

Part 573 Safety Recall Report

18E-107

Manufacturer Name : Fujian Wanda Automobile Glass Industry C

Submission Date : FEB 15, 2019

NHTSA Recall No. : 18E-107

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Fujian Wanda Automobile Glass Industry C

Address : Fuyao Industrial Area I
Fuqing 00 350301

Company phone : 59185383777

Population :

Number of potentially involved : 8,202

Estimated percentage with defect : 5 %

Equipment Information :

Brand / Trade 1 : Wanda

Model : 2014-2018 Toyota Highlanders

Part No. : See description

Size : Not applicable

Function : Windshield

Descriptive Information : The affected equipment is an aftermarket replacement windshield with an attached wire harness ("Windshield") designed for installation and use only in 2014-2018 Toyota Highlanders. The Windshields were manufactured between September 7, 2015, and March 10, 2018, and Wanda sold them under the following part numbers: FW03878GTY; FW03880GTY, FW03881GTY, FW03882GTY, FW03883GTY, FW03884GTY, FW04155GTY, FW04156GTY, and FW04271GTY. Recalled Windshields have a marking on the glass at the lower passenger-side corner that contains: "FUYAO" and the Fuyao logo; "DOT - 459"; an alphanumeric code of FW3878, FW3880, FW3881, FW3882, FW3883, FW3884, FW4155, FW4156 or FW4271; and a sequence at the bottom that starts with numbers 5, 6, or 7 or with the number 8 followed by a single dot and one or more 8-point stars.

Production Dates : SEP 07, 2015 - MAR 10, 2018

Description of Defect :

Description of the Defect : The wire harness is mounted between the laminates on the lower edge of the Windshield and extends down into the engine compartment of the Toyota Highlander. The wire harness is composed of a polymer material that is sealed to the lower edge of the Windshield with polyurethane glue. Over time and when exposed to the elements, the polymer material may allow water to enter the wire harness and migrate along the conductors inside the wire harness and come in contact with the ECM A43 and other components of the Toyota Highlander. If certain pins in the ECM A43 become significantly corroded or water damaged and an open circuit occurs, this could prevent the vehicle from starting or cause the vehicle to stall or experience a limited or no throttle response during operation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If water enters the wire harness and migrates along the conductors inside the wire harness and damages certain pins of the ECM A43 and an open circuit occurs, this could cause the vehicle to stall or experience a limited or no throttle response during operation. The loss of engine power or reduction or loss in throttle response could result a vehicle crash with prior warning.

Description of the Cause : The wire harness connected to the Windshield is sealed to prevent water intrusion. The seal can be broken in manufacturing, assembly or handling or vehicle use, resulting in water entering and traveling along the wire harness and perhaps moisture migration over time to other wire harnesses containing the ECM 43 and other components of the 2014-2018 Toyota Highlanders.

Identification of Any Warning that can Occur : If certain pins of the ECM A43 are damaged and an open circuit occurs, dashboard indicators will be displayed for the power steering, traction control, oil, and/or battery. The follow warning messages also will appear on the instrument panel: "BRAKE" or "BRAKE OVERRIDE SYSTEM FAILURE." Depending on the pin where the open circuit occurs, in a few seconds the operator will notice a change in the vehicle's performance - - either a stall or a limited or no throttle response.

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

In March 2018, Belron Canada, one of Wanda's Canadian distributors, advised Wanda that some of its Canadian customers reported that water had entered the wire harness attached to the Windshield and damaged their Toyota Highlander vehicles' ECM A43 and, in some instances, the vehicles had difficulty starting. Belron provided no evidence to Wanda that the vehicles experienced problems during operation.

On April 11, 2018, Wanda requested that its Canadian distributors, aside from Belron Canada, confirm that there had been no customer complaints. The four distributors did not report any claims.

On April 18, 2018, Wanda requested that its 17 U.S. distributors confirm that there had been no end user complaints. Wanda's U.S. distributors did not report any claims.

In mid-April, 2018, Belron Canada provided Wanda with repair orders and photographs which showed corrosion and water damage in the ECM A43 of approximately 12 Toyota Highlanders in Canada. Wanda did not receive any evidence that the vehicles experienced problems during operation.

In mid-June 2018, Wanda retained an outside expert to determine how corrosion or water damage to the ECM A43 might affect the performance of 2014-2018 Toyota Highlanders during operation and, specifically, motor vehicle safety. Over the next few months, the expert reviewed materials supplied by Belron Canada and technical materials concerning 2014-2018 Toyota Highlanders and conducted tests involving the ECM A43.

On November 19, 2018, Wanda's outside expert completed its testing, which revealed that if certain pins in the ECM A43 were corroded or water damaged, this could cause a vehicle to stall or a limited or no throttle response during vehicle operation could occur. As a result, Wanda determined that there was a potential safety defect related to motor vehicle safety.

Wanda still has not received any claims or end user complaints concerning the Windshield or damage to the ECM in Toyota Highlanders in the U.S.

Description of Remedy :

Description of Remedy Program : Wanda will initiate a voluntary safety recall of the affected Windshields it sold in the U.S. Wanda will contact its 17 U.S. distributors to obtain the names of their customers and the installers and end users of the Windshields. Wanda will then contact known end users and explain the issue and include instructions on how to obtain a replacement windshield and reimbursement for costs incurred for remedies made prior to the recall. Wanda will direct the end users to a Wanda-selected windshield installer who will replace the affected Windshields and inspect the ECM A43 and certain components leading to the ECM A43 for corrosion or water damage. If corrosion or water damage is found in the ECM A43 or certain components leading to the ECM A43, Wanda will arrange for a Toyota dealership to further inspect the vehicle and repair damage caused by the recalled windshield. Wanda's reimbursement plan will be in accordance with the requirements of 49 CFR 573.13; Wanda will submit its reimbursement plan to NHTSA.

How Remedy Component Differs from Recalled Component : The replacement windshield is different from the recalled windshield in several material respects. The wire harness is mounted on the back of the windshield with brackets (rather than between the laminates) to keep the harness more securely in place and the wire harness contains a water-proofing junction.

Identify How/When Recall Condition was Corrected in Production : In March 2018, Wanda discontinued its sales of the Windshields and shortly thereafter removed all affected Windshields from its U.S. distributors' inventory.

Recall Schedule :

Description of Recall Schedule : On 12/14/2018, Wanda sent notifications to all dealers and distributors known at the time. On 1/29/2019, Wanda sent notifications to all owners known at the time. Wanda is continuing to work with its customers to identify owners and dealers and, as it identifies owners and dealers, will notify them of the recall.

Planned Dealer Notification Date : DEC 10, 2018 - DEC 28, 2018

Planned Owner Notification Date : JAN 10, 2019 - JAN 27, 2019

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