

Part 573 Safety Recall Report

18E-107

Manufacturer Name : Fujian Wanda Automobile Glass Industry C

Submission Date : NOV 27, 2018

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 : 8,105

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 in 2014-2018 Toyota Highlanders. The basic design of the Windshield is the same for all part numbers (listed below); the only design difference among the part numbers accounts for differences in ceramic printing. The Windshield is designed for and installed only in 2014-2018 Toyota Highlanders. Recalled Windshields can be identified by the following items, which are printed on the glass: the DOT number (459); a part number that is on the below list of affected part numbers, and a production date between September 7, 2015 and March 10, 2018. Affected parts numbers are: FW03878GTY; FW03880GTY; FW03881GTY; FW03882GTY; FW03883GTY; FW03884GTY; FW04155GTY; FW04156GTY; FW04271GTY.

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 mastic. 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 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 usage, resulting in entry of water into the wire harness and perhaps moisture migration over time to another wire harness containing the ECM 43 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 8,105 affected Windshields installed in 2014-2018 Toyota Highlanders in the U.S. Wanda will contact its 17 U.S. distributors to obtain the names of the installers and end users of the Windshields. Wanda will then contact the 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 one of its business partners, a reputable windshield installer with operations throughout the U.S., who will replace the affected Windshields and inspect the ECM A43 for any corrosion or water damage. If corrosion or water damage is found in the ECM A43, Wanda will arrange for the vehicle to be sent to a Toyota dealership for further inspection and any necessary repairs. Wanda's reimbursement plan will be in accordance with the requirements of 49 CFR 573.13; Wanda will submit its reimbursement plan and draft owner letter to NHTSA for approval.

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. The area where the wire harness is mounted to the back of the windshield is covered with a thicker layer of mastic to prevent entry of water into the harness. An additional conversion connector will be added to the wire harness, serving as an

Identify How/When Recall Condition was Corrected in Production : additional layer to prevent water entry. 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 : NR
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