



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 5, 2021

Alex Tablin-Wolf  
Axalta Coating Systems  
50 Applied Bank Blvd  
Suite 300  
Glen Mills, PA 19342

NEF-107KL  
21E-092

**Subject:** Clearcoat Affects Windshield Bonding

Dear Alex Tablin-Wolf:

This letter serves to acknowledge Axalta Coating Systems's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

AXALTA COATING SYSTEMS/CLEARCOAT/9999

**Mfr's Report Date:** October 29, 2021

**NHTSA Campaign Number:** 21E-092

**Components:**

VISIBILITY:WINDSHIELD

VISIBILITY:WINDSHIELD:CRITICAL FASTENERS

**Potential Number of Units Affected:** 100,275

**Problem Description:**

Axalta Coating Systems (Axalta) has submitted a Defect Information Report based upon recall determinations made by Ford Motor Company, recall 21V-090, and Chrysler (FCA US, LLC), recall 21V-516. Windshields installed with One Component Acrylic-Melamine Clearcoat, combined with a primer-less windshield application may not have adequately bonded to the vehicle.

**Consequence:**

An inadequately bonded windshield can separate from a vehicle during a crash, increasing the risk of injury.

**Remedy:**

The remedy will be determined by the affected vehicle manufacturers. Axalta notified the affected vehicle manufacturers by February 2021. Ford owners may contact Ford Customer service at 1-866-436-7332. Chrysler and Dodge owners may contact FCA customer service at 1-800-853-1403.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

Axalta Coating Systems's contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management  
Division Office of Defects  
Investigation Enforcement