



# Service Information

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**Technical Information**

**Number: VST-16-01**

**Subject: Windshield Distortion**

**Date: June 15, 2016**

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**When looking through the side of the windshield, the image appears wavy and distorted. Is this normal?**

This type of distortion is called "cross-car distortion." You will notice it when you're watching a vehicle cross in front of your car and also when you're turning left and looking through the right side of the windshield at other vehicles. Front-seat passengers see the same distortion when they look through the left side of the windshield. Since cross-car distortion occurs when you look through the glass at an angle, it may be more noticeable depending on driver/passenger height. Wearing nonprescription sunglasses, which tend to reduce depth perception, may also increase the perceived distortion.

Some cross-car distortion exists in all Volkswagen windshields to some degree, and this condition should be considered normal. "Cross-car distortion" is a condition that has occurred in windshields from all manufacturers since the introduction of curved windshield glass in the 1950s. It is important to know that windshields are inspected for cross-car distortion and some level of distortion is acceptable. These windshields meet all applicable Federal Motor Vehicle Safety Standards for glazing materials, and this minor distortion is allowable within the industry specifications for automotive glass.

**DO NOT replace windshields for this condition.** Unnecessary windshield replacements may lead to further issues in the future (ex. wind noise, water intrusion, corrosion), or worse may not resolve the customer's complaint.