

**PE07-029**

**Attachment 7**

**1892010-2264139.txt**

Problem Ticket Report

CONFIDENTIAL

CSR:mmiller 8/7/2007 2:20:12 PM

Reference No 00000002264139

Problem Ticket Report

Contact Information Caller Roger Bannerman Phone (708) 757-3010 Contact  
Type Service Manager  
Location CHICAGO BUS SALES, INC. (TBH4)  
20613 S. TORRENCE AVE.  
Lynwood, IL 60411  
(708) 757-3010

Ticket Details System Comments and Concerns Category Product Issue Reason for  
Call Long Term Quality

Call Details VIN/Serial No 4UZAAXCP75 [REDACTED] Base Model FS65 Vehicle  
Mileage 25,650 Miles  
Make Model Year 2005 Symptoms  
Action Requested by CAC Yes

Work Log Date/Time User Work Description

Mon 12/11/2006

8:41:12 PM M Miller I have tried in the past to get information from all of you on the electrical problems we are having with our 2004 FS65 buses. Engineering came down and took pictures and seen the problem but to this day I have not found out what is going to be done about it. Just to let you know we had two more burn up. That makes a total of Eight on the FS65. I hope you realize that there is a problem because someone is going to get hurt. I have sent the burned up boards to you also. Someone should know something by now. Spoke with customer and TBB engineering to discuss solution. Providing 20 amp manual reset circuit breakers to customers location to install in positions 18, 19, 21, and 22. Attached spreadsheet lists all units customer has provided. Enough breakers being provided for all units listed in spreadsheet. Chicago Bus Sales 20613 South Torrence Ave. Lynwood, Ill. 60411

Mon 12/18/2006

12:39:08 PM M Miller Provided 20 amp manual reset breakers to be installed. Ticket resolved.

**PE07-029**

**Attachment 8**

**1892013-2264144.txt**

Problem Ticket Report

CONFIDENTIAL  
CSR:mmiller 8/7/2007 2:25:32 PM  
Reference No 000000002264144  
Problem Ticket Report

Contact Information Caller Roger Bannerman Phone (708) 757-3010 Contact  
Type Service Manager  
Location CHICAGO BUS SALES, INC. (TBH4)  
20613 S. TORRENCE AVE.  
Lynwood, IL 60411  
(708) 757-3010

Ticket Details System Comments and Concerns Category Product Issue Reason for  
Call Long Term Quality

Call Details VIN/Serial No 4UZAAXCPX5C [REDACTED] Base Model FS65 Vehicle Mileage  
Make Model Year 2005 Symptoms  
Action Requested by CAC Yes

Work Log Date/Time User Work Description

Mon 12/11/2006

8:48:10 PM MMiller I have tried in the past to get information from all of you on the electrical problems we are having with our 2004 FS65 buses. Engineering came down and took pictures and seen the problem but to this day I have not found out what is going to be done about it. Just to let you know we had two more burn up. That makes a total of Eight on the FS65. I hope you realize that there is a problem because someone is going to get hurt. I have sent the burned up boards to you also. Someone should know something by now. Spoke with customer and TBB engineering to discuss solution. Providing 20 amp manual reset circuit breakers to customers location. to install in positions 18, 19, 21, and 22. Attached spreadsheet lists all units customer has provided. Enough breakers being provided for all units listed in spreadsheet. Chicago Bus Sales 20613 South Torrence Ave. Lynwood, Ill. 60411

