



TURTLE TOP

Division of Independent Protection Co., Inc.
67819 State Road 15
New Paris, Indiana 46553 USA

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE:

September 8, 2015

Carleton-Willard Village
100 Old Billerica Road
Bedford, MA 01730

VIN: 1FDWE3FL5DDA03128, Turtle Top Body No. 395654

RE: Turtle Top's Vehicle Recall #15V-494

Dear Turtle Top Vehicle Owner / Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Turtle Top has decided that a defect which relates to motor vehicle safety exists in the thermopane egress (emergency exit) windows installed in your vehicle. Turtle Top is instituting a recall campaign.

! I M P O R T A N T !

- Your vehicle's thermopane egress windows are being recalled
- Contact Turtle Top immediately

REASON FOR THIS RECALL: Turtle Top has decided that a defect which relates to motor vehicle safety exists in model year 2010 through 2014 Turtle Top buses and MPV specialty vehicles equipped with Hehr International brand thermopane egress windows' catches and handles. Records indicate that you operate one or more vehicles equipped with thermopane egress windows which may be affected.

Thermopane egress windows may not meet the window retention ability, the force requirements necessary to meet motor vehicle safety regulations should a person or object be pushed against an egress window during a crash situation. The catches and handles may not hold the egress window in place resulting in an increased risk of injury or property.

WHAT WILL BE DONE: A new design catch and handle combination, which meets the safety requirements, will be sent. Each thermopane egress window has two catches, handles, and screws, all parts need to be replaced with new parts.

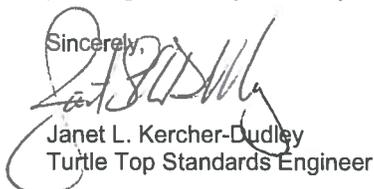
WHAT YOU SHOULD DO: Affected vehicle owners need to contact Turtle Top Warranty and Customer Service department at 1-800-296-2105 or 1-574-831-4340 to inquire as to where the closest Turtle Top distributor or authorized service center is located to have this corrective action remedy completed on your vehicle. The repair parts and labor will be provided to you at no cost. If your vehicle has already had the remedy performed prior to this recall, Turtle Top will reimburse owners for pre-notification remedies.

If Turtle Top fails to repair or is unable to remedy this condition without charge or within reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

The National Highway Traffic Safety Administration (NHTSA) has been informed of this recall notice and has assigned NHTSA campaign ID number 15V-494 to this campaign number.

We regret any inconvenience which this action may cause you; however, Turtle Top is concerned about you and your passengers' safety. Thank you for your attention to this important matter.

Sincerely,



Janet L. Kercher-Dudley
Turtle Top Standards Engineer

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