



Micro Bird Recall #21-087-DUS Service Update #21-1023



Addressing Micro Bird Recall #21-087-DUS

Recently, Micro Bird released Recall #21-087-DUS which affects a large number of units which New York Bus Sales has delivered since 2003.

The first thing that needs to be understood is that this does not currently present an issue with units that have a properly adjusted entrance door and while we are working to have this recall performed on ALL units which require the recall, we would like to first address those experiencing issues with the entrance door operation.

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Or at the [New York Head Mechanic website](#)

In an effort to try and address these in a timely manner, we would ask the following:

- If after reviewing the instructions, you feel that your staff can make the necessary repairs, follow the instructions on the owner notification letter included in this Service Update. If you experience issues with the instructions, please feel free to contact us and we will be happy to work with you.
- If you have units currently experiencing issues, please contact us so that we can schedule the repair.
- If you have units that you have received recall letters for and are not experiencing issues with and wish to have us make repairs, please call and schedule the repair.

Currently we are scheduling repairs at customer locations that have 6 or more units which require the recall. Those customers who have less than 6, we are asking that they bring them to one of our Service Centers for the recall to be performed and we will schedule to have someone perform the recall while your driver waits.

We would also ask that if we are scheduled to perform other services at your facility that you let us know if you have vehicles requiring the recall and if time permits our Tech will perform the recall while there.

We appreciate your patience and working with us while we work through this process and as always feel free to contact us with any questions or concerns.

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IMPORTANT SAFETY RECALL NOTICE – 21V530

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

September 2021

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

Micro Bird has decided that a defect which relates to motor vehicle safety exists in MBII, T-Series and G5 models, built on Ford or GM chassis, year models 2003-2022, year models 2003-2022, manufactured between February 2003 and July 12, 2021. and equipped with an electric-powered service door and either an exterior emergency release handle or a child-height interior emergency release handle.

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 use the form at the bottom of this letter)

If the service door is not adjusted correctly, certain parts of the mechanism may misalign. When this happens, the emergency release handle will still work to disengages the motor, but the mechanism may bind and not allow the door panels to part open, even if force is applied to them.

If the service door is not adjusted correctly and the mechanism misaligns, occupants may not be able to open the service door using the emergency release handle, preventing occupants to evacuate the vehicle in case of emergency. The exterior emergency release handle may also not allow people to open the service door from outside the vehicle.

To complete this recall, locate the affected unit(s) in your fleet and contact a **Micro Bird dealer** to make an appointment for repair. To locate a dealer near you, please visit <https://www.microbird.com/dealers>.

The dealer will readjust the service door mechanism to make sure it does not misalign and that the service door can open when the emergency release handle is operated and secure the exterior or child-height emergency release to make sure it allows people to open the service door.

If it is not possible to have your vehicle repaired at a Micro Bird dealer:

- 1- Please visit the Recall portal by selecting Recall at <https://supportclient.microbird.com> to browse or download complete repair instructions available on the Documents tab of Recall 21-087-DUC.

To gain access to the recall portal you will first need to register. You will be invited to enter your Portal ID that appears on the attached list of vehicles. After this first visit, you will only need to you use the email address and the password you used to create your account. The Portal ID will then become unusable.

- 2- Order the required part(s) from a Micro Bird dealer. They will be sent to you with no charge.
- 3- For reimbursement, complete and sign the form section of the list of recalled vehicle(s) that is included in this letter, and submit it **to the same micro Bird dealer** with your detailed invoice(s) and any other pertinent document.

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Or at the [New York Head Mechanic website](#)

Micro Bird Corporation will reimburse parts and labor to mitigate this recall at no charge, but it will be your responsibility as owner to contact your Micro Bird dealer to have your vehicle(s) repaired.

The time necessary to repair the recalled vehicles may slightly vary, but we estimate that 27 minutes per vehicle are sufficient to complete the repair.

Please send any question or concern regarding this recall campaign to recall@microbird.com, with **21-087-DUS** or **21V530** 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>

Changed address or sold the vehicle?

If you have changed address, or have sold the vehicle, please complete this form and send it to Micro Bird Corp. by email at recall@microbird.com so we can update our records. The information you provide will be used to update our files and, if needed, notify the new owner about this recall.

