

Press Statement

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Safelite notifies customers of recall on certain imported replacement glass

COLUMBUS, Ohio– An alert Safelite AutoGlass technician detected a potential safety issue with rear window glass purchased through an Ohio distributor, leading to further testing and Safelite filing a report with the National Highway Traffic Safety Administration (NHTSA).

The technician reported the problem after the rear window of a Dodge Ram pickup truck shattered during the installation process. Rather than breaking into small pieces, as would be expected of tempered glass, the glass broke into larger pieces. The defective parts were manufactured by Hangzhou Safety Glass Co., Ltd. The recall involves 1,405 pieces of vehicle glass manufactured by Hangzhou.

Safelite is notifying all retail and wholesale customers who purchased any of the affected parts from Safelite. All retail customers will have the opportunity to have the defective glass replaced free of charge. All wholesale customers will be credited for defective glass in inventory, and will be reimbursed for any replacements performed for their retail customers. Each retail and wholesale customer will receive a letter containing additional details on the recall.

The recall affects 12 vehicle models including Chrysler Voyager mini vans, Chrysler Grand Voyager mini vans, Chrysler Town & Country mini vans, Dodge Caravan mini vans, Dodge Grand Caravan mini vans, Dodge Ram 1500/2500/3500 standard cab pickup trucks, Ford Explorers, Jeep Grand Cherokees, Honda Civic 2-door coupes, Honda CRV 4-doors, Mercury Mountaineers, and Plymouth Grand Voyager mini vans,

Safelite AutoGlass is a division of Belron US, the nation's largest vehicle glass repair and replacement company. Based in Columbus, Ohio, Belron US employs more than 7,000 associates nationwide.