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 323 North Shore Drive
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IMPORTANT SAFETY RECALL NOTICE

TO: All Owners

Vitro Automotriz, S.A. de C.V. (the Company) has decided that a noncompliance exists in certain automotive aftermarket/replacement glass parts, specifically the rear glass window of vehicles, also known as “backlites,” affecting 110 different lines of vehicles and model years. 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 in the recall?

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:

The diagrams show various backlite markings. Some include the Vitro logo, part number 43R-004580, DOT-287, AS3, and M404. Others include the PGW logo, part number 43R-004583, DOT-287, AS2, and M403. A central diagram shows a date code sequence: 1 2 3 4 5 6 7 8 9 0, with a box around the '5' and '6' and an arrow pointing to the text "Must say VMR".

4	2014
5	2015
6	2016
7	2017
8	2018
9	2019

May	••	VMR
June	•	VMR
July		VMR •••••
August		VMR •••••
September		VMR •••••
October		VMR •••
November		VMR ••
December		VMR •

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

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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?

If you have a backlite that is covered by this recall, the Company will arrange for the replacement of your backlite without charge. Replacements will be provided at approved locations located across the United States beginning on 10/01/2019. To find a nearby replacement facility and to schedule a replacement, contact customer service at (800) 233-4451.

During the process, the Company will replace the recalled backlite with a new backlite. The new backlite complies with all of the requirements of the Federal Motor Vehicle Safety Standards. Vitro estimates the replacement and inspection will take approximately 2 hours.

What should you do?

Contact Vitro customer service at (800) 233-4451 to arrange an appointment to replace your recalled backlite.

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 Vitro has failed or is unable to repair your backlite without charge and within a reasonable amount of time.

If you have replaced a Vitro aftermarket backlite subject to this recall before receiving this recall notice, you may be eligible for the cost of the replacement. For additional information, contact Vitro customer service.

Thank you for your cooperation and prompt attention to this important matter. We apologize for any inconvenience this recall may cause.

Sincerely,

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

Carlos Bernal
VP & GM ARG Business