

Part 573 Safety Recall Report**15V-494**

Manufacturer Name : Turtle Top
Submission Date : AUG 03,2015
NHTSA Recall No. : 15V-494
Manufacturer Recall No. : NR

**Manufacturer Information :**

Manufacturer Name : Turtle Top
 Address : 67819 State Road 15
 New Paris IN 46553
 Company phone : 574-831-4340

Population :

Number of potentially involved : 2
 Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2012-2012 Turtle Top Van Terra XL
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : GAS

Descriptive Information : Turtle Top is recalling all Hehr International brand thermopane egress windows' catches and handles in the field. Certain vehicles' egress windows may fail to conform to the requirements of FMVSS 217 - Bus Emergency Exits and Window Retention and Release.

Production Dates : OCT 13, 2012 - FEB 07, 2013

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2010-2010 Turtle Top Odyssey XL MPV
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : DIESEL

Descriptive Information : Turtle Top is recalling all Hehr International brand thermopane egress windows' catches and handles in the field. Certain vehicles' egress windows may fail to conform to the requirements of FMVSS 217 - Bus Emergency Exits and Window Retention and Release.

Production Dates : MAY 02, 2011 - OCT 04, 2011

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Noncompliance :

Description of the Noncompliance : The window catches and handles may fail to resist the load specified by the standard.

FMVSS 1 : 217 - Bus emergency exits and window retention and release

FMVSS 2 : NR

Description of the Safety Risk : Should a person or object be pushed against an egress window during an accident situation, the catches and handles may not hold the egress window in place increasing the risk of injury and/or damage to property.

Description of the Cause : The window catches and handles may fail to resist the load specified by the standard. The handles may push against the catches and slide past the catches allowing the window to open.

Identification of Any Warning that can Occur : no warning

Supplier Identification :

Component Manufacturer

Name : Hehr International

Address : 1103 Pearl Street

Chesaning MICHIGAN 48626

Country : United States

Chronology :

A bus in Canada reported needing a replacement egress window on approx. May 25, 2015 as indicated from a Turtle Top Canadian distributor via e-mail into our customer service department. Further investigation indicated that the window did not hold in place. Subsequent analysis and testing showed inconsistent results when dual pane egress window handles and catches did not meet the testing standards of FMVSS 217. In working with Hehr International to resolve the issue, it was decided that all handles and catches in the field need replacement once a handle and catch combination was designed which could consistently pass the requirements of the standard. Replacement handles and catches, as well as the service bulletin from Hehr International, are now available to send into the field as replacement hardware kits on affected vehicles.

Description of Remedy :

Description of Remedy Program : A new design catch and handle combination, which meets the safety requirements, will be sent. Each thermopane egress window has two catches, two handles and 4 mounting screws. New parts and a service bulletin describing how to change the catches and handles will be sent out. Affected vehicle owners need to contact Turtle Top's Warranty and Customer Service department to inquire as to where the closest Turtle Top distributor or authorized service center is located to have the corrective action completed. Repair parts and labor will be provided at no cost to the vehicle owner.

How Remedy Component Differs from Recalled Component : Existing catch installed on an egress window is approx. 0.9 inches long made from black plastic. Replacement catch is 1.5 inches long made from aluminum. Replacement handles and mounting

screws are the same as currently installed on the egress windows.

Identify How/When Recall Condition was Corrected in Production : Per Hehr International communicating to Turtle Top, Hehr has not been producing thermopane (dual pane) bus windows since the incident arose. Windows are only made to order.

Recall Schedule :

Description of Recall Schedule : Once NHTSA assigns a recall number to the campaign, notification letters can be sent. Parts are available.

Planned Dealer Notification Date : AUG 17, 2015 - AUG 17, 2015

Planned Owner Notification Date : AUG 17, 2015 - AUG 17, 2015

* NR - Not Reported