

**Recall 12-052-BRU/NHTSA Recall # 12V-154
(Braun lift – outer roll stop latching mechanism)**



IMPORTANT SAFETY RECALL

April 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 a defect, which relates to motor vehicle safety, exists in certain 2008 through 2010 Micro Bird G5 buses equipped with Braun Century and Vista 2nd generation Dual Parallel Arm model wheelchair lifts manufactured from November 2006 to September 2010. 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 lift may develop or exhibit a defect related to the outer roll stop latch. The defect manifests itself when the roll stop latches are no longer capable of restraining the roll stop to prevent wheelchair's passenger from defeating or riding over the roll stop.

This defect may result in a passenger falling from the elevated lift platform and being injured or killed.

What should you do?

To correct this condition, please contact your local authorized Braun dealer and schedule an appointment. Please bring this owner notification form with you at the time of your appointment and give it to your dealer. This form identifies the lift and the service that is required.

If you have any problem obtaining the needed repair, or wish to schedule service with an approved Braun Technician, **please contact The Braun Customer Experience Group at 1-800-488-0359**. A Braun Product Support representative will arrange for prompt attention to your lift.

You may also 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.

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 file and make sure the repair has been done.

How long will it take?

The work will take less than one hour to complete. However, additional time may be required depending on your inspection and their shop schedule.

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.

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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 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.

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(NHTSA recall #12V-154)

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: _____