



VEHICLE SAFETY RECALL NOTICE

June 27, 2012

Dear Arboc Specialty Vehicles Dealer/Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This is a follow-up to an earlier communication.

ARBOC Specialty Vehicles (ASV) has decided that a defect which relates to motor vehicle safety exists in certain ProLo roof hatches produced by Specialty Manufacturing, Inc. and, as such, the vehicles equipped with these roof escape hatches are recalled.

The affected ASV transit bus models are as follows: 2011 & 2012 Model Year, Spirit of Mobility and Freedom Transit Buses.

SAFETY DEFECT

The opening force required to open ProLo hatches manufactured during this time period may exceed the 40 pound maximum opening force. In the event of an emergency, egress of the bus may be hindered, possibly resulting in injury to the vehicle occupants.

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.

REPAIRS

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.

Service kits will be available June 4, 2012 and may be obtained by one of the 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
- Email: Send an e-mail to SMI at warranty@smiglobal.net indicating the quantity of ProLo repair kits you need, the installers complete mailing/shipping addresses, contact name and phone number, and vehicle VIN.
- 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 for each remedied hatch.

If SMI fails or is unable to remedy this defect without charge and within a reasonable time, please contact ARBOC service at 866-953-5555. You also may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to lessee within 10 days.

We regret the inconvenience this situation may have caused you. However, ARBOC Specialty Vehicles believes in the early detection and immediate correction of potential concerns. Thank you for your understanding.

Sincerely,
ARBOC Specialty Vehicles, LLC