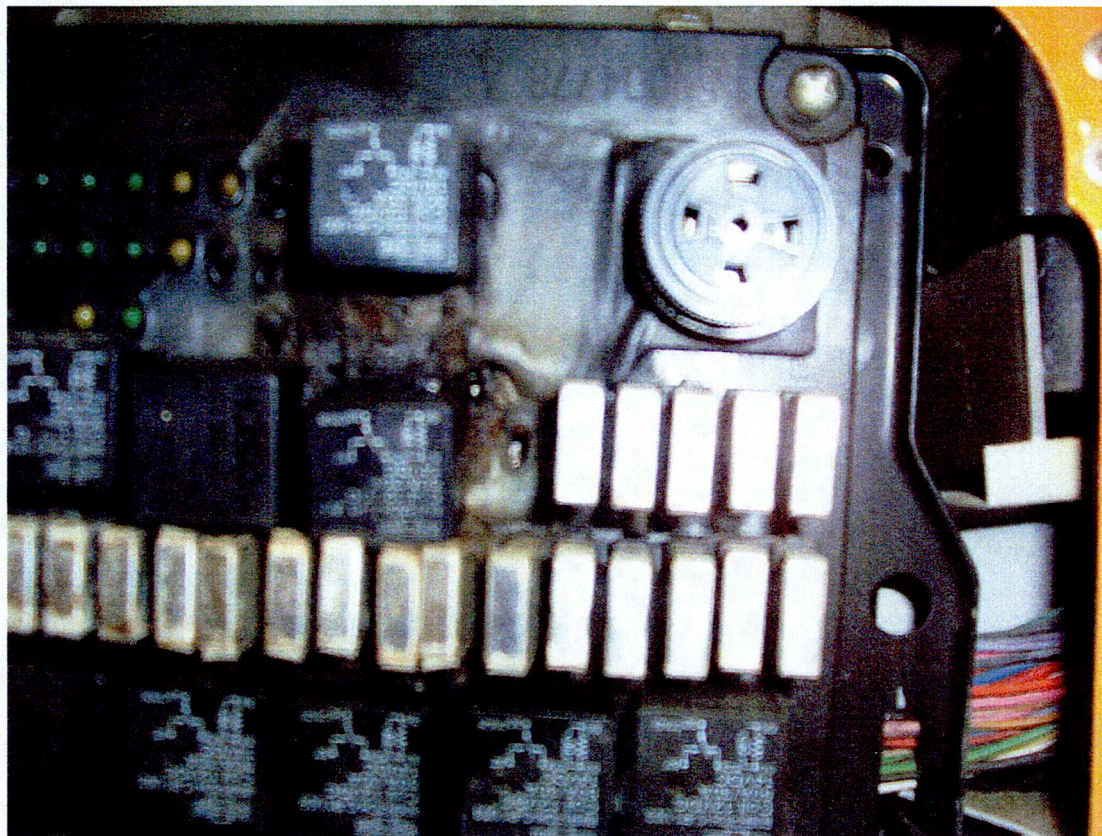
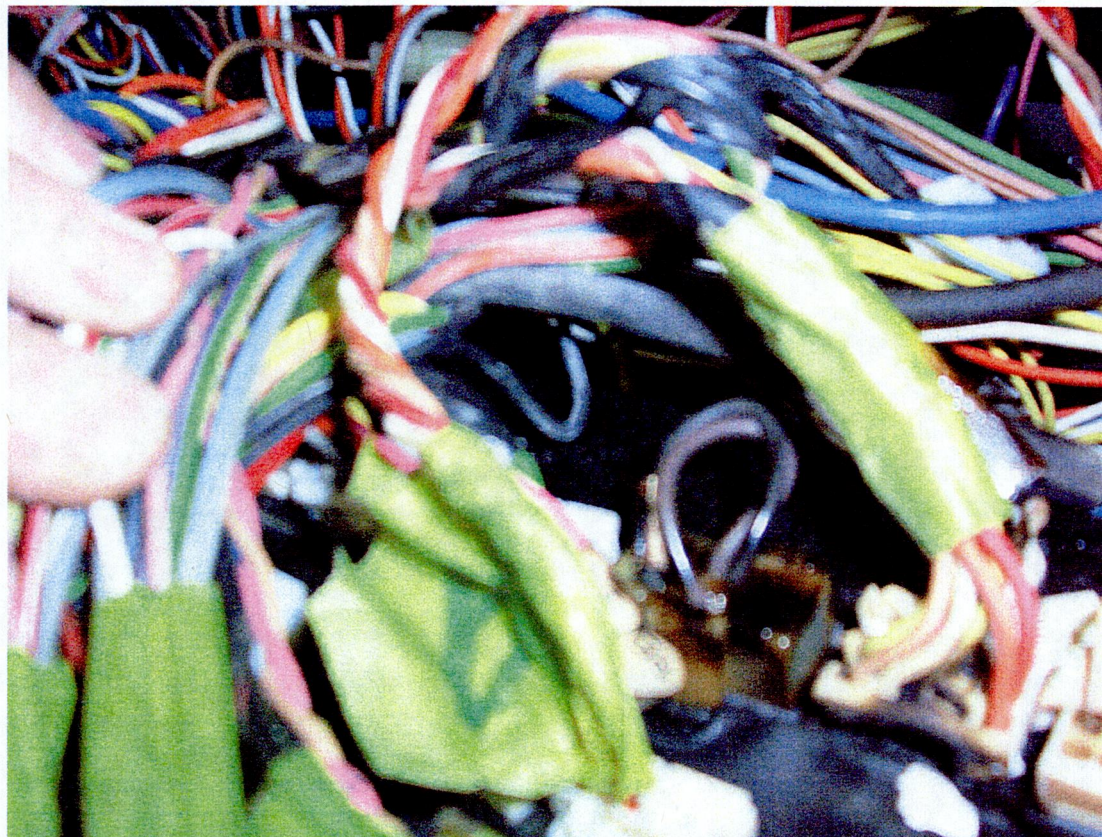
Mon 12/18/2006

