

TQCN DOC# TQCN_FTR-243410275		Affiliate TMS		Dept. QABody		Ref		Engine # D592374		Date	
Primary Model RAV4		Model Year 2021		Production Date 2021-07-07		Odometer 13891 mi		VIN 2T3W1RFV2MC152587		Repair Date 12/5/2024	
Source FTS		Location REG-CHI		Problem Area Base Vehicle		Parts Destination		DTC			
Part # 1 561010R311		Part # 1 Serial/Date Code				Parts Available Part(s) Available		Link for PD		Link for Non-PD	
Condition Title 21MY Rav4: Customer States "Crystallization" in Windshield (Driver's Sightline) - Replace Windshield											

**Condition Description**

Customer states there are "spots of crystallization" in the windshield in driver's line of sight.

**Diagnostic Steps**

- Visual inspection, confirmed debris/distortion within the windshield.
- Attempt to clean from outside and inside, no change to condition.

**Probable Cause**

Unknown.

**Repair Process**

DSPM authorized replacement of windshield glass.

**\*\*Note:** Damage to the OEM glass occurred during removal. Glass has severe damage, but is available upon request. Please contact FTS before requesting recovery.



Photo of condition



Glass Label  
TOYOTA  
AGC AUTOMOTIVE  
DOT376 M8H4I AS1  
2 30E  
LAMISAFE

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Primary Model RAV4	Model Year 2021	Production Date 2021-07-07	Odometer 13891 mi	VIN (confirm 17 characters): 2T3W1RFV2MC152587	



Orig  
TrackingAttachment 1: **Parts Recovery Control Sheet**Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



<b>Final Destination:</b>		<b>SETR#:</b>		<b>CQE Eng:</b>	N/A	
<b>Importer: (Applies to TMC Shipments Only)</b>	Deliver to:  Attn:  Tel:  					
	Tel:  					
T-STAR  						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each	
	561010R311	GLASS SUB-ASSY, WINDSHIELD	1	\$	114.19
	Serial No. / Date Code	PRS Status	Comments:		