

## IMPORTANT SAFETY RECALL

NHTSA Recall No. 24V-842

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

November 2024

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

Micro Bird has decided that certain 2023 CT-Series vehicles equipped with a vandal lock on the rear emergency door fail to conform to Federal Motor Vehicle Safety Standard No. 217, "Bus emergency exits and window retention and release."

**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 vehicles, the ignition interlock does not prevent the engine from starting if the rear emergency door is locked after the key has been inserted in the ignition. These vehicles may not comply with Federal Motor Vehicle Safety Standards, Standard #217, "Bus emergency exits and window retention and release". The interlock works correctly to prevent the engine from starting when the door is already locked when the key is inserted in the ignition. If the vehicle circulates with a locked emergency door that could not be opened from outside and would need to be unlocked to be opened from inside, the risk of injuries is increased in case of an emergency.

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

Locate the unit(s) in your fleet that appears on the attached List of Recalled Vehicles and contact a **Micro Bird dealer** to make an appointment to have your vehicle(s) corrected. The dealer will modify the ignition interlock connection to the ignition system, and thus free of charge. Visit <https://www.microbird.com/dealers> to locate a Micro Bird dealer near you.

Micro Bird Corporation will 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. **We evaluate that it should take 45 minutes to repair each 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 **24-112-IUC 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 **24-112-IUC** or **24V-842** 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>

**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 24-112-IUC** 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 declined the recall 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**.

**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 **24-112-IUC** or **24V-842** 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 24-112-IUC / NHTSA Recall # 24V-842**

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