

PE07-029

Attachment 13

1982032-2378564



Bus 118

Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10183520

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Avon, IN [REDACTED]
 USA
Daytime Phone : [REDACTED] **Ext :** 3125
Evening Phone : [REDACTED] **Fax :** [REDACTED]
Email : [REDACTED]

[top](#)

Complaint Information

Description : Printed circuit board overheats and catches fire. This problem has occurred before and we have had a 50% failure rate on this model bus. This part is covered under recall 06v-136 but does not cover the manufacture date of this bus.
Incident Date : 2/26/2006 **Fire :** Yes
Num. Failures : 2 **Property Damage :** No
Num. Deaths : 0 **Crash :** No
Num. Injured : 0 **Police Report :** No
Referral Source : NHTSA

[top](#)

Vehicle Information

VIN : 1T7YT4C2651 [REDACTED] **Purchase Date :** 9/10/2004
Manufacturer : THOMAS BUILT BUSES, INC.
Year, Make and Model : 2005/THOMAS/SAF-T-LINER ER **Original Owner :** Yes
of Cylinders : 6 **Trans. Type :** AUTOMATIC
Engine Size : 7.2L **VehicleDetails Usage :** SCHOOL BUS
Cruise Control : Yes **Antilock Brakes :** Yes
Current Mileage : 23558 **Speed :** 0
Failure Mileage : 23558 **Powertrain :** REAR WHEEL



Body Style : OTHER

Fuel Type : DIESEL

DRIVE
Fuel System : FUEL INJECTION
Vehicle Type : SCHOOL BUS

Vehicle Component Information

Component 1: ELECTRICAL SYSTEM:FUSES AND
CIRCUIT BREAKERS

OEM: Yes

Vehicle Dealer Information

Dealer : 1

Name : Kerlin Bus Sales

Dealer Type : SALES DEALER

Address : 9294 South State Road 15
Box 157
Silver Lake
IN 46982

Dealer Phone: 260-352-2722

Dealer Fax: 260-352-2011

Email:

[top](#)



Bus 119

Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10183518

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Avon, IN [REDACTED]
 USA
Daytime Phone : [REDACTED] **Ext :** [REDACTED]
Evening Phone : [REDACTED] **Fax :** [REDACTED]
Email : [REDACTED]

[top](#)

Complaint Information

Description : Printed circuit panel located under side panel of bus overheated and had a small fire. This problem is covered under recall 06V-136 but does cover this particular vehicle. It appears that this recall needs to be expanded to cover more vehicles, we have had a 50% failure rate of this particular component.
Incident Date : 1/22/2006 **Fire :** Yes
Num. Failures : 2 **Property Damage :** No
Num. Deaths : 0 **Crash :** No
Num. Injured : 0 **Police Report :** No
Referral Source : NHTSA

[top](#)

Vehicle Information

VIN : 1T7YT4C2851 [REDACTED] **Purchase Date :** 9/14/2005
Manufacturer : THOMAS BUILT BUSES, INC.
Year, Make and Model : 2005/THOMAS/SAF-T-LINER ER **Original Owner :** Yes
of Cylinders : 6 **Trans. Type :** AUTOMATIC
Engine Size : 7.2L **VehicleDetails Usage :** SCHOOL BUS
Cruise Control : Yes **Antilock Brakes :** Yes
Current Mileage : 18461 **Speed :** 0
Failure Mileage : 11062 **Powertrain :** REAR WHEEL

Body Style : OTHER

Fuel Type : DIESEL

Fuel System : DRIVE
FUEL
INJECTION

Vehicle Type : SCHOOL BUS

Vehicle Component Information

Component 1: ELECTRICAL SYSTEM:FUSES AND
CIRCUIT BREAKERS

OEM: Yes

Vehicle Dealer Information

Dealer : 1

Name : Kerlin Bus Sales

Dealer Type : SALES DEALER

Address : 9294 South State Road 15
Box 157
Silver Lake
IN 46982

Dealer Phone: 260-352-2722

Dealer Fax: 260-352-2011

Email:

[top](#)