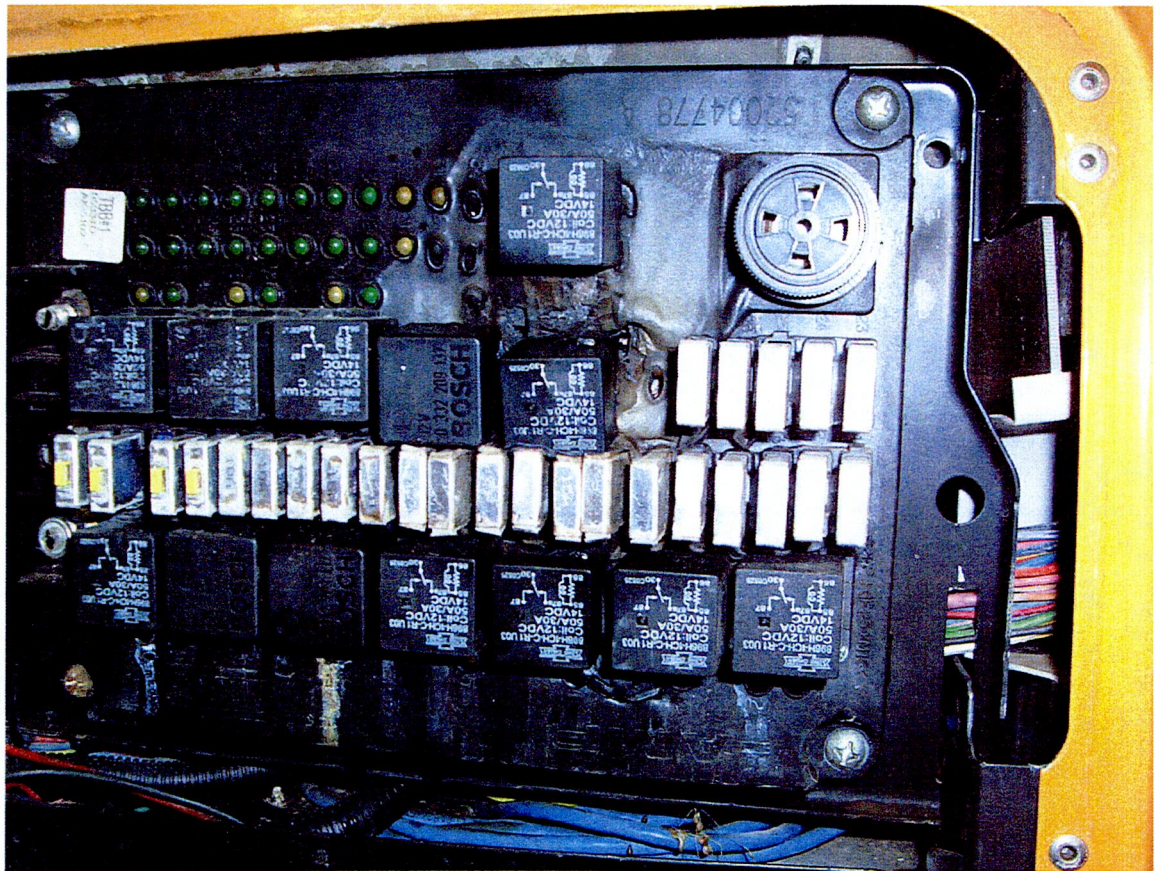
12:39:46 PM MMiller Provided 20 amp manual reset breakers to be installed. Ticket resolved.

