

**PE07-029**

**Attachment 17**

**1971984-2365563.txt**

1971984-2365563.txt

Problem Ticket Report

CONFIDENTIAL  
CSR:mmiller 8/22/2007 2:38:16 PM  
Reference No 000000002365563  
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 4UZAAXCP54C [REDACTED] Base Model FS65 Vehicle Mileage  
Make Model Year 2004 Symptoms

Work Log Date/Time User Work Description

Fri 3/2/2007

9:25:00 AM Miller Customer reports that unit had a thermal incident in the  
electrical compartment. Provided info to engineering Jim Freiburger.  
Photos are on file.

Thu 6/14/2007

10:41:00 AM Miller Provided new printed circuit boards to dealer to be  
installed. New PC boards have been installed along with reconfiguring the  
electrical door seal, and installing new breakers and relays. Ticket  
resolved.

**PE07-029**

**Attachment 18**

**1892013-2264148.txt**

Problem Ticket Report

CONFIDENTIAL  
CSR:mmiller 8/22/2007 2:40:09 PM  
Reference No 00000002264148  
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 4UZAAXCP15 [REDACTED] 8 Base Model FS65 Vehicle  
Mileage 30,634 Miles  
Make Model Year 2005 Symptoms  
Action Requested by CAC Yes

Work Log Date/Time User Work Description

Mon 12/11/2006

8:53:46 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

12:41:19 PM Miller Provided 20 amp manual reset circuit breakers to be installed. Ticket resolved.

**PE07-029**

**Attachment 19**

**1814796-2166796**

1814796-2166796.txt

Problem Ticket Report

CONFIDENTIAL  
CSR:rmyers 8/22/2007 2:41:37 PM  
Reference No 000000002166796  
Problem Ticket Report

Contact Information Caller Roger Bannerman Phone (773) 908-2887 Contact  
Type Fleet Manager/Owner  
Location LEASING ASSOC  
Anytown, US  
(111) 111-1111

Ticket Details System Service Category Service Inquiries Reason for Call CAC  
Technical Guidance

Service Call Details VIN/Serial No 4UZAAXCP15 [REDACTED] Vehicle Mileage Truck  
Application  
Base Model FS65 Make Model Year 2005  
Symptoms  
Resolution

Work Log Date/Time User Work Description

Tue 9/26/2006  
7:00:49 AM RMyers Here are the pics of the buse that burned plus some other boards that burned also -----Original Message----- From: Myers, Ricky [mailto:Ricky.Myers@ThomasBus.com] Sent: Monday, September 25, 2006 9:52 AM To: Summey, Phyllis; Bannerman, Roger Cc: Freiburger, Jim Subject: RE: Burn Bus Request Photos of the concern Jim, I will talk to you soon  
-----Original Message----- From: Summey, Phyllis Sent: Monday, September 25, 2006 10:28 AM To: Bannerman, Roger Cc: Myers, Ricky Subject: Re: Burn Bus Ricky please contact Roger on this as we discussed last week.  
-----Original Message----- From: Roger Bannerman To: Summey, Phyllis Sent: Mon Sep 25 10:23:02 2006 Subject: Burn Bus Phyllis, here is the vin and body number of the bus that burned. We have had the same thing happened on other buses also. VIN: 4UZAAXCP15 [REDACTED] BODY: 25006 MILEAGE 30634 DELIVERY DATE 1-29-04 I REALLY NEED SOMEONE TO LOOK AT THIS. Roger Bannerman Fleet Manager Cook Illinois Corp. Cell 773 908 2887 Fax 708 389 8311  
Wed 9/27/2006  
11:26:46 AM RMyers Parts are coming for review Jim will review to see if