TREAD Field Service Fact Sheet

Prepared By: Stanley,Dave

Report Date: 7/16/2007

Database: TREAD

Catalog-User-Profile: CRN Treac

Event Source Code\ID:	FTL - 000000001982032	NHTSA Reporting Period:	Q1 - 2007
Event Type Description:	CUSTOMER COMPLAINTS	Event Create Date:	3/12/2007
Serial Number/VIN:	1T7YT4C2651 [REDACTED]	Event Complete Date:	UNRESOLVED
Vehicle Model Number:	140YS	PFI Description:	NONE SPECIFIED
NHTSA Model Description:	TL960	Damage Main Group:	?
NHTSA Make Description:	THOMAS CHASSIS	Damaged Part:	?
Model Year Number:	2005	Damage Cause:	?
FSPR Type Description:	NONE SPECIFIED	Factory Responsibility:	N
NHTSA Reportable:	Y		
Build Plant/Facility:	HIGH POINT		
Brake Classification Type:	AIR BRAKES		
Fuel Classification Type:	DIESEL FUEL		
Application Source Code:	FTL		
GVW Class:	8 Vehicle		

Symptom NHTSA Category Code	Symptom Level One Description	Symptom Level Two Description	Symptom Level Three Description	Symptom Level Four Description
99	?	?	?	?

Field Service Text

Event Text Type Description	Event General Text
NOTE LOG >	<p>1173729027OBLAHA@AVON HAS FILED THE ATTACHED DOCUMENT. IT WAS GIVEN TO CLIFF WHEN HE VISITED SCHOOL EARLIER THIS WEEK. <<03-09-2007 11:35:07AM.PDF>></p> <p>MELANIE ZEHR KERLIN BUS SALES & LEASING 260-352-2722</p> <p>FORWARDED TO JIM FREIBURGER#174052962OBLAHA@</p> <p>FROM: MELANIE ZEHR [MAILTO:MELANIE.ZEHR@KERLINBUS.COM] SENT: FRIDAY, MARCH 16, 2007 7:43 AM TO: BLAHA, CHRIS SUBJECT: RE: AVON CIRCUIT BOARDS</p> <p>CHRIS,</p> <p>NO ONE HERE WAS AWARE THAT THEY HAD ISSUES. CLIFF THINKS THEY STILL HAVE ONE OF THE FAILED BOARDS. I HAVE ASKED FOR PICTURES OF IT. I WILL FORWARD AS SOON AS I RECEIVE.</p> <p>MELANIE</p> <p>...</p>

TREAD Field Service Fact Sheet

Prepared By: Stanley,Dave
 Report Date: 7/16/2007

Database: TREAD
 Catalog-User-Profile: CRN Trear

Event Source Code\ID:	FTL - 000000001982032	NHTSA Reporting Period:	Q1 - 2007
Event Type Description:	CUSTOMER COMPLAINTS	Event Create Date:	3/12/2007
Serial Number/VIN:	1T7YT4C2651 [REDACTED]	Event Complete Date:	UNRESOLVED
Vehicle Model Number:	140YS	PFI Description:	NONE SPECIFIED
NHTSA Model Description:	TL960	Damage Main Group:	?
NHTSA Make Description:	THOMAS CHASSIS	Damaged Part:	?
Model Year Number:	2005	Damage Cause:	?
FSPR Type Description:	NONE SPECIFIED	Factory Responsibility:	N
NHTSA Reportable:	Y		
Build Plant/Facility:	HIGH POINT		
Brake Classification Type:	AIR BRAKES		
Fuel Classification Type:	DIESEL FUEL		
Application Source Code:	FTL		
GVW Class:	8 Vehicle		

Field Service Text

Event Text Type Description	Event General Text
	<p>...</p> <p>FROM: BLAHA, CHRIS [MAILTO:CHRIS.BLAHA@THOMASBUS.COM] SENT: TUESDAY, MARCH 13, 2007 8:57 AM TO: MELANIE ZEHR SUBJECT: RE: AVON</p> <p>MELANIE, HIGH POINT IS ASKING THE FOLLOWING QUESTIONS: WAS THIS REPORTED TO ANYONE AT KERLIN BUS AND DID THEY LOOK AT THESE UNITS? WERE THE OLD PARTS SAVED? ARE THERE ANY PHOTO'S OF THE DAMAGE? CHRIS</p> <p>01740577520BLAHA□ ----ORIGINAL MESSAGE---- FROM: BLAHA, CHRIS SENT: FRIDAY, MARCH 16, 2007 10:04 AM TO: MELANIE ZEHR SUBJECT: RE: AVON CIRCUIT BOARDS</p> <p>MELANIE, THERE WERE TWO UNITS ON THE REPORTS SUBMITTED. WHICH VIN IS THIS BOARD OFF OF?</p> <p>-----ORIGINAL MESSAGE----- FROM: MELANIE ZEHR [MAILTO:MELANIE.ZEHR@KERLINBUS.COM] SENT: FRIDAY, MARCH 16, 2007 9:27 ...</p>