Recall 21-087-DUS/ NHTSA Recall # 21V530

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, it has been sold or traded to:

Name: _____

Address: _____

City: _____

State: _____ Phone: _____

Zip code: _____

Signature: _____ Date: _____

Micro Bird Corporation Inc., 3000 Girardin, Drummondville (Quebec) J2E 0A1

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Micro Bird Inc

RECALL CAMPAIGN

TITLE: A - Service Door Adjustment

TO: Dealers/Owners

PRODUCT: Buses equipped with an electric service door

FROM: Specifications and Certification

PLANNING

Description

The following adjustment procedure is valid for all Micro Bird buses equipped with an electric service door.

Manpower Labor: 15 minutes (0.25 hour)

Note: *It is recommended to read the entire procedure before performing repairs.*

Note: *The repair explained in this document must be performed according to professionally accepted standards.*

TOOLING REQUIRED

Qty	Description
1	9/16 wrench
1	9/16 crowfoot wrench
1	Phillips's screwdriver
1	10in length wrench extension
1	3/8 in drive wrench
1	Vise grip

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PROCEDURE

Step 1: While standing outside the bus, make sure the service door rubber seals are installed correctly as shown on these pictures.



Step 2: Carefully remove the head pad above the service door. Make sure to safely keep the removed cover caps and screws since you will need them to reinstall the head pad.



Step 3: Verify that the pivot orientation is correct.

Note: Although verification of pivot orientation can be done visually, we recommended that you use a 6-inch carpenter square for this step.

1. Release tension on the threaded rods by pulling the emergency release located above the service door.



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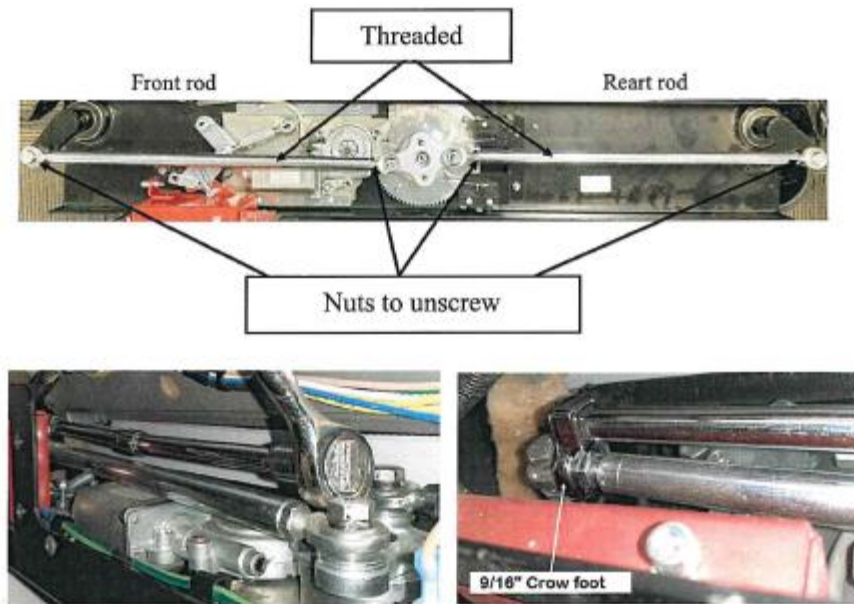
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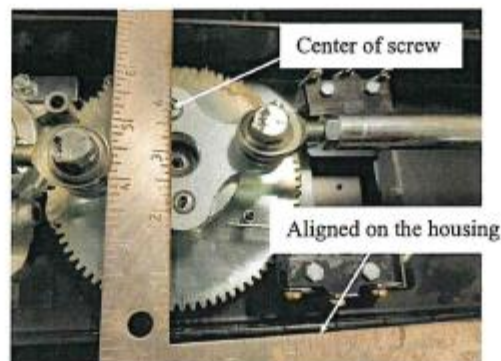
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2. Unscrew the nuts at the end of each rod. You could use the crowfoot wrench extension.



3. Give the front treaded rod eight (8) full turns clockwise (toward you) and four (4) for the rear one. The door should normally open a little more.
4. Engage the service door emergency release, and then open and close the service door using the console switch.
5. Press one side of the square along the inside of the cabinet. Align the other end with the center of the top pivot screw (located nearest the outside wall of the bus) as shown below.



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6. If the pivot is oriented correctly, the bottom screw is slightly skewed to the right (Figure 3.2).



The following figures illustrate situations where the pivot is not oriented properly.



7. If the pivot is correctly oriented, open and close the door using the console switch. Verify that the stepwell and ceiling lights turn off when the door closes. Go to Step 5.
8. If the pivot is not correctly oriented, continue to Step 4.

