

**IMPORTANT SAFETY RECALL NOTICE – # 21V991**

**This notice applies to your vehicle(s) appearing on the attached list**

February 2022

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 G5 model vehicles, built on Ford or GM chassis, year models 2013-2021, manufactured between September 12, 2013, and November 11, 2021, and designed with a fold-away seat located beside a side emergency exit.

**So that we can notify you of recalls affecting your vehicle(s), it is important that you inform us of any change or error in your mailing address, vehicle ownership or status.**

(Please use the form at the bottom of this letter)

In certain vehicles, a fold-away seat has been placed beside a side emergency exit. When this seat is in the folded position, the instruction label explaining how to open the emergency exit may be partially or completely hidden by the folded seat and access to the emergency exit release handle may be limited, making the handle hard to reach and operate without having to first unfold the seat.

Occupants may not be able to open the emergency window without having to unfold the seat, which may slow the evacuation in case of emergency.

In consequence, we request that you inspect your vehicle(s) to determine whether the side exit release handle is accessible and operable and if the instruction label is readable when the fold-away seat is in the folded position. This inspection may be incorporated into your next daily inspection routine.

**To complete this recall**, locate the affected unit(s) in your fleet and verify the side emergency exits that are beside a fold-away seat, according to the attached instructions. **Take at least one picture showing the side emergency exit with the fold-away seat in the folded position, as seen from the aisle.**

If the inspection reveals that the release handle of a side emergency exit is not accessible or operable, please contact a **Micro Bird dealer** to make an appointment to have the situation corrected, free of charge. To locate a dealer near you, please visit <https://www.microbird.com/find-us>. Please provide the pictures of the side emergency exit to the dealer so the solution may be determined before your visit. It will also allow the dealer to schedule the appropriate amount of time for the correction.

If the inspection confirms that the release handle is accessible and operable, please visit the Recall portal at <https://supportclient.microbird.com> and submit the completed and signed List of Recalled Vehicles included with this letter on the Form tab for Recall 21-089-FUC. Please provide the pictures of the side emergency exit so we can determine if a new instruction label should be applied. This information will also allow us to update our files.

**Note:** If you have never registered on our Recall portal, use your Portal D that appears on the List of Recalled Vehicles to create a User Account. Once created, you will only need your email address and password to access your User Account. If you already have a User Account, no Portal ID appears on your List of Recalled vehicles.

We evaluate that it should not take more than three (3) minutes to inspect each side emergency exit. If the defect is detected, the allotted time varies depending on the nature of the actions that will be needed to correct the defect.

Micro Bird Corporation will reimburse labor to mitigate this recall, but it will be your responsibility as owner to inspect your vehicle(s) and contact a Micro Bird dealer to have the defect corrected if necessary.

Please send any question or concern regarding this recall campaign to [recall@microbird.com](mailto:recall@microbird.com), using **21-089-FUC** or **21V991** in the Subject area.

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.

Should 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 this form, and send it to Micro Bird Corp. by email at [recall@microbird.com](mailto:recall@microbird.com), using **21-089-FUC** or **21V991** in the Subject area. The information you provide will be used to update our files and, if needed, notify the new owner about this recall.

**Recall 21-089-FUC/ NHTSA Recall # 21V991**

**COMPLETE THIS SECTION ONLY IF** you our company has 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 (indicate the name/address and phone number of new owner).

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Phone: \_\_\_\_\_

Zip code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_