



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 18, 2012

MR. MATTHEW S. SAUSAMAN
OPERATIONS MANAGER
TURTLE TOP
67819 STATE ROAD 15
PARIS, IN 46553

NVS-215et
12V-330

SUBJECT: ROOF ESCAPE HATCHES/FMVSS 217

DEAR MR. SAUSAMAN:

This letter serves to acknowledge Turtle Top's notification to the National Highway Traffic Safety Administration (NHTSA) of a noncompliance with Federal Motor Vehicle Safety Standard No. 217, "Bus Emergency Exits and Window Retention and Release," for which a safety recall campaign will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TURTLE TOP/ODYSSEY/2010-2012
TURTLE TOP/ODYSSEY LT/2011
TURTLE TOP/ODYSSEY XL/2011-2012
TURTLE TOP/TERRA TRANSPORT/2010-2012
TURTLE TOP/VAN TERRA/2011-2012

NHTSA Campaign Number: 12V-330

Mfg's Report Date: July 6, 2012

Components: STRUCTURE: BODY: ROOF AND PILLARS

Potential Number of Units Affected: 361

Summary:

TURTLE TOP IS RECALLING CERTAIN MODEL YEAR 2010 THROUGH 2012 COMMERCIAL BUSES MANUFACTURED FROM APRIL 1, 2011, THROUGH MARCH 25, 2012, EQUIPPED WITH SPECIALTY MANUFACTURING INC. (SMI) PROLO ROOF HATCHES. INCREASED FRICTION BETWEEN THE REAR PLATE ASSEMBLIES, P/NO. 009327, AND THE NYLON REAR POP-UP SUPPORT, P/NO. 008956, MAY RESULT IN AN OPENING FORCE OF THE PROLO ROOF HATCHES THAT EXCEEDS FEDERAL STANDARD REQUIREMENTS. THUS, THESE HATCHES FAIL TO CONFORM TO THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 217, "BUS EMERGENCY EXITS AND WINDOW RETENTION AND RELEASE."

Consequence:

IN THE EVENT OF AN EMERGENCY, PASSENGERS' EXIT FROM THE BUS MAY BE HINDERED POSSIBLY RESULTING IN INJURY TO THE VEHICLE OCCUPANTS.

Remedy:

TURTLE TOP WILL NOTIFY OWNERS. SMI WILL PROVIDE SERVICE KITS ALONG WITH REPAIR INSTRUCTIONS TO DEALERS AND OWNERS, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JULY 2012. OWNERS MAY CONTACT TURTLE TOP AT 1-574-831-4349 OR SMI AT 1-800-951-7867.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell a vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

The information in your report suggests that Turtle Top may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6 Significant civil penalties can be assessed for this violation.

Please provide the following additional information:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson, who may be reached by phone at 1-202-366-9525, by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement