



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



2602 Marina Drive
Elkhart, IN 46514
877-384-4400

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO A VEHICLE PURCHASED THROUGH YOUR DISTRIBUTORSHIP:



September 18 , 2015

THIS NOTICE APPLIES TO VEHICLE:



VIN: 1GB3G3C [REDACTED], Turtle Top Body # 396290

RE: Turtle Top Vehicle Recall 15V-526
ASA Electronics Equipment Recall 15E-050

Dear Turtle Top Distributor:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Turtle Top has decided that a defect which relates to motor vehicle safety exists in a vehicle sold by your distributorship. A recall notification letter has been mailed to the owner listed above. The owner may or may not contact you regarding this recall.

! IMPORTANT !#

- The rear observation camera system is being recalled on the above vehicle.
- Contact ASA Electronics immediately

REASON FOR THIS RECALL: ASA Electronics is recalling certain rear observation camera systems with part number VCMS140I installed in certain Turtle Top buses. Turtle Top has decided that a defect which relates to motor vehicle safety exists in the affected buses.

It may be possible for a sensor in the vehicle's rear backup camera to fail and cause the camera to reverse the image displayed on the observation monitor. Do not rely on the image displayed. If the camera displays the image in reverse, the driver may inadvertently turn the wrong direction to avoid hitting an object behind the vehicle, increasing the risk of a crash. The vehicle owner needs to utilize the mirrors when backing up the vehicle.

WHAT WILL BE DONE: ASA Electronics will replace the camera free of charge. ASA Electronics will be happy to work with you or the customer directly to schedule a replacement installation, or have the camera(s) shipped directly to the technician of your choosing.

WHAT YOU SHOULD DO: Affected vehicle owners need to contact ASA's Customer Relationship Center at 1-877-384-4400 to request a return authorization number to secure a free replacement VCMS140I rear observation camera. Note: Once the installation is complete and you have returned the defective product, please e-mail your labor claim form to Hannah Buckles (hbuckles@asaelectronics.com). Typical labor time per installation is 0.5 hours (30 minutes).

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



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If you have additional questions, please contact ASA's Customer Relationship Center at [1-877-384-4400](tel:1-877-384-4400), and one of ASA's representatives will promptly assist you. Instructional sheets, as well as the labor claim form on the recall process, are also available if needed. ASA office hours are Monday through Friday: 7:00AM – 6:00PM (EST). If you wish to contact ASA through email, please send all inquiries to: recall@asaelectronics.com.

If the vehicle has already had the remedy performed prior to this recall, ASA will reimburse the owners for pre-notification remedies.

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

The National Highway Traffic Safety Administration (NHTSA) has been informed of this recall notice and has assigned NHTSA campaign ID number 15V-526 to this campaign for Turtle Top and campaign number 15E-050 for ASA Electronics.

Thank you for your attention to this important matter.

Sincerely,

Janet L. Kercher-Dudley
Turtle Top Sr. Standards Engineer

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