



Division of Independent Protection Co., Inc.

67819 State Road 15 New Paris, Indiana 46553

SAFETY RECALL NOTICE

April 7, 2004

Turtle Top Recall Campaign Number: RCN-040312

National Highway Traffic Safety Administration Assigned Recall Number: 04V-149

Vehicle ID Number: _____

Turtle Top ID Number: _____

End-User Customer Name

Address

City, ST zip

Dear _____,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Turtle Top has decided that a defect which relates to motor vehicle safety exists in Van Terras and Terra Transports manufactured between May 01, 2002 and March 12, 2004. This recall affects vehicles installed with an AD-100 electric door motor assembly emergency release handle (lever).

What the safety concern is:

The electric door motor assembly emergency release handle (lever) could possibly break when pulling on the handle for emergency egress to open the side entry / exit door. The handle breakage could potentially occur on the extension arm where the handle body attaches to the door motor assembly. Egress through the side entry / exit door could be difficult if the handle assembly breaks increasing the risk of personal injury to occupants.

What is involved in this recall:

Vehicle owners are to contact their dealer for scheduling the recall service work. Turtle Top dealers or approved service centers will remove the emergency release handle and reinstall a replacement handle in affected vehicles. Service work to vehicle owners will be done without charge (parts and labor).

The time it takes to perform the recall service work is less than 15 minutes. Due to scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are requesting you do:

Contact your dealer as soon as possible to schedule a service date and check that parts are in stock for recall number **RCN 040312**. Parts are immediately available and



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your Dealer should have the parts in stock. When you take your vehicle to your dealer, show the dealer this letter. If this letter is misplaced, your dealer will still do the work free of charge to you. If your vehicle has already had the remedy performed prior to this recall, Turtle Top will reimburse owners for pre-notification remedies.

If you or your organization is the lessor of the affected vehicle, then you are required by federal regulations to notify the vehicle lessee by first class mail within ten (10) days from receipt of this letter of this recall.

Address or ownership change:

If you have changed your address, sold or traded your vehicle, please let us know. Please fill out the enclosed change of address / vehicle ownership postage paid postcard and drop it in the mail to us as soon as possible. Your cooperation in supplying subsequent vehicle ownership information is greatly appreciated.

If you have any questions:

Turtle Top customer service/warranty department will be happy to assist you with any questions or if you have any problem obtaining the needed repair.

Call: (574) 834-4340 or (800)296-2105 extensions 181 or 131

Office Hours: Monday-Friday: 8:00 a.m. – 5:00 p.m.

Or you may contact us through the Internet at: www.turtletop.com

After contacting your dealer or Turtle Top, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

Thank you for your attention to this important safety matter. We regret any inconvenience this recall may cause you.

Sincerely,

Janet L. Kercher-Dudley
Standards Engineer / RCN-040312 Administrator
Turtle Top

Enclosure – Change of Address / Vehicle Ownership Postcard