



Safety Recall 12E-017 – ProLo Hatch

July 19, 2012

[LETTER TO DEALERS/DISTRIBUTORS]

This letter is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Specialty Manufacturing Inc. (SMI) has determined that ProLo roof escape hatches manufactured between April 1, 2011 and March 25, 2012 may not comply with the maximum opening force requirements in FMVSS 217.

According to our records, affected units were purchased by your company.

Description of Non-compliance

SMI has determined that the opening force required to open ProLo hatches manufactured during this time period may exceed the 40 pound maximum prescribed by FMVSS 217 by an average of 7 pounds. This condition affects approximately 17% of the suspect population.

While all of the hatches open as designed, opening force may exceed requirements.

Identifying Suspect Parts

1. Check the label just to the right of the handle on the hatch lid for the build date to determine if the hatch was manufactured during the period from April 1, 2011 through March 25, 2012. Units built within this date range are subject to the campaign.



2. Replace the suspect components as described below in the Remedy Program.

Remedy Program



Replacing the 008956 Nylon Receiver on the ProLo hatch using the **009493 ProLo Repair Service Kit** will resolve the noncompliance. This kit includes (1) 008956 Nylon Receiver, (2) anti-rattle springs, (4) Phillips head screws and detailed work instructions (enclosed).

Availability of Service Kits

Service kits will be available June 4, 2012 and may be obtained by one of three methods outlined below:

- **Web:** Visit http://www.smiglobal.net/tech_bulletins.php and click on the **Safety Recall 12E-017: ProLo Hatch Receiver** link under the **Roof Hatches** section.
- **E-mail:** Send an e-mail to SMI at warranty@smiglobal.net indicating the quantity of ProLo Repair kits you need, the Installer's complete mailing/shipping addresses, contact name and phone number, and vehicle VIN or Body Number.
- **Phone:** Contact SMI Customer Service at 1-800-951-7867.

ProLo Repair kits will be sent to you upon request and will include complete instructions on the removal and reinstallation of the nonconforming components. Removal and reinstallation of each ProLo Repair Kit can be accomplished in 10 minutes, for which SMI will reimburse installers \$25.00 for each remedied hatch.

You may contact NHTSA with questions by sending an email to rmd.odi@dot.gov.

Thank you for your attention to this important matter.

Best Regards,

Sincerely,

Mike Hagan
Director of Sales & Marketing

Mike Sweitzer
Quality Manager

Encl: ProLo Repair Service Kit Instructions

Elkhart Coach a Division of Forest River, Inc.