

Part 573 Safety Recall Report**16E-002****Manufacturer Name :** PILKINGTON NORTH AMERICA, INC.**Submission Date :** JAN 14, 2016**NHTSA Recall No. :** 16E-002**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : PILKINGTON NORTH AMERICA, INC.

Address : 811 MADISON AVENUE

P.O. BOX 799 TOLEDO OH 43697

Company phone : 419-247-3731

Population :

Number of potentially involved : 305

Estimated percentage with defect : 100

Equipment Information :

Brand / Trade : Pilkington North America,

Model : FW04026 GTY

Part No. : FW04026 GTY

Size : The windshield bracket

Function : Sensor Bracket

Descriptive Information : A defect related to motor vehicle safety exists in the bracket mounted on the inside of a small number of replacement windshields. These replacement windshields are used in the Mazda CX 5. On a small number of parts, a bracket installed on the inside of the windshield may have been affixed improperly. This bracket is used to hold a separate laser sensor or LIDAR device that is linked to the vehicle's Smart City Brake Support System. On or about January 8, 2016, PNA decided that there was a defect in the bracket or, more specifically, in the method used to affix the bracket to the inside of the windshield.

Production Dates : NOV 23, 2015 - DEC 16, 2015

Description of Defect :

Description of the Defect : The defect relates to the method used to affix the bracket installed on the inside of the windshield. The affected brackets were installed with tape rather than with tape and urethane. As a result, they could be loosened over time by gravity or by exerting force on the bracket.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Potentially, the bracket could detach from the windshield if force is applied to the bracket. Since the bracket holds the laser sensor or LIDAR device, this could potentially affect the functionality of the vehicle's Smart City Brake Support System.

PNA has attached to this Part 573 Report pages 21 and 22 from the Mazda CX 5 Smart Start Guide. These two pages describe the Smart City Brake Support

System. This System utilizes a laser sensor placed in the bracket inside the front windshield and a radar sensor located near the headlights. This System provides driver alerts and automatic breaking when the vehicle is operating at low speeds and encounters certain conditions.

PNA does not manufacture or provide the laser sensor. PNA produces the windshield with the bracket affixed on the inside of the glass. When a windshield is replaced, the service provider either reuses the existing sensor or purchases a replacement sensor from another supplier. Either way, the laser sensor typically would be placed inside the bracket at the time the windshield is replaced. The vehicle safety system is described in the Mazda CX-5 Smart Start Guide on pages 21 and 22.

Description of the Cause : Brackets were affixed with tape instead of tape and urethane

Identification of Any Warning that can Occur : It is uncertain whether any warning signs would exist.

Potentially, the driver or passengers might detect movement or shaking of the bracket.

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

As of this date, there have been no crashes, injuries, or fatalities involving this bracket. Nor have there been any warranty claims. PNA first learned of a potential defect earlier this month. Specifically, on January 4, 2016, PNA received an unverified report from a customer that is a retailer in South Carolina. That retailer reported that the bracket had not been installed properly and could easily be separated from the windshield. Over the next several days, PNA retrieved and inspected inventory of the product. This inspection indicated that the customer's report was correct. PNA's review also indicated that the bracket had been improperly affixed to windshields only during the isolated production days in November and December of 2015.

On January 8, 2016, PNA notified its largest customer and asked the customer to place a hold on this product and to cease all sales or distribution of the product. On the same date, PNA notified its internal distribution centers and gave instructions to cease all sales or distribution of this product.

On January 11, 2016, PNA located and inspected five additional units in its inventory. These units were manufactured during November or December, and the inspection revealed that the brackets were all installed only with tape and without the urethane that is required.

Description of Remedy :

Description of Remedy Program : PNA plans to contact all wholesalers and retailers known to have received this replacement windshield. PNA will offer to replace all affected windshields still in inventory. PNA will ask that all wholesalers and retailers

destroy any product now in inventory. PNA will simultaneously work with all wholesalers and retailers to develop a comprehensive list of end users. PNA will then contact the end users and instruct them to come in to a cooperating retailer for inspection and, if needed, replacement of the windshield. If any end users have incurred repair costs on their own to replace the affected windshield or the bracket, and are able to document such costs, PNA will reimburse the end users for any reasonable repair costs. For NHTSA's review, PNA will provide to NHTSA drafts of all official correspondence relating to this recall. This will include drafts of all letters to PNA's direct customers and all letters to end users who PNA is able to identify.

At the Mexicali plant, PNA has already taken steps to retrain or instruct employees on the proper installation procedures for these brackets. The plant will in the future produce windshields with the brackets affixed using urethane, as required.

How Remedy Component Differs from Recalled Component : The new windshields will have different production date codes. In addition, on the windshields being distributed now, the brackets will be firmly affixed with urethane. On the windshields being recalled, the brackets were installed only with tape.

Identify How/When Recall Condition was Corrected in Production : At the Mexicali plant, PNA has already taken steps to retrain or instruct employees on the proper installation procedures for these brackets. The plant will in the future produce windshields with the brackets affixed using urethane and tape, as required.

Recall Schedule :

Description of Recall Schedule : This schedule is dependent upon the level of cooperation of wholesalers and retailers.

Informally, PNA has already contacted its largest customer and may informally contact any other retailers or wholesalers identified in the next week. PNA plans to issue the official dealer and distributor notifications in the next thirty (30) days or sooner, if possible.

Planned Dealer Notification Date : JAN 28, 2016 - FEB 12, 2016

Planned Owner Notification Date : FEB 12, 2016 - MAR 11, 2016

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR
Address : NR
NR
Country : NR
Company Phone : NR

* NR - Not Reported