



**IMPORTANT SAFETY RECALL**  
(NHTSA Recall 18E107)

January 2019

Dear Sir or Madam,

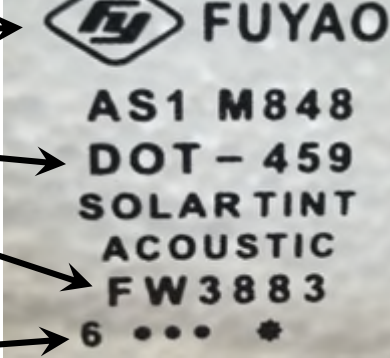
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Fujian Wanda Automobile Glass Industry Co., Ltd. (“Wanda”) has decided that a defect which relates to motor vehicle safety exists in certain replacement windshields intended for installation in 2014-2018 Toyota Highlander vehicles. Our records indicate that this windshield may be installed in your vehicle. Therefore, we ask that you review this notice carefully.

**What are the products involved?**

This recall involves certain replacement windshields manufactured by Wanda for 2014-2018 Toyota Highlander vehicles that were produced between September 7, 2015 and March 10, 2018, having any of the following part numbers: FW03878GTY; FW03880GTY, FW03881GTY, FW03882GTY, FW03883GTY, FW03884GTY, FW04155GTY, FW04156GTY, and FW04271GTY.

To determine if this recall covers your windshield, look for the windshield marking that resembles the example marking below. This marking is located at the windshield’s bottom passenger-side corner. Your windshield is **covered by this recall** if the marking contains **all** of the following:

- The Fuyao logo and “FUYAO”. }
  - “DOT – 459”. }
  - An alphanumeric code of FW3878, FW3880, FW3881, FW3882, FW3883, FW3884, FW4155, FW4156 or FW4271. }
  - A sequence at the bottom that *starts* with 5, 6, 7, 8•❁, 8•❁❁, or 8•❁❁❁. }
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### **What is the problem?**

The windshields have a wire harness that is sealed at the bottom of the windshields. The seal can break during manufacturing, assembly, handling, or vehicle use, resulting in water entering and traveling along the wire harness to the vehicle's wiring and potentially causing corrosion or water damage that may impact the function of certain Toyota Highlander parts, including the ECM A43, which may prevent the vehicle from starting or cause the vehicle to stall or experience limited or no throttle response during operation. The loss of engine power or reduction or loss in throttle response could result in a vehicle crash with prior warning. Prior warning may include dashboard indicators being displayed for the power steering, traction control, oil, and/or battery, and "BRAKE" or "BRAKE OVERRIDE SYSTEM FAILURE" instrument panel messages.

### **What will we do?**

If you have a windshield that is covered by this recall, Wanda will arrange for the replacement of the windshield without charge. Replacements will be provided at Wanda-designated facilities across the United States beginning February 11, 2019. To find a nearby replacement facility and schedule a replacement, contact Wanda Customer Service at 1-888-267-1168.

The replacement process will involve replacing the recalled windshield with a new windshield and inspecting your vehicle's electronic control module ("ECM A43") and certain components leading to the ECM A43 for corrosion or water damage. The new replacement windshield differs from the recalled windshield because its wire harness is mounted on the windshield with brackets and there is a water-proofing junction in the wire harness. Wanda estimates that the replacement and inspection will take one to two hours.

If the inspection of your vehicle reveals corrosion or water damage involving the ECM A43 and certain components leading to the ECM A43, Wanda will arrange for a Toyota dealership to further inspect your vehicle and repair damage caused by the recalled windshield. Wanda will voluntarily cover the cost of these inspections and repairs and, upon request, provide a complimentary car rental for you if your vehicle will be out of service for an extended period while repairs are performed at the dealership.

### **What should you do?**

Contact Wanda Customer Service at 1-888-267-1168 to arrange for the replacement of your recalled windshield and inspection of your vehicle.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>, if you believe that Wanda has failed or is unable to repair your windshield without charge and within a reasonable amount of time.



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Fujian Wanda Automobile Glass Industry Co., Ltd.

If you have already repaired or replaced your windshield, you may be eligible for the cost of the repair or replacement. For additional information, please see the enclosed document titled “Reimbursement Program for a Pre-Notification Remedy” or contact Wanda at the phone number below.

If you have any questions about this recall, please call Wanda Customer Service at 1-888-267-1168.

We appreciate your cooperation and prompt attention to this important matter, and apologize for any inconvenience.

Sincerely,

Fujian Wanda Automobile Glass Industry Co., Ltd.



**Reimbursement Program for a Pre-Notification Remedy  
(NHTSA Recall 18E107)**

This reimbursement program applies to pre-notification remedies of the following recalled part: Wanda replacement windshields for 2014-2018 Toyota Highlander vehicles that were produced between September 7, 2015 and March 10, 2018, having any of the following part numbers: FW03878GTY; FW03880GTY, FW03881GTY, FW03882GTY, FW03883GTY, FW03884GTY, FW04155GTY, FW04156GTY, and FW04271GTY.

For an owner of a recalled part who remedied the safety defect in the part not later than 10 calendar days after Wanda mails the last of its notifications to owners pursuant to 49 CFR Part 577, Wanda will reimburse the owner for the remedy subject to the following conditions:

- a. The remedy must have addressed the defect that led to the recall or a manifestation of the defect;
- b. The remedy must have been reasonably necessary to correct the defect or a manifestation of the defect;
- c. The remedy was made after November 27, 2017, but not later than the later of 10 days after Wanda mails the last recall notice to owners, pursuant to 49 CFR Part 577 or, if applicable, 30 days after the conclusion of Wanda's initial efforts to provide public notice of the defect pursuant to 49 CFR Part 577.7.

The reimbursement amount for a pre-notification remedy will be limited to:

- a. If the recalled item was replaced, the retail price of the recalled item, plus taxes; or
- b. If the recalled item was repaired, the cost of parts for the remedy (not to exceed the manufacturer's list retail price for the parts), plus associated labor (not to exceed local labor rates), miscellaneous fees for disposal of waste, and taxes.

To obtain the reimbursement, an owner must submit a claim to Wanda with all of the following information and documentation:

- a. The owner's name and address.
- b. Identification of the recalled product (e.g., a photograph of the markings on the product or other documents indicating it is the recalled product).
- c. The NHTSA recall number (i.e., 18E107).
- d. The identity of the owner of the recalled item at the time the pre-notification remedy was obtained;
- e. A legible copy of the receipt for the pre-notification remedy. If the remedy was a repair, the receipt must: indicate that the repair addressed the defect that led to the recall or a manifestation of the defect; and state the total amount paid for the repair. Itemization of the receipt must be provided if it is unclear on the face of the receipt whether the repair addressed only the defect.
- f. If the recalled item was replaced, documentation that the owner or a relative of the owner (the relationship should be identified) owned the recalled item.



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Claims for reimbursement may be mailed to:

Fujian Wanda Automobile Glass Industry Co., Ltd.  
Recall 18E107  
301 Halton Rd E  
Greenville, SC 29607

Owners of the recalled part can contact Wanda for additional information at 1-888-267-1168.