

**Recall 11-044-EHU/NHTSA Recall #11V-319
Ford flat floor (torn wire insulation)**



IMPORTANT SAFETY RECALL

July 2011

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 a defect, which relates to motor vehicle safety, exists in certain 2010 and 2011 G5 Micro Bird flat floor busses and 2006 through 2010 G5 Girardin flat floor busses constructed upon Ford cutaway chassis. Our records show that you own the vehicle(s) with the vehicle identification number shown above (or on the reply sheet).

What is the safety issue?

The raised floor just rearward of the driver's seat is trapping the wiring harness. This situation can cause the wires to rub against the metal floor molding, damaging the wire insulation. A wire with damaged insulation may cause an electrical short which can lead to a fire increasing the risk of injury to occupants.

What should you do?

Make a cut-out rearward of the driver's seat in the floor to allow more space for the wiring harness and secure the harness to protect against vibration. See the enclosed service bulletin for details.

What we are asking you to do...

Complete the repair and return the reply sheet to Micro Bird. This will enable us to update our files and send you a reimbursement check for parts and labor.

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

Please contact Vincent Demers at Micro Bird Service and Warranty at vincent.demers@microbird.com or 1-819-477-2012 ext. 264 if you have any problems or questions.

How long will it take?

Time required to do the repair is estimated at 30 minutes per vehicle. You will be reimbursed for reasonable labor charges. If you plan to ask a third party to do the repair make sure it will be done within the time allowed. If you or the third party cannot perform the required work within 30 minutes, please contact Vincent Demers at Micro Bird Service and Warranty at vincent.demers@microbird.com or 1-819-477-2012 ext. 264, to discuss authorization for additional time needed.

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 reimbursement. Please send a copy of your invoice with the reply sheet to Micro Bird.

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Changed address or sold the vehicle?

Please complete the last section of this letter, sign and date it, then fax it to Micro Bird at 1-819 475-9633 so we can update our records. Please do not forget the vehicle identification number. This information will be used to notify the new owner of 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 1-819-477-2012 extension 264. 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 cursive script that reads "Valérie Fortin".

Valérie Fortin
Regulations and Standards Technician
Corporation Micro Bird Inc.

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Recall 11-044-EHU

(NHTSA recall #11V-319)

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 and phone number):
- I no longer own the vehicle, it has been sold or traded to:

Name: _____

Address: _____

City: _____

State: _____ Phone: _____

Zip code: _____

Signature: _____ Date: _____