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**Attachment 9**

**1892015-2264146**





Problem Ticket Report

CONFIDENTIAL  
CSR:mmiller 8/7/2007 2:27:41 PM  
Reference No 000000002264146  
Problem Ticket Report

Contact Information Caller Roger Bannerman Phone (708) 757-3010 Contact  
Type Service Manager  
Location CHICAGO BUS SALES, INC. (TBH4)  
20613 S. TORRENCE AVE.  
Lynwood, IL 60411  
(708) 757-3010

Ticket Details System Comments and Concerns Category Product Issue Reason for  
Call Long Term Quality

Call Details VIN/Serial No 4UZAAXCPX4CM [REDACTED] Base Model FS65 Vehicle  
Mileage 27,030 Miles  
Make Model Year 2004 Symptoms  
Action Requested by CAC Yes

Work Log Date/Time User Work Description

Mon 12/11/2006

8:51:03 PM Miller I have tried in the past to get information from all of you on the electrical problems we are having with our 2004 FS65 buses. Engineering came down and took pictures and seen the problem but to this day I have not found out what is going to be done about it. Just to let you know we had two more burn up. That makes a total of Eight on the FS65. I hope you realize that there is a problem because someone is going to get hurt. I have sent the burned up boards to you also. Someone should know something by now. Spoke with customer and TBB engineering to discuss solution. Providing 20 amp manual reset circuit breakers to customers location to install in positions 18, 19, 21, and 22. Attached spreadsheet lists all units customer has provided. Enough breakers being provided for all units listed in spreadsheet. Chicago Bus Sales 20613 South Torrence Ave. Lynwood, Ill. 60411

Mon 12/18/2006

12:40:35 PM Miller Provided 20 amp manual reset breakers to be installed. Ticket resolved.

**PE07-029**

**Attachment 10**

**1908210-2285027**

1908210-2285027.txt

Problem Ticket Report

CONFIDENTIAL

CSR:cblaha 8/7/2007 2:32:52 PM

Reference No 00000002285027

Problem Ticket Report

Contact Information Caller Pj Koveloski Phone (856) 845-4870 Contact  
Type Service Manager  
Location H. A. DEHART & SON, INC. (TBB9)  
311 CROWN POINT RD  
Thorofore, NJ 08086  
(856) 845-2800

Ticket Details System Comments and Concerns Category Product Issue Reason for  
Call Long Term Quality

Call Details VIN/Serial No 4UZAAWDD850 [REDACTED] Base Model FS65 Vehicle Mileage  
Make Model Year 2005 Symptoms

Work Log Date/Time User Work Description

Tue 1/2/2007

4:35:48 PM Cblaha Photo's submitted of damage caused by PC board overheat.  
Forwarded to Jim Freiburger and Paul Start requesting status.

-----Original Message----- From: pj [mailto:pj@hadehart.com] Sent:  
Tuesday, January 02, 2007 1:46 PM To: Blaha, Chris Subject: Fw: RE: MORE  
KEVAH KONNER SORRY CHRIS I HAD THE NUMBERS IN FRONT OF ME BUT FORGOT TO  
ATTACH COMING AT YOU KNOW VIN-CM98192 BODY-0431032 YEAR-05  
MODEL-FS65-101PS DEL DATE-04/26/04 ANYTHING ELSE LET ME KNOW THANKS PJ

----- Forwarded Message ----- From: "Blaha, Chris" To:  
"Koveloski, PJ" Sent: Tue, 2 Jan 2007 13:34:38 -0500 Subject: RE: MORE  
KEVAH KONNER Thanks, need a VIN or body id please -----Original  
Message----- From: pj [mailto:pj@hadehart.com] Sent: Tuesday, January 02,  
2007 1:25 PM To: Blaha, Chris Subject: Fw: MORE KEVAH KONNER CHRIS, HERE  
ARE A COUPLE MORE PICS FROM THE FIRE ON KEVAH KONNER ,PJ -----  
Forwarded Message ----- From: "Paul Romond" To: "PJ" Sent: Tue, 2  
Jan 2007 09:13:36 -0500 Subject: Fw: MORE KEVAH KONNER ----- Original  
Message ----- From: "PJ KOVELOSKI" To: Cc: Sent: Thursday, November 16,  
2006 3:57 PM Subject: MORE KEVAH KONNER >

