

**Recall 12-053-RHU/NHTSA Recall # 12V-362
(Roof Hatch ProLo – Increased friction between Rear Plate and Nylon Receiver)**



IMPORTANT SAFETY RECALL

July 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 2011 through 2012 Micro Bird G5 buses equipped with a Roof Hatch ProLo manufactured from April 1, 2011 to March 25, 2012. 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 force required to open the roof hatch may exceed the FMVSS 217 specified 40 pound maximum by force by forces ranging from 1 to 25 pounds with the average being 7 pounds.

What should you do?

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.



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).

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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.

How long will it take?

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.

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 experience any difficulties obtaining support from Specialty Manufacturing Inc., you may contact Vincent Demers at vincent.demers@microbird.com or 1.819.477.2012 ext. 264 for further assistance.

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,

Nadia James
Regulations and Standards Technician
Corporation Micro Bird Inc.

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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: _____