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Step 4: Door pivot adjustment

1. Make sure that the door panels do not touch the doorstep. If the door is still pressing the frame, give some more clockwise turns (toward you) on both rods. Verify and repeat in case there is still contact between a door panel and the steps.
2. Open and close the door using the console switch. Verify the orientation of pivot as per Step 3.
3. If the pivot is not oriented correctly, hold the tab and bend its end slightly away from you as shown below.



4. Open and close the door using the console switch. Verify the orientation of the pivot. If the orientation is correct, proceed to the door adjustment. Otherwise, repeat Point 3 until the pivot is oriented correctly.

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From this point on, since the pivot should be oriented correctly, only the rods may be used to adjust the service door panels.

The tab must remain in the position determined in Step 4.

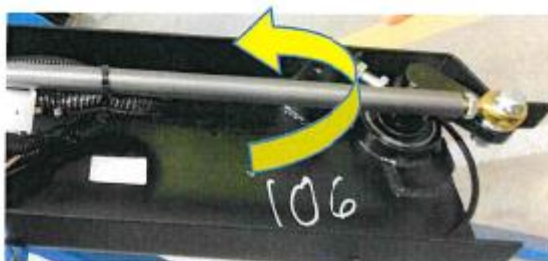
Step 5: Door rods adjustment

1. With the door opened, pull out one end of the upper seal to completely free the center of the top doorframe, as shown on next picture. Be careful, the upper seal is fixed with sealant at both ends.



Upper seal

2. Use the console switch to close the door. Make sure that the door panels do not touch the doorstep. If the door is still pressing the frame, give some more clockwise turns (toward you) on both rods, making sure that they have received the same number of turns. Verify and repeat in case there is still contact.
3. With the door closed, start adjusting the rear door panel by turning the rear rod outward (away from you) until the top of the panel is $3/16$ inches from the top frame. You could use a $3/16$ in shim to help or measure regularly using a ruler. It might help to use vise grip pliers to turn the rod.



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4. Open the door using the control switch and reinstall the upper seal.
5. Close the door using the control switch.
6. Proceed with the front rod, using pliers to rotate. Turn it outward (away from you) until the top of the front panel rubber seal touches firmly the rubber seal of the rear panel until there is no visible gap between the two panels rubber seals.



7. Open and close the door to validate that the panels do not touch or block each other when closing. If they touch each other, open the door half course and turn the front door panel rod outward a quarter of a turn. Repeat until the door panels do not touch or get stuck while closing.
8. When the door is completely shut, the stepwell light should turn off. If it is not the case, repeat from beginning of Step 5.



Stepwell light

Step 6: Testing service door emergency release

Warning: If the vehicle is equipped with an outside service door emergency handle (Option EDER), make sure that the lock (Option I70 - INTERLOCK DOD ELECT W/EXT HAND/REL) is deactivated (see picture below for reference) before testing the service door handle.



1. Open and close the door using the console switch.
2. Pull the service door emergency release, applying regular and moderate force. DO NOT give a sudden jerk on the handle, it is not necessary and may damage the system on the long run.
3. Make sure the door mechanism properly disengages and the door cracks open.

Step 7: Tighten the rods and re-assembly

1. Make sure the service door emergency release is in the closed position and close the doors with the console switch.
2. Tighten the lock nuts at the end of the rods, retaining the rod with the pliers so they do not turn. Once the lock nut is in contact with the rods, give an additional 1/4 turn.



3. Reinstall the head pad.

RECALL CAMPAIGN

TITLE:	B – Supplemental Emergency Release Securement
TO:	Dealers/Owners
PRODUCT:	Vehicles equipped with an electric service door
FROM:	Specifications and Certification

PLANNING

Description

The following adjustment procedure is valid for all Micro Bird buses equipped with an electric service door and either one of the following options:

EDER: EXTERIOR RELEASE FOR ELECTRIC ENTRANCE DOOR

EDIR: ELECTRIC ENTRANCE DOOR INTERIOR RELEASE, STUDENT HEIGHT

Manpower Labor: 12 minutes (0.2 hr)

Note: *It is recommended to read the entire procedure before performing repairs.*

Note: *The repair explained in this document must be performed according to professionally accepted standards.*

TOOLING REQUIRED

Qty	Description
1	2mm Hex drive
1	No2 Phillips screwdriver
1	Pliers

Part required

Qty	Description
1	Hex head M4X0.7X4 set screw

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PROCEDURE

Step 1: Ensure that the service door is closed and that the emergency handle over the service door is in the closed position.