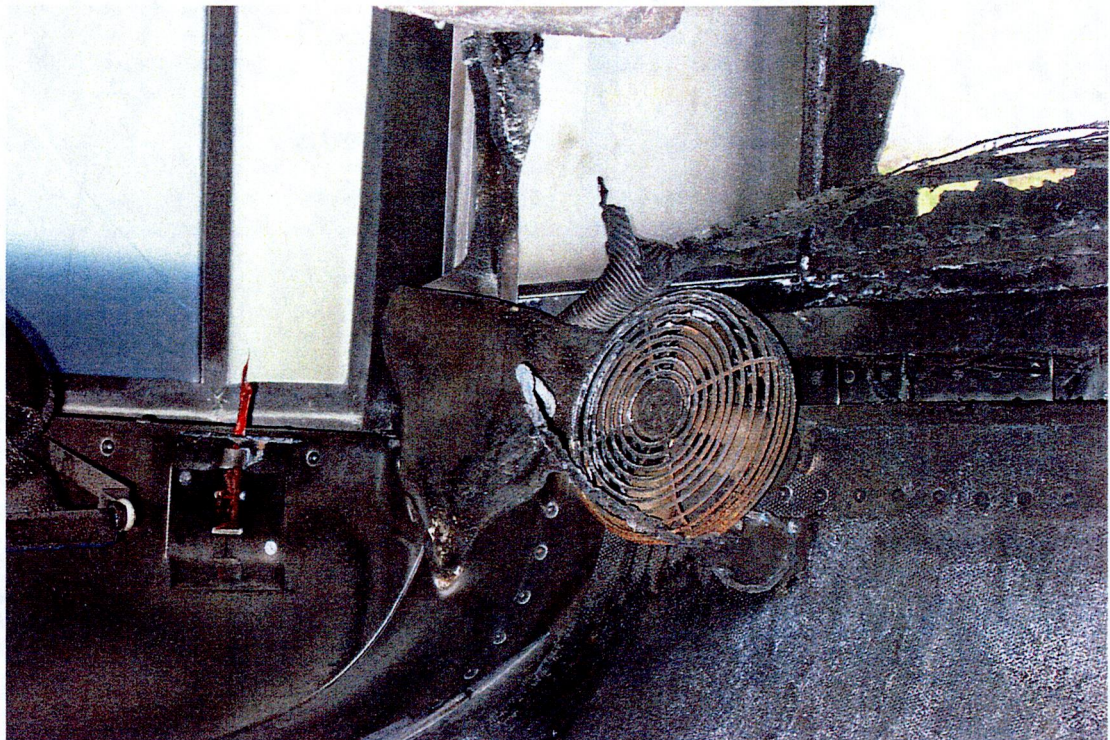
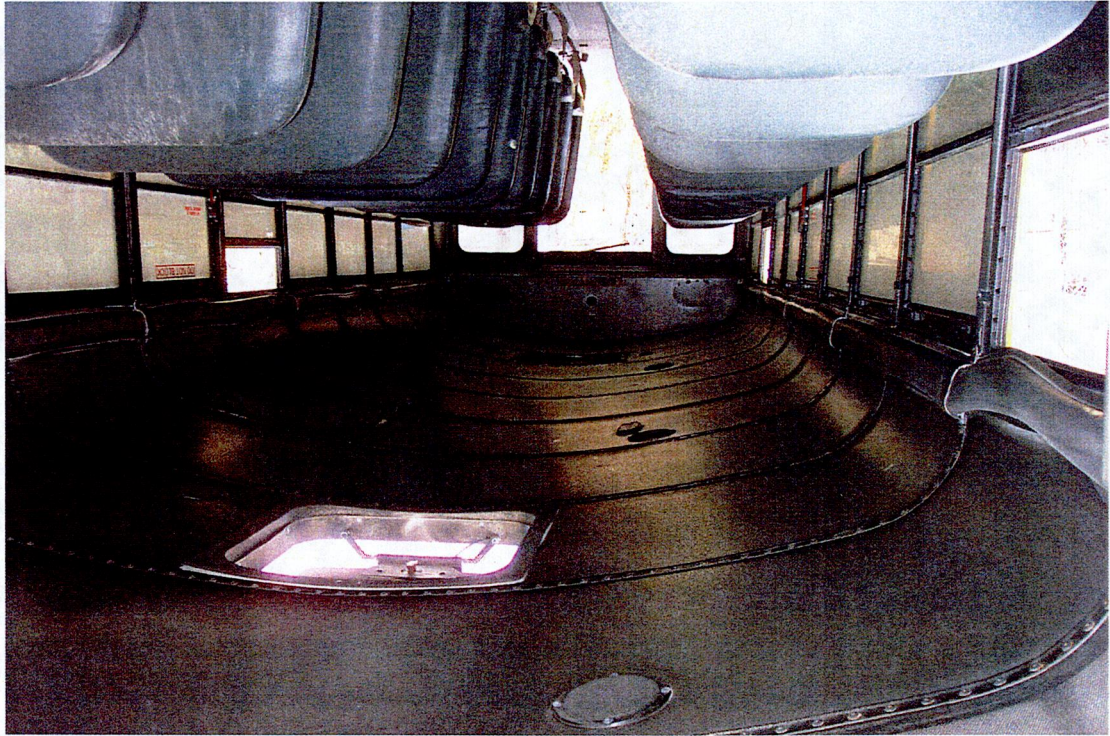
wed 1/3/2007

