



TURTLE TOP

Division of Independent Protection Co., Inc.
67819 State Road 15
New Paris, Indiana USA 46553

SAFETY RECALL NOTICE

August 15, 2012
128 Coach
328 Broad St
Weymouth, MA 02188
VIN 1GB6G3AG5A1173967 Body # 395218

NHTSA Vehicle Safety Recall Notification 12V-330 (Turtle Top), NHTSA Safety Recall Notification 12E-017 (SMI Pro-Lo Roof Hatch)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Turtle Top has decided that certain model 2010 through 2012 commercial buses manufactured from April 1, 2011 through March 25, 2012 equipped with the SMI Pro-Lo Roof Hatch fail to comply with Federal Motor Vehicle Safety Standard 217. Turtle Top installed these roof hatches in vehicles that it manufactured during that time.

Analysis of the potential safety issue determined that the spring tension on the spring mechanism in the hatch handle may exceed the 40 pound minimum opening force to meet FMVSS 217. In the event of an emergency, passengers exiting from the bus may be hindered possibly resulting in injury.

WHAT WE WILL DO

SMI will provide owners of all covered hatch units a rework for the potential defect at no charge for parts and a reimbursement of reasonable labor charges per hatch. The repair is estimated to take approximately 10 minutes following the detailed instructions in the service bulletin. If remedy cannot be achieved by SMI, Turtle Top will also have parts kits available for the recall. Please read the attach bulletin for instructions or contact SMI via the methods noted below.

WHAT YOU SHOULD DO

Contact SMI Customer Service by one of the following methods to obtain the parts kit and authorization for the repair:

SMI Customer Service: 1-800-951-7867, Prompt 7.

Email: warranty@smiglobal.net

Or visit the SMI website and obtain the technical bulletin for this recall at: www.smiglobal.net and click on recall number 12E-017.

Phone: 574 831-4340
Fax: 574 831-4349
E-mail: ttsp@turtletop.com
Website: www.turtletop.com



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Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If Turtle Top or SMI fails or is unable to remedy this potential defect without charge and within a reasonable period of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience which this action may cause you; however, Turtle Top and SMI are concerned about you and your passengers' safety. Thank you for your attention to this important matter.

Sincerely,

Janet L. Kercher-Dudley
Turtle Top Standards Engineer

Matthew S. Sausaman
Turtle Top Operations Manager

Enclosure: Pro-Lo Notification Letter 12E-017

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