TREAD Field Service Fact Sheet

Prepared By: Stanley,Dave
 Report Date: 7/16/2007

Database: TREAD
 Catalog-User-Profile: CRN Treac

Event Source Code\ID:	FTL - 000000001982032	NHTSA Reporting Period:	Q1 - 2007
Event Type Description:	CUSTOMER COMPLAINTS	Event Create Date:	3/12/2007
Serial Number/VIN:	1T7YT4C2651 [REDACTED]	Event Complete Date:	UNRESOLVED
Vehicle Model Number:	140YS	PFI Description:	NONE SPECIFIED
NHTSA Model Description:	TL960	Damage Main Group:	?
NHTSA Make Description:	THOMAS CHASSIS	Damaged Part:	?
Model Year Number:	2005	Damage Cause:	?
FSPR Type Description	NONE SPECIFIED	Factory Responsibility	N
NHTSA Reportable:	Y		
Build Plant/Facility:	HIGH POINT		
Brake Classification Type:	AIR BRAKES		
Fuel Classification Type:	DIESEL FUEL		
Application Source Code:	FTL		
GVW Class:	8 Vehicle		

Field Service Text

Event Text Type Description	Event General Text
	<p>... AM TO: BLAHA, CHRIS SUBJECT: FW: AVON CIRCUIT BOARDS</p> <p>CHRIS, HERE ARE A COUPLE OF PICTURES FROM AVONS CIRCUIT BOARDS. -----ORIGINAL MESSAGE----- FROM: TODD ROBIDA [MAILTO:TROBIDA@AVON.K12.IN.US] SENT: FRIDAY, MARCH 16, 2007 10:11 AM TO: MELANIE ZEHR SUBJECT: RE: CIRCUIT BOARDS</p> <p>MELANIE, HERE ARE A FEW PICTURES FOR YOU.</p> <p>TODD</p> <p>TODD ROBIDA HEAD MECHANIC AVON COMM SCHOOL CORP. 255 SOUTH STATE ROAD 267 AVON, IN 46123 (317) 272-4307 EXT. 3125 11778875540BLAHA-----ORIGINAL MESSAGE----- FROM: BLAHA, CHRIS SENT: SUNDAY, APRIL 29, 2007 6:54 PM TO: ZEHR, ...</p>

TREAD Field Service Fact Sheet

Prepared By: Stanley,Dave

Report Date: 7/16/2007

Database: TREAD

Catalog-User-Profile: CRN Treac

Event Source Code\ID:	FTL - 000000001982032	NHTSA Reporting Period:	Q1 - 2007
Event Type Description:	CUSTOMER COMPLAINTS	Event Create Date:	3/12/2007
Serial Number/VIN:	1T7YT4C265 [REDACTED]	Event Complete Date:	UNRESOLVED
Vehicle Model Number:	140YS	PFI Description:	NONE SPECIFIED
NHTSA Model Description:	TL960	Damage Main Group:	?
NHTSA Make Description:	THOMAS CHASSIS	Damaged Part:	?
Model Year Number:	2005	Damage Cause:	?
FSPR Type Description:	NONE SPECIFIED	Factory Responsibility:	N
NHTSA Reportable:	Y		
Build Plant/Facility:	HIGH POINT		
Brake Classification Type:	AIR BRAKES		
Fuel Classification Type:	DIESEL FUEL		
Application Source Code:	FTL		
GVW Class:	8 Vehicle		

Field Service Text

Event Text Type Description	Event General Text
	<p>... CLIFFORD SUBJECT: FW: AVON CIRCUIT BOARDS</p> <p>CLIFF, PLEASE GET THE FAILED BOARD FROM THE CUSTOMER AND FORWARD TO:</p> <p>THOMAS BUILT BUSES 1408 COURTESY ROAD HIGH POINT, NC 27260</p> <p>ATTN: JIM FREIBURGER</p>