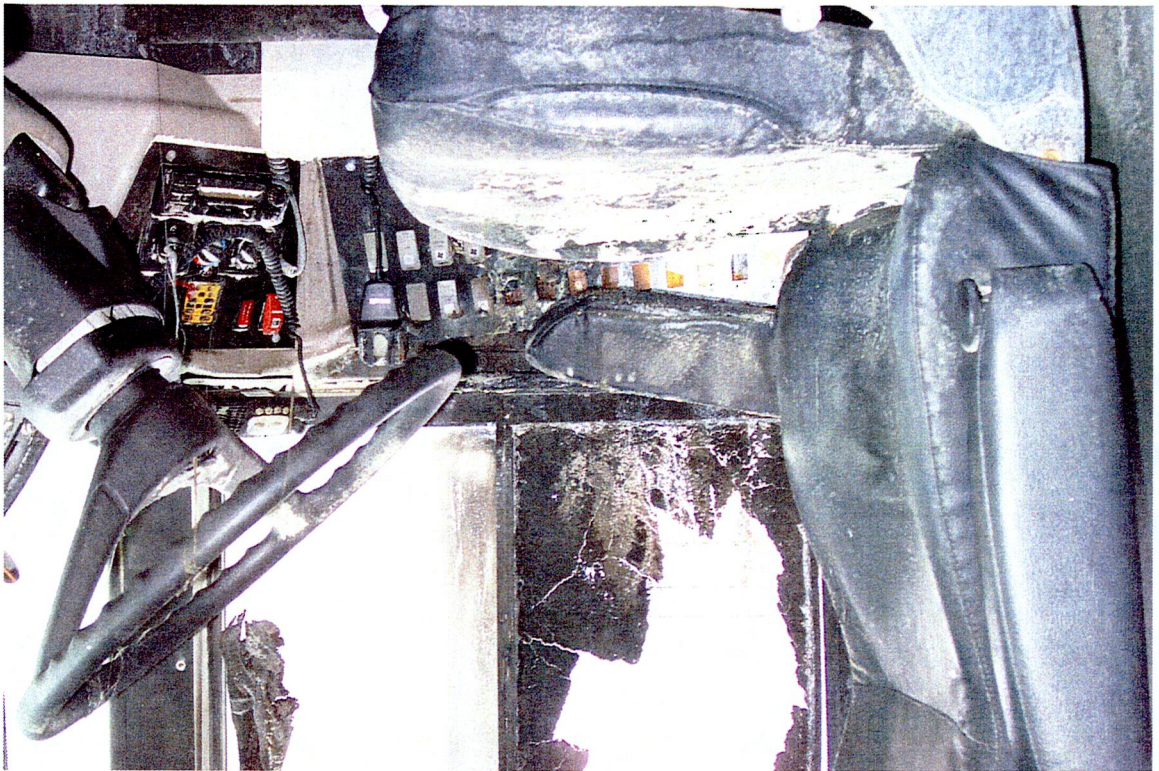
6:26:55 AM Cblaha-----Original Message----- From: Freiburger, Jim Sent:  
Wednesday, January 03, 2007 7:16 AM To: Blaha, Chris Subject: RE: KEVAH  
KONNER Chris, Your right, the bus was built 2/04 and recall started 10/04.  
Kevah Konner should turn the claim into their insurance company. I haven't  
seen the investigators report yet to see if there were other circumstances  
involved with the fire. Jim -----Original Message----- From: Blaha, Chris

Sent: Tuesday, January 02, 2007 6:29 PM To: Freiburger, Jim Cc: Start,  
Paul Subject: KEVAH KONNER Jim, I have inherited dealer H.A. Dehart and  
was asked about this unit today. Do I need to do anything with this? My  
understanding is the bus is just sitting. I don't show this unit to be on  
the pc board recall list. Chris VIN-[REDACTED] BODY-0431032 YEAR-05  
MODEL-FS65-101PS DEL DATE-04/26/04

Mon 1/15/2007

11:50:50 AM Cblaha Reviewed investigators report with Jim Freiburger. Short  
circuit originated in PC board one. Per Jim, advised the customer to have  
his insurance handle.