Step 2: Remove all screws retaining the release handle using a No 2 Philips screwdriver.



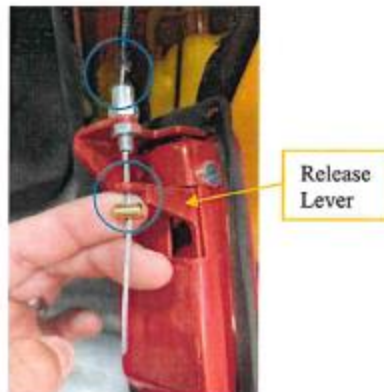
EDER Exterior release



EDIR Interior student-height release

Step 3: Cable adjustment

- Delicately pull the cable using the pliers to eliminate slack on the cable, but without tautening it.



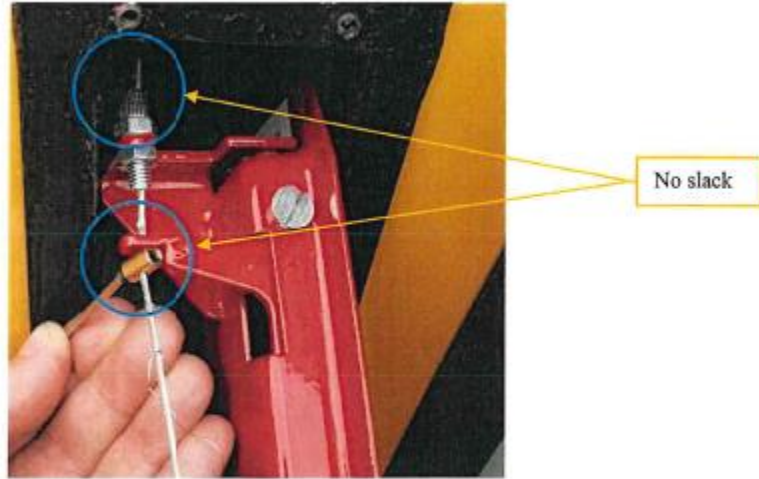
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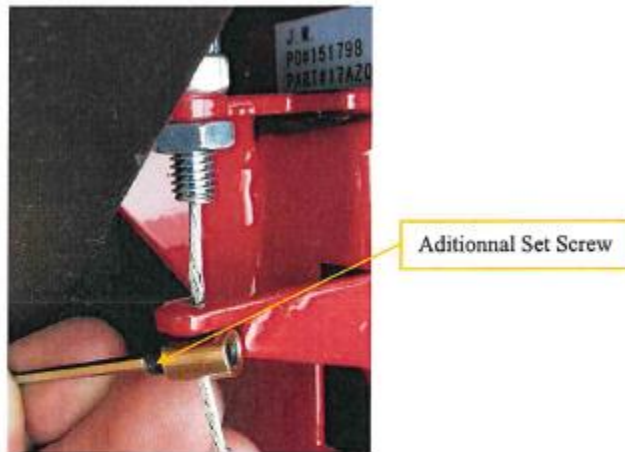
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- Slack the set screw on the brass stopper to help push the stopper close to the handle lever



- Push up the brass stopper up to the lever.

Step 4: Insert the M4 Set screw in the brass stopper and tighten the set screw on each end using the 2mm Hex Drive.



Step 5: Reinstall the emergency handle and screw it back in place

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Step 6: Testing emergency exit

Warning: If the vehicle is equipped with an outside service door emergency handle (Option EDER), before testing the service door handle, please make sure that the lock (Option I70 - INTERLOCK DOD ELECT W/EXT HAND/REL) is deactivated (see picture below for reference)



- Open and close the door using the door switch in the control panel.
- Vehicle equipped with EDER: Pull on the exterior service door emergency handle, applying regular and moderate force. DO NOT give a sudden jerk on the handle, it is not necessary and may damage the system on the long run.
- Vehicle equipped with EDIR: Pull on the student height service door emergency handle, applying regular and moderate force. DO NOT give a sudden jerk on the handle, it is not necessary and may damage the system on the long run.
- Make sure the door mechanism properly disengages and the door cracks open.
- If the mechanism does not work, the door may need adjustment. Consult the Service Door Adjustment instructions.

CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY QUESTIONS

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