



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 10, 2011

MR. MICHAEL CAITO
PRESIDENT
BENEFIT AUTO SERVICE CORP.
795 BROADWAY
PAWTUCKET, RI 02861

NVS-215kjs
11V-059

SUBJECT: SUNROOF SEPARATION

DEAR MR. CAITO:

This letter serves to acknowledge Benefit Auto Service Corp.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the equipment listed below.

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:

WEBASTO/HOLLANDIA 600/9999
WEBASTO/HOLLANDIA 700/9999
WEBASTO/HOLLANDIA TVS 900/9999

NHTSA Campaign Number: 11V-059 **Mfg's Report Date:** January 31, 2011

Components: VISIBILITY:SUN ROOF ASSEMBLY

Potential Number of Units Affected: 2,900

Summary:

WEBASTO PRODUCT NORTH AMERICA, INC. (WEBASTO) IS RECALLING CERTAIN HOLLANDIA 700 AND 600 SERIES AND HOLLANDIA TVS 900 SERIES SUNROOFS INSTALLED AS ORIGINAL EQUIPMENT BY BENEFIT AUTO SERVICE CORP. ON VARIOUS PASSENGER VEHICLES. THE ADHESIVE BOND BETWEEN THE GLASS AND THE METAL FRAME CAN DEBOND INCREASING THE RISK THAT THE SUNROOF GLASS WOULD SEPARATE FROM THE VEHICLE. COMPLETE GLASS-TO-FRAME DEBONDING CAN DEVELOP GRADUALLY AND MAY BE EVIDENCED BY METAL CORROSION AROUND THE SUNROOF FRAME, WIND NOISE, VIBRATION, VISUAL BOND

SEPARATION AND/OR WATER LEAKAGE.

Consequence:

IN THE EVENT OF A SEPARATION, THE FALLING GLASS COULD CREATE A ROAD HAZARD OR STRIKE A TRAILING VEHICLE, AND CAUSE A CRASH.

Remedy:

WEBASTO, THE MANUFACTURER OF THE SUNROOFS, WILL BE PERFORMING THE SAFETY RECALL CAMPAIGN. OWNERS WHO HAVE BEEN IDENTIFIED AS HAVING AN AFFECTED SUNROOF INSTALLED IN THEIR VEHICLE WILL RECEIVE A SAFETY RECALL NOTICE FROM WEBASTO. THE SAFETY RECALL BEGAN ON OCTOBER 8, 2010. IN ORDER TO DETERMINE IF YOUR VEHICLE IS AFFECTED, PLEASE REVIEW THE LIST OF VEHICLES PROVIDED TO US BY BENEFIT AUTO SERVICE CORP. BY CLICKING ON THE HYPERLINK AFFECTED VEHICLE LIST OR YOU MAY VISIT WEBASTO'S WEBSITE AT [HTTP://WWW.SUNROOFCHECK](http://www.sunroofcheck). YOU CAN ALSO CALL WEBASTO TOLL-FREE AT 1-888-749-8632.

Notes:

CUSTOMERS MAY 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).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

As stated in your report, Webasto will be handling the owner notification, remedy, and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Webasto's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for the successful completion of this recall campaign.

Sincerely,



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