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**Attachment 11**

**1908222-2285050.txt**

Problem Ticket Report

CONFIDENTIAL  
CSR:cblaha 8/7/2007 2:48:56 PM  
Reference No 000000002285050  
Problem Ticket Report

Contact Information Caller Pj Koveloski Phone (856) 845-4870 Contact  
Type Service Manager  
Location H. A. DEHART & SON, INC. (TBB9)  
311 CROWN POINT RD  
Thorofore, NJ 08086  
(856) 845-2800

Ticket Details System Comments and Concerns Category Product Issue Reason for  
Call Long Term Quality

Call Details VIN/Serial No 4UZA AWD06C [REDACTED] Base Model FS65 Vehicle Mileage  
Make Model Year 2006 Symptoms

Work Log Date/Time user Work Description

Tue 1/2/2007

4:45:44 PM Cblaha Dealer to forward photo's as soon as they see the bus.  
requested that nothing be disturbed. -----Original Message----- From: pj  
[mailto:pj@hadehart.com] Sent: Tuesday, January 02, 2007 2:02 PM To:  
Blaha, Chris Cc: Romond, Paul; werry, Ed Subject: GREENBROOK/PC BOARD FIRE  
CHRIS, THIS INFORMATION IS FOR THE VEHICLE OWNED BY GREENBROOK BOE WHICH  
HAD CAUGHT FIRE. THE PC BOARD SEEMS TO BE THE CAUSE OF THIS FIRE AND THE  
VEHICLE IS NOT AT MY LOCATION YET I AM WAITING FOR HIS INSURANCE CO. TO  
RELEASE THE VEHICLE TO ME. JUST TO GET THE BALL ROLLING HERE IS THE INFO ON  
THE VEHICLE %WORD22%a431 BODY-0530017 THIS VEHICLE WAS AFFECTED BY THE  
RECALL 06V-136 AND THE RECALL WAS PERFORMED. THE CUSTOMER STATES THE FRE  
STARTED AT THE PC BOARD AGAIN I CAN NOT CONFIRM THIS UNTIL I HAVE THE  
VEHICLE I WILL CONTACT YOU THEN. ALSO CUSTOMER IS FIGHTING FOR THE  
REIMBURSEMENT OF A LOANER VEHICLE HE HAS TO RENT WHAT IS YOUR POSITION ON  
THIS, WHO IS RESPONSIBLE FOR THIS, THOMAS, TYCO, DEHART OR THE CUSTOMER? THANKS  
PJ

Fri 1/19/2007

9:33:16 AM Cblaha -----Original Message----- From: Blaha, Chris Sent:  
Sunday, January 14, 2007 1:31 PM To: Freiburger, Jim Cc: Saunders, Bryan  
Subject: GREENBROOK/PC BOARD FIRE Jim, Please advise how you want to  
proceed on this. Ref: CAC Ticket 2285050 Body ID 530017 -----Original  
Message----- From: pj [mailto:pj@hadehart.com] Sent: Thursday, January 11,  
2007 4:06 PM To: Blaha, Chris Subject: Re: FW: GREENBROOK/PC BOARD FIRE On  
Thu, 11 Jan 2007 15:06:46 -0500, Blaha, Chris wrote > P.J. > I understand  
the unit made it to your shop. Can you snap some photo's > and forward to  
me please? > Chris > > -----Original Message----- > From: Blaha, Chris >  
Sent: Tuesday, January 02, 2007 6:58 PM > To: pj > Subject: RE:  
GREENBROOK/PC BOARD FIRE > > P.J. > Without seeing some photo's of the  
extent of damage, I cannot comment > on liability. As far as a rental  
goes, we do not provide coverage for > replacement units. The customer may  
want to contact his insurance > company on that. Send the photo's as soon  
as you can and I'll let you > know how to handle. Depending on severity,  
fire investigators may be > involved so please do not disturb anything  
until advised to do so. > Chris > > Ref: CAC Ticket 2285050

Fri 1/19/2007

9:40:33 AM Cblaha Jim Freiburger said the investigator report indicates the  
cause was due to overheat of the eight light monitor control box

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manufactured by Doran. Advised Paul Romond to have the customer work with his insurance company on this issue.

