased such products from Service AutoGlass, then the glass is defective.



(3) What should my company do?

Attachment A to this letter is a list of parts your company purchased. Please review this list of parts and examine the glass in order to determine whether the glass is marked "DOT-430".

- a) If, after examining the glass, you have identified it as "**DOT-430**" and you purchased it from Service AutoGlass, you should contact Service AutoGlass Recall toll-free at 1-888-246-6298. Service AutoGlass will arrange to have a new piece of glass shipped to you at no charge.
- b) If you have determined that the glass is NOT a "DOT 430", please indicate on Attachment A.

Once you complete Attachment A, please fax it to Service AutoGlass at xxx-xxx-xxxx.

(4) What should my company do if we already installed this part in the vehicle of a customer?

If you are not able to identify whether the glass is "DOT-430" because it has already been installed in the vehicle of your customer, Service AutoGlass urges you to take the following steps:

- (1) If you know your customer's name and contact information, call your customer immediately to determine whether the glass you installed is "DOT-430". You will need to describe for your customer where to locate the glass markings and ask that they identify the DOT code as described above.
- (2) If the glass is identified as "DOT-430", please call Service AutoGlass Recall toll free at 1-888-246-6298 prior to performing the replacement. The customer service representative will assist you.

- (3) If you are unable to reach your customer by telephone, you should send your customer a letter advising them of this Recall Program and asking them to contact you as soon as possible to determine whether their glass is defective.
- (4) Pursuant to National Highway Traffic Safety Administration regulations, Service AutoGlass is required to notify you that it is a violation of federal law for any person to sell or install any new or used item of motor vehicle equipment covered by this notification until the defect is remedied. Violation of this requirement could result in a civil penalty.

(5) How will this Recall Program affect future purchases of these parts?

Service AutoGlass notified all of its glass suppliers that, until further notice, Service AutoGlass will no longer purchase any DOT-430 replacement glass unless and until any defect is remedied to its satisfaction.

(6) Who to contact if you have problems with this Recall Program?

If you are not satisfied with the service you receive through this Recall Program, please contact Service AutoGlass at 1-888-246-6298 and a service representative will assist you immediately. If, at any time, you believe Service AutoGlass has failed or is unable to remedy the defect within a reasonable time (60 days after you first contact Service AutoGlass), you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Service AutoGlass apologizes for any inconvenience this Recall Program may cause you. However, Service AutoGlass is committed to your safety and the safety of your customers which is why it is undertaking this voluntary Recall Program.

Sincerely,

Service AutoGlass