

Form Letter to Retail Customers  
(to Be Sent First Class Mail)

[PPG letterhead]

\_\_\_\_\_, 2008

FIRST CLASS MAIL

[Name of Retail Customer]  
Address  
City, State, ZIP

Reference Number: [xxxxxx Specific to each customer]

**Important Product Safety Recall Notice**

Dear [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.**

**Why are you being contacted?**

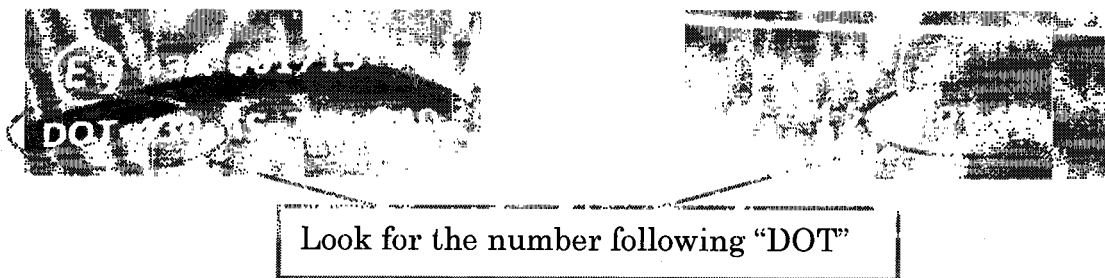
Polymer Process Development, LLC (PPD) has decided that certain vehicle replacement glass products fail to conform to Federal Motor Vehicle Safety Standard No. 205, Glazing Materials. PPG Industries, Inc. (PPG) is assisting in the implementation of this Safety Recall.

This noncompliance exist in certain replacement vehicle glass manufactured by Hangzhou Safety Glass, Ltd. (DOT-430) or Hebei Tonyyong Glass Industrial Co., Ltd. (DOT-628). The specific replacement glass at issue are units of part number FB20415 ZPY, which are marked with the prime manufacturer's identification codes of "DOT-430" or "DOT-628." This is the replacement rear window for model year 1999-2003 Lexus RX 300 vehicles. Our records indicate that you recently replaced rear window glass in your Lexus, and that the replacement glass may be marked with the manufacturer's codes of either DOT-430 or DOT-628.

The consequence of this noncompliance 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 noncompliance will not be apparent unless or until the glass is broken, there is no observable prior warning that will occur before the noncompliance becomes potentially dangerous.

**How do you know if your vehicle has a noncompliant piece of glass?**

If you own a model year 1999-2003 Lexus RX 300 and you purchased a replacement rear window for such automobile after October 19, 2006, please inspect the rear window to determine whether it contains one of the two manufacturer's codes that are covered by this recall. Each piece of glass contains a marking which identifies the manufacturer of the glass by a Department of Transportation code (DOT code). The noncompliant glass contains either the code "DOT-430" or the code "DOT-628" along the bottom edge of the glass.



If you see a different DOT code, or if you purchased the replacement rear window prior to October 19, 2006, then your glass is not subject to this Recall Program. However, even if your vehicle is not affected, we ask that you return the enclosed form using the self-addressed, stamped envelope provided. This will allow PPG to track those customers who have not received the defective glass. It will also assist PPG in following up with those customers who have not responded to this Recall program.

**How will this noncompliance be remedied and what you should do?**

All noncompliant glass will be removed and replaced with compliant glass at no charge to the customer. If your model year 1999-2003 Lexus RX 300 replacement rear window is marked with either "DOT-430" or "DOT-628" and you purchased the replacement rear window after October 19, 2006, this remedy is available to you immediately. Please call toll free, 1-800-510-9879 Tuesday through Friday between 9:00 AM and 4:00 PM EST and a representative will assist you in scheduling the replacement at a time convenient for both you and the auto glass installer. Replacement of the glass will take approximately 3 hours, and delivery of the glass to the installer will take at least 3 business days. Please have the reference number with you when you call. The Reference number is listed at the beginning of this letter.

If you have already incurred costs associated with remedying this defect in some other manner prior to receiving this Notification, you may be eligible for reimbursement. Please call toll free, 1-800-510-9879 to obtain information about possible reimbursement.

**What do I do if my glass markings DO NOT contain "DOT-430" or "DOT-628" or if I purchased the replacement rear window prior to October 19, 2006?**

As set forth above, if the markings on the glass of your vehicle do not contain "DOT-430" or "DOT-628" or if you purchased the replacement rear window prior to October 19, 2006, then your vehicle glass is not subject to this Recall Program. However, PPG asks that you return the enclosed form using the self-addressed, stamped envelope provided. This will assist in following up with those customers who have not responded to the Recall Program.

**What do I do if I no longer own the vehicle?**

If you no longer own a Lexus RX 300 vehicle, and you have information which will allow PPG to contact the new owner, please call PPG toll free at 1-800-510-9879, and provide that information to the representative. PPG will attempt to locate the new owner of the vehicle to notify them of this Recall Program. Please have the reference number with you when you call. The reference number is listed at the beginning of this letter.

**Who to contact if you have problems with this recall process?**

If you are not satisfied with the service you receive through this Recall Program, please contact PPG toll free at 1-800-510-9879. If, at any time, you believe PPG has failed or is unable to remedy the defect within a reasonable time (60 days after you first contact PPG), you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., 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>.

PPG apologizes for any inconvenience this Recall Program may cause you. However, PPG is committed to your safety and satisfaction which is why this voluntary Recall Program has been commenced. If this Recall Program applies to you, you are urged to call toll-free 1-800-510-9879 as soon as possible. Thank you for your understanding and prompt attention to this matter.

Sincerely,

PPG Industries, Inc.

Form To Be Returned By Customers Who Do Not Have DOT-430 or DOT-628 Glass or Who  
Purchased the Replacement Glass Prior to October 19, 2006

**Return This Form In The Enclosed Self-Addressed, Stamped Envelope ONLY IF YOU**

**DO NOT Have DOT-430 or DOT -628 Glass In Your Vehicle or If You Purchased the**

**Replacement Glass Prior to October 19, 2006**

\_\_\_\_\_  
Customer Name (Print)

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\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Customer Address

Customer email address \_\_\_\_\_

Customer telephone number \_\_\_\_\_