



Feel the drive

February 15, 2011

VIA MAIL & OVERNIGHT MAIL

## SAFETY RECALL

202-366-  
28826

Dear Authorized Installer:

This letter follows up on previous communications to you, both in writing and by telephone, regarding the recall of certain Hollandia 700/600 and Hollandia TVS 900 series aftermarket sunroofs.

**You are receiving this letter because our records indicate that you have not responded to requests for one or both of the following:**

- You have not responded to the records survey or otherwise provided vehicle or vehicle owner information for sunroofs affected by this recall; and/or**
- You have not filed a Defect Information Report with the National Highway Traffic Safety Administration (NHTSA).**

### WHAT YOU NEED TO DO

**Send ISG your vehicle owner and VIN information.** As you know, WPNA has engaged a third-party firm, Impartial Services Group, LLC ("ISG"), to assist with the administration of this recall. If you have not done so already, please provide ISG with the available purchaser's name, address and their vehicle information (make, model, model year and Vehicle Identification Number). Please contact ISG at 1-888-749-8632 if you have any questions about providing these records. Without this information, we cannot provide notice to the affected vehicle owners to have their recalled sunroof repaired. *Your failure to provide this information may subject you to liability for personal injury or property damage.*

**If you have not done so already, you must file your Defect Information Report with NHTSA.** WPNA has been asked by NHTSA to again inform you that if you install

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ISO 9001:2008 Registered



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any of the affected sunroofs on new motor vehicles prior to delivery to the first owner (e.g. installation at the request of a new motor vehicle dealer), it is the agency's opinion that you are considered an alterer of those vehicles and under federal law must file a Defect Information Report with NHTSA. You may want to consider consulting with your own legal counsel as well. WPNA has again attached a template that you can submit to fulfill your Defect Information Report obligations. If you have any questions regarding your company's reporting obligations, or need to obtain the standard report form, you can contact Alex Ansley of NHTSA at (202) 493-0481 or email Mr. Ansley at [alexander.ansley@dot.gov](mailto:alexander.ansley@dot.gov). Pursuant to the National Traffic and Motor Vehicle Safety Act, as amended, your failure to provide this report to NHTSA may subject you to civil penalties in the amount of \$6,000.00 for every affected vehicle up to an aggregate civil penalty of \$16,375,000.00 (49 U.S.C. 30165(a)(1)).

If you have questions about the VIN and vehicle owner information we need, please contact ISG at 1-888-749-8632. If you have any questions about your NHTSA reporting obligations, please contact Mr. Ansley at (202) 493-0481 or [alexander.ansley@dot.gov](mailto:alexander.ansley@dot.gov).

We regret any inconvenience this action may cause you and we look forward to your help in reaching as many affected sunroof owners as is reasonably possible. As we are sure you will appreciate, the safety and quality of our products are of the utmost importance.

Thank you for your attention and cooperation in this matter.

Sincerely,

Webasto Product North America, Inc.

Enclosures:

*573 Defect Information Report Template*

cc: National Highway Traffic Safety Administration

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