



IMPORTANT SAFETY RECALL NOTICE

October 2017

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

What is being recalled?

Micro Bird has decided that a defect which relates to motor vehicle safety exists in certain models G5 built on GM chassis, year model 2016 school buses manufactured between May 2016 and August 2017 and equipped with QS11 Convertible Bus manufactured by CE White/HSM Solutions. The affected population is comprised of twelve (12) seat models:

SC30RAA026	SC39LAA026
SC34LA8026	SC39RA3026
SC34RA8026	SC39RA6020
SC39LA6020	SC39RA6026
SC39LA6026	SC39RA8026
SC39LA8026	SC39RAA026

Why is it being recalled?

The QS11 Convertible Bus seats as manufactured by CE White/HSM Solutions contain a defect, which in the event of a rear collision, may result in occupant injury. These seats were manufactured with integral D-Ring mounting studs in the upper area of the seat back frame. The upper sea area where the mounting studs are located does not provide an acceptable padding surface between the seat occupant and the D-Ring mounting stud. HSM has determined that in a rear end collision by a larger vehicle, there is a potential increased risk of injury or death, to passenger seat occupants.

What is the safety issue?

In a rear crash event, the occupants head may contact the D-Ring mounting stud, resulting in a head injury. For this to occur, the occupant must be sitting in a position on the seat, which would place the back of the head in line with the D-Ring mounting stud during the crash event.

What are we asking you to do?

- 1- At your earliest convenience, complete and send a Recall Parts Kit Order Card for each of your recalled vehicles to HSM Transportation Solutions' Customer Service by phone by Fax at 419-492-2544 or by email at bautz@hsm solutions.com to obtain instructions on how to repair your vehicles. HSM estimates that repair will take approximately 5 minutes per seat to complete.

For further assistance please contact HSM Customer Service by email at bautz@hsm solutions.com or call 419-492-2157 ext. 243. **When you call, please be prepared to provide your name and the VIN of each of your vehicles that are covered by this Notification. The same information must appear on all email or fax communications.**

- 2- When the repair is done, complete the respond card for each recalled vehicle and send it back to HSM Transportation Solutions' Customer Service by phone by Fax at 419-492-2544 or by email at bautz@hsm solutions.com. This will enable us to update our files.

What HSM Transportation Solutions will do?

HSM will provide Parts and a Service Repair Procedure "SRP", which will provide instruction on how the repair must be conducted. HSM will reimburse the cost of repairs relating to this recall, including both parts and labor.

Should HSM Transportation Solutions or Micro Bird Corporation Inc. fail or be unable to remedy the situation without charge, you may contact:

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>

Changed address or sold the vehicle?

If you have changed address, or have sold the vehicle, please complete the form at the end of this letter, sign and date it, then send it to Micro Bird Corp. by fax at 819 475-9633 or by email at dave.caskenette@microbird.com so we can update our records. You can also contact us by phone at 819 477-2012 extension 364. The information you provide will be used to notify the new owner about this recall. If you have leased this vehicle to another person or organization, you must forward this letter to the lessee within ten (10) days.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition.

Best regards,



Marie Claude Gagnon
Regulations and Standards Technician
Micro Bird Corporation Inc.

Recall 17-071-CUS / NHTSA Recall #17V558

DO NOT COMPLETE THIS SECTION UNLESS: Your company changed its name, moved or no longer own this vehicle.

Vehicle serial number: _____

- This vehicle was stolen.
- This vehicle was destroyed.
- The company changed its name or moved (indicate the 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: _____