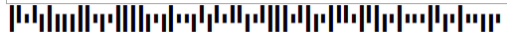




323 North Shore Drive
6th Floor
Pittsburgh, PA, USA 15212

SAMPLE A SAMPLE
123 SAMPLE DRIVE



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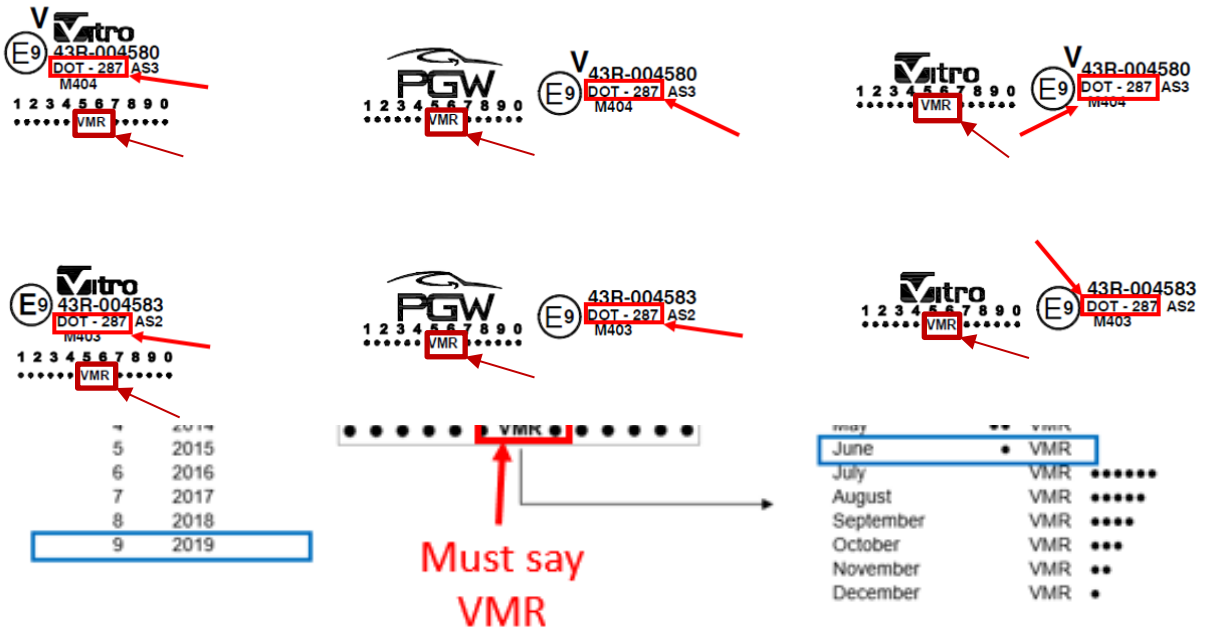
IMPORTANT SAFETY RECALL NOTICE

TO: All Installers

Vitro Automotriz, S.A. de C.V. (the Company) has decided that a noncompliance exists in certain automotive glass parts, specifically the rear glass window of vehicles, also known as backlites, affecting 110 SKU's or Nags. Accordingly, a recall to address this issue (19E-052) has been initiated. This notice is being provided to you in accordance with the National Traffic and Motor Vehicle Safety Act.

What products are involved?

This recall involves replacement backlites manufactured between September 1, 2017 and July 29, 2019 by the Company for vehicles, model years, and Vitro part numbers described in the Appendix attached to this letter. Backlites covered by this recall contain the designation “DOT 287” and a reference to “VMR” (Replacement Market) and a date code before July 2019. To determine if a backlite is covered by this recall, look on the bottom corners of the glass for one of the following images:



Again, only backlites with the designation “DOT 287,” the designation “VMR,” and a date code before July 2019 are covered.

Please refer to the enclosed letter to vehicle owners for additional information.



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What is the noncompliance?

The noncompliance involves backlites that exceeded allowable fragment weight after fracture testing. This noncompliance could result in particles larger than 4.25 grams occurring after breakage of the backlite.

What will we do?

Vitro will arrange for the replacement of all backlites covered by this recall without charge. Replacement of backlites that were installed in customers' vehicles will be provided at approved facilities across the United States. For a vehicle owner to find a nearby replacement facility and to schedule a replacement, they should contact customer service at (800) 233-4451.

There will be no cost to distributors, installers or owners for this recall. To that effect we request:

- 1) Please proceed to list, document, and destroy all inventory described above and send such documentation to the Company. All reasonable costs associated with the administrative expenses to handle this proceeding and the destruction of the Backlites will be reimbursed by the Company.
- 2) Based on such list the Company will compensate you for all such the inventory as soon as practical.
- 3) Please send to the Company the names and contact information of any distributor, installer or customer to whom you sold any of the affected backlites.

Please be reminded that it is a violation of Federal law for you to sell any backlites covered by this notification. Substantial civil penalties apply to violations of this law.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please Vitro customer service at (412) 995-6382.

What should you do?

For recalled backlites in your inventory:

If you have any recalled backlites in your inventory, please contact Vitro Customer Service at (412) 995-6382 to address the disposition of this inventory. ***It is a violation of federal law to sell or lease any recalled product covered by this notice.***

For recalled backlite that were installed in customers' vehicles:

It is important to notify all customers on whose vehicles you installed a recalled backlite about this recall immediately. Please provide Vitro with the names and addresses of all your customers and vehicle owners of the recalled backlites immediately, and Vitro will coordinate to ensure that each vehicle owner receives the enclosed letter. You can provide the names and addresses to Vitro Customer Service directly by calling (412) 995-6382 or by sending the information to argbacklites@vitro.com. If you would prefer to notify owners directly, please immediately forward the enclosed vehicle owner letter to all customers

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and vehicle owners to whom you sold a recalled backlite or on whose vehicle a recalled backlite was installed. Please confirm with Vitro in writing if you elect to forward the enclosed letter directly to all of your customers.

Contact Vitro Customer Service at (412) 995-6382 for any additional questions. We appreciate your cooperation and prompt attention to this important matter, and apologize for any inconvenience.

Sincerely,

A handwritten signature in black ink, appearing to read 'CB', with a horizontal line underneath.

Carlos Bernal
VP & GM ARG Business

