

**Recall 10-038-WIU**  
**P/O window retention**



October 2010

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

Micro Bird has decided that certain 2006 through 2010 Girardin G5, 2009-2010 Micro Bird by Girardin G5 and 2003 through 2006 Girardin MBIV equipped with thermal t-slider and panoramic type push-out windows with 2 release handles (one on each side) fails to conform to Federal Motor Vehicle Safety Standard No. 217, “ Bus emergency exits and window retention and release ”. Our records show that you own the vehicle (s) with the vehicle identification number shown above (or on the reply sheet).

**What the safety issue is?**

The design of window’s latching mechanism and the design and the stiffness of window’s frame and a potential insufficient retention of the window to the vehicle structure cause too much bending of the frame.

In the event of a crash, the emergency exit could not sufficiently restrain the occupants or become inoperable. The occupant could be thrown from the vehicle or not capable of opening the emergency exits which could cause injury or death of the occupant.

**What should you do?**

Add 5 screws on each side of the window’s frame as per Installation procedure enclosed. All part required to perform the recall are provided with the present letter.

**What we are asking you to do...**

Please contact Karine Favreau at Micro Bird Service and Warranty, at 819 477-2012 ext. 264 or [karine.favreau@microbird.com](mailto:karine.favreau@microbird.com) if you have any problem or question.

After you have done the repair, please return the reply sheet to Corp. Micro Bird. This will enable us to update our file and send you a reimbursement check for the labor.

If you prefer, you can make an appointment with your Micro Bird dealer to have the repair done free of charge (parts & labour).

**How long will it take?**

Time required to do the repair is approximately 30 minutes per window. Owners will be reimbursed for reasonable labour charges. If you plan to ask a third party to do the repair make sure it will be done within the time allowed.

**Did you already pay for this service?**

If you have previously paid for this service done before the receipt of this letter, Micro Bird is offering a refund. Please send a copy of your invoice with the reply sheet to Micro Bird.

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**Changed address or sold the vehicle?**

If your address has changed, or if you have sold the vehicle, please complete the last section of this letter, signed and dated then fax to Micro Bird so we can update our records. Our fax number is 819-475-9633.

This information will be used to notify the new owner about this recall. If you have leased this vehicle to another person or organization, you must forward this letter to the lessee within 10 days.

If you require any further assistance, please call our after-sale service at 819-477-2012 extension 401. Please have your vehicle identification number ready for our representative when you call.

Should Micro Bird fail or be unable to remedy the situation without charge, you may contact:

**Associate Administrator, National Highway Traffic Safety Administration**

1200 New Jersey Ave S.E., Washington, DC 20590

Phone: (888) 327-4236 (TTY: 1-800-424-9153); or go to

<http://www.safercar.gov>

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition.

Best regards,

A handwritten signature in black ink that reads "Valérie Fortin". The signature is written in a cursive, flowing style.

Valérie Fortin  
Regulations and Standards Technician  
Micro Bird inc.

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**Recall 10-038-WIU** (NHTSA recall #10V-377)

**DO NOT COMPLETE THIS SECTION UNLESS:** Your company had a name change, has moved or no longer own this vehicle.

Vehicle serial number: \_\_\_\_\_

- This vehicle was stolen.
- This vehicle was destroyed.
- The name of the company has changed or we have moved (indicate new name/address):
- I no longer own the vehicle, it has been sold or traded to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



10-038-WIU  
Push out window

**AMERICAN CUSTOMER**

**Important** : This form must be completed by the owner and returned to Micro Bird for reimbursement with a copy of the invoice if the repair was done by another party.

It can be sent by e-mail, regular mail or fax at 819 475-9633.

**SECTION 1**

Minibus Body No : \_\_\_\_\_

VIN : \_\_\_\_\_

Customer name & address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SECTION 2**

This section must be completed when repairs are done. Check one of the following:

Labor

Repair done by owner  30 \$ US/per window X  QTY = \_\_\_\_\_

Repair done by other  30 minutes/per window X  QTY = \_\_\_\_\_  
labor rate \_\_\_\_\_

 **Enclosure : Attach a copy of the invoice.**

Date : \_\_\_\_\_

Mileage : \_\_\_\_\_

Signature : \_\_\_\_\_