



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 28, 2011

MR. KEITH TAKASAWA  
DIRECTOR, PRODUCT DEVELOPMENT  
THINK NORTH AMERICA, INC.  
22226 GARRISON STREET  
DEARBORN, MI 48124

NVS-215dgl  
11V-026

**SUBJECT: HEATER-DEFROSTER SYSTEM**

DEAR MR. TAKASAWA:

This letter serves to acknowledge THINK North America, Inc.'s (THINK) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
THINK/THINK CITY/2011

**NHTSA Campaign Number:** 11V-026

**Mfg's Report Date:** January 21, 2011

**Components:** VISIBILITY: DEFROSTER/DEFOGGER SYSTEM

**Potential Number of Units Affected:** 23

**Summary:**

THINK NORTH AMERICA IS RECALLING CERTAIN MODEL YEAR 2011 THINK CITY VEHICLES. POOR PERFORMANCE IN THE VEHICLES' FLUID HEATER ASSEMBLIES COULD CAUSE THE HEATER-DEFROSTER SYSTEM OF THE VEHICLE TO FAIL TO PERFORM PROPERLY RESULTING IN LOSS OF ITS ABILITY TO CLEAR THE WINDSHIELD IN COLD OR HUMID CONDITIONS.

**Consequence:**

THIS COULD IMPAIR THE DRIVER'S ABILITY TO VIEW THE ROAD AHEAD, INCREASING THE RISK OF A CRASH.

**Remedy:**

DEALERS WILL INSPECT AND, IF NEEDED, REPLACE THE DEFROSTER SYSTEM FREE OF CHARGE. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT THINK'S AUTHORIZED TOLL FREE SERVICE LINE AT 855-698-4465.

**Notes:**

THINK'S SAFETY RECALL NO. 11-102. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

Please provide us with the beginning and ending dates for the build date range of vehicles affected by this recall.


You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please note that you are expected to notify your owners of this safety defect no later than 60 days from the date of the filing of your defect information report.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement