

**Recall 11-049-JSU/NHTSA Recall # 11V-596
(joint strength – ceiling panel)**



IMPORTANT SAFETY RECALL

February 2012

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 2009 through 2012 Micro Bird G5 school buses fail to comply with Federal Motor Vehicle Safety Standard No. 221, "School bus body joint strength." 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 joint on the metal ceiling panel fails to conform to the requirement of Federal Motor Vehicle Safety Standard No. 221 « School bus body joint strength».

In the event of a crash, there is a possibility that the metal ceiling panel may partially separate from the body structure creating an opening. A passenger is at risk of serious injury if he is ejected or strike the ceiling panel.

What should you do?

Install a metal junction plate over all transverse ceiling metal panel joints. See the enclosed service bulletin for details. Please contact Vincent Demers at Micro Bird Service and Warranty at vincent.demers@microbird.com or 1-819-477-2012 ext. 264 to get the parts to perform this recall or if you have any problems or questions.

What we are asking you to do...

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

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

How long will it take?

Time required to do the repair is estimated at 20 minutes per vehicle equipped with a roof hatch and 30 minutes per vehicle not equipped with a roof hatch. 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 the time allowed 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.

**Recall 11-049-JSU/NHTSA Recall # 11V-596
(joint strength – ceiling panel)**



IMPORTANT SAFETY RECALL

What if you no longer own 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:

The 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
Corporation Micro Bird Inc.

**Recall 11-049-JSU/NHTSA Recall # 11V-596
(joint strength – ceiling panel)**



IMPORTANT SAFETY RECALL

Recall 11-049-JSU (NHTSA recall #11V-596)

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: _____