



Safety Recall 12E-017 – ProLo Hatch

May 24, 2012

Joe Labonte

«Name»

«Address_1»

«City», «ProvSt» «PostalZIP»

This letter is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Specialty Manufacturing Inc. (SMI) has determined that ProLo roof escape hatches manufactured between April 1, 2011 and March 25, 2012 may not comply with the maximum opening force requirements in FMVSS 217.

According to our records, affected units were purchased by your company (see attached list). If those units were installed as original equipment on vehicles manufactured at your facility, and you agree that they contain a noncompliance, **your company must notify the National Highway Traffic Safety Administration (NHTSA) within 5 business days and conduct a safety recall of those vehicles.** You may contact the NHTSA with questions by sending an email to rmd.odi@dot.gov.

Description of Non-compliance

SMI has determined that the opening force required to open ProLo hatches manufactured during this time period may exceed the 40 pound maximum prescribed by FMVSS 217 by an average of 7 pounds. This condition affects approximately 17% of the hatches produced during the timeframe listed above.

While all of the hatches open as designed, more opening force may be needed than is required.

Identifying Suspect Parts

1. Check the label just to the right of the handle on the hatch lid for the build date to determine if the hatch was manufactured during the period from April 1, 2011 through March 25, 2012. Units built within this date range are subject to the campaign.





2. Replace the suspect components as described below in the Remedy Program.

Remedy Program

Replacing the 008956 Nylon Receiver on the ProLo hatch using the **009493 ProLo Repair Service Kit** will resolve the noncompliance. This kit includes (1) 008956 Nylon Receiver, (2) anti-rattle springs, (4) Phillips head screws and detailed work instructions (enclosed).

Important: Dealer notification by Certified Mail is required by Federal law for all safety recalls. Responsible dealership personnel should be instructed to sign for this Certified mail without hesitation as it contains urgent safety recall information. Notifications to owners of potentially affected vehicles are by first class mail. Please be advised that the outside of each envelope containing an owner notification letter must be marked "SAFETY RECALL NOTICE" all in capital letters, either in boldface or underlined, and in type that is larger than that used in the address section. A sample of the envelope must be submitted to NHTSA for approval at least 5 business days before mailing to owners.

IMPORTANT: Some of the vehicles affected may still be in your inventory. Federal law requires you to complete the recall service on these vehicles before delivery. SMI will provide repair kits for these units or dispatch SMI personnel to your facility to repair these units prior to delivery to your customers.

Availability of Service Kits

Service kits will be available June 4, 2012 and may be obtained by one of three methods outlined below:





- **Web:** Visit http://www.smiglobal.net/tech_bulletins.php and click on the **Safety Recall 12E-017: ProLo Hatch Receiver** link under the **Roof Hatches** section.
- **E-mail:** Send an e-mail to SMI at warranty@smiglobal.net indicating the quantity of ProLo Repair kits you need, the Installer's complete mailing/shipping addresses, contact name and phone number, and vehicle VIN or Body Number.
- **Phone:** Contact SMI Customer Service at 1-800-951-7867.

ProLo Repair kits will be sent to you upon request and will include complete instructions on the removal and reinstallation of the nonconforming components. Removal and reinstallation of each ProLo Repair Kit can be accomplished in 10 minutes, for which SMI will reimburse installers \$25.00 for each remedied hatch.

Additionally, you may contact NHTSA with questions by sending an email to rmd.odi@dot.gov.

Best Regards,

Mike Hagan
Director of Sales & Marketing

Encl: ProLo Repair Service Kit Instructions

