

IMPORTANT SAFETY RECALL – 23V795

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

January 2024

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

Micro Bird has decided that a non-conformity which relates to motor vehicle safety exists in certain 2006-2008, 2010-2012, 2014, 2015, 2020 and 2021 school vehicles.

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 send the completed form at the bottom of this letter to recall@microbird.com using Address/Ownership Change in the Subject area

In the recalled vehicles, the installed transversal wheelchair track anchorages may not comply with the force requirements of Motor Vehicle Safety Regulations, Standard #222, "School Bus Passenger Seating and Crash Protection." A track anchorage that is not installed as to withstand a sufficient force may detach during a crash, increasing the risks of injury to passengers.

To complete this recall,

locate the unit(s) in your fleet that appear on the attached List of Recalled Vehicles and contact a **Micro Bird dealer** to make an appointment to have the situation corrected, free of charge. The correction consists in reattaching the transversal tracks. Visit <https://www.microbird.com/dealers> to locate a Micro Bird dealer near you.

Micro Bird Corporation will supply parts and reimburse labor to mitigate this recall, but it will be your responsibility as owner to contact a Micro Bird dealer to have the defect corrected. Please, identify the vehicle(s) to correct so they can make sure to have the required parts on hand when you bring your vehicle(s). **We evaluate that it should take two (2) hours to repair each vehicle.**

Please send any question or concern regarding this recall campaign to recall@microbird.com, using **23-104-TUS** or **23V795** 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.

If not possible to have your vehicle corrected at a Micro Bird dealer:

- 1- Visit the Recall portal at <https://supportclient.microbird.com>, log into your User account and select the Recall **23-104-TUS** to download inspection and correction instructions
- 2- Please have the correction applied at a certified garage.
- 3- Complete, for each of your vehicles, and sign, the form section of the List of Recalled Vehicles included with this Notification.
- 4- Once you have completed or declared that the recall cannot be completed for all your vehicles, for reimbursement, transmit the completed and signed List of Recalled Vehicles and your detailed invoice(s) to a **Micro Bird dealer**.

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 fill in the following form, and send it to Micro Bird Corp. by email at recall@microbird.com, using **23-104-TUS** or **23V795** 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 23-104-TUS / NHTSA Recall # 23V795

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 (indicate the name/address and phone number of new owner).

Complete the following section **only** if your company has changed its name or moved or to provide the name and address of the new owner

Name: _____

Address: _____

City: _____

State: _____ Phone: _____

Zip code: _____

Signature: _____ Date: _____