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**Attachment 12**

**1935163-2319589.txt**

1935163-2319589.txt

Problem Ticket Report

CONFIDENTIAL  
CSR:cblaha 8/7/2007 2:53:17 PM  
Reference No 000000002319589  
Problem Ticket Report

Contact Information Caller Dennis Dickerson Phone (713) 580-8600 x8634 Contact  
Type Service Writer/Foreman  
Location THOMAS BUS GULF COAST LTD (TBE4)  
8806 MISSISSIPPI STREET  
Houston, TX 77029  
(713) 675-4001

Ticket Details System Comments and Concerns Category Product Issue Reason for  
Call Build Quality

Call Details VIN/Serial No 4UZAAXDC55 [REDACTED] Base Model FS65 Vehicle Mileage  
Make Model Year 2005 Symptoms

Work Log Date/Time User Work Description  
Mon 1/29/2007  
10:07:41 AM

CBlaha-----

From: Blaha, Chris Sent: Monday, January 29, 2007 12:01 PM To: Dennis Dickerson Subject: RE: PASADENA ISD Dennis, This unit was built 8 months before the recalled boards were being installed. Can you determine the source of heat and possible get me some photo's? Chris

-----  
From: Dennis Dickerson [mailto:ddickerson@strhouston.com] Sent: Monday, January 29, 2007 10:50 AM To: Blaha, Chris Cc: Peterson, Gregg; David Brumley Subject: PASADENA ISD CHRIS I HAVE A PASADENA ISD BUS THAT HAS A BURNT UP TYCO RELAY BOARD AND IS NOT ON THE RECALL LIST VIN# 5C [REDACTED] WHAT WOULD YOU LIKE US TO DO ABOUT IT? Service Foreman Thomas Bus Gulf Coast  
Dennis Dickerson  
Tue 1/30/2007

6:22:09 PM CBlaha Issue occurred approx one year ago and was not repaired.  
Requested estimate from the dealer  
Sat 3/3/2007

9:15:21 AM CBlaha-----Original Message----- From: Dennis Dickerson [mailto:ddickerson@strhouston.com] Sent: Monday, February 26, 2007 9:23 AM To: Blaha, Chris Subject: RE: PASADENA ISD Yeah you are correct. I thought by what the customer was saying it had not been fixed but indeed it had. And then he brings it by showing me the corrosion it had and the rust. I am not sure if they took the covers off or what. It does appear that the door seal needs to be changed and the door adjusted. -----Original Message----- From: Blaha, Chris [mailto:Chris.Blaha@ThomasBus.com] Sent: Sunday, February 25, 2007 7:26 PM To: Dennis Dickerson Subject: RE: PASADENA ISD Dennis, I'm a little confused. Last month you reported this same unit had a burnt up board and has been parked for a year???? (refer to attached e-mail trail) All Pasadena units were inspected for issues a year ago. Door seal adjustments on a three year old bus are generally not covered. Please review the facts and history of this unit and report back. Also, it was my understanding that all Pasadena buses were to get PC board covers a year ago? Chris -----Original Message----- From: Dennis Dickerson

-----Original Message----- From: Dennis Dickerson

1935163-2319589.txt

[mailto:ddickerson@strhouston.com] Sent: Tuesday, February 20, 2007 4:24 PM To: Blaha, Chris Cc: David Brumley; Peterson, Gregg Subject: PASADENA ISD <> CH <> RI <> S, <> <> TH <> ES <> E <> AR <> E <> PICTURES OF THE PDM ON PASADENA ISD BUS# 847 THE VIN# AND MILEAGE ARE INCLUDED IN THE PICS. THE CIRCUIT BOARD WAS REPLACED LAST YEAR AND IT IS AGAIN FULL OF CORROSION AND RUST. IT LOOKS LIKE TO ME THAT THE DOOR GASKET IS NOT SEALING WELL AND NEEDS TO BE REPLACED AND HAVE THE DOOR ADJUSTED. ALSO NEEDS TO HAVE A NEW PDM AND RELAYS AND BREAKERS. TOLD THE CUSTOMER I WOULD PASS INFO ON TO YOU IN HOPES YOU MIGHT TAKE CARE OF IT FOR THEM.