

## IMPORTANT SAFETY RECALL

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

May 2024

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

Micro Bird has decided that certain G5, year models 2019-2024, electric school vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 103, "Windshield Defrosting and Defogging Systems."

**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](mailto:recall@microbird.com) using Address/Ownership Change in the Subject area.**

In the recalled vehicle, a LIN gateway module (Webasto Cronus) is used to control the high voltage heaters. Under certain circumstances, this gateway module may stop working, resulting in the heating system to not working. In consequence, it is not possible to defrost the windshield before driving. If it happens, the vehicle will no longer comply with the defrosting requirements of Standard #103, "Windshield Defrosting and Defogging." If the vehicle is driven while the windshield has not been defrosted correctly, visibility may be reduced, increasing the risk of accident.

### **To complete this recall,**

locate the unit in your fleet that appears on the attached List of Recalled Vehicles and inspect them according to the instructions provided with this notification. If the inspection identifies that the gateway module needs to be replaced, contact a **Micro Bird dealer** to make an appointment to have the defective gateway module replaced with a new one, free of charge. Visit <https://www.microbird.com/dealers> to locate a Micro Bird dealer near you.

We request that you send us a picture of the label indicating the version of the gateway module as well as a picture of the certification label of the vehicle by email at [recall@microbird.com](mailto:recall@microbird.com) using **24-105 Gateway module** in the Subject area so we can update our files.

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 up to 40 minutes to repair your vehicle.**

### **What if you have already paid for this repair?**

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. You may submit your receipts by email to [recall@microbird.com](mailto:recall@microbird.com) using **24-105-CUS Reimbursement Request** in the Subject area.

Please send any question or concern regarding this recall campaign to [recall@microbird.com](mailto:recall@microbird.com), using **24-105-CUS** or **24V242** 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 **24-105-CUS** to download inspection and correction instructions.

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

- 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](mailto:recall@microbird.com), using **24-105-CUS** or **24V242** 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 24-105-CUS / NHTSA Recall # 24V242**

**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: \_\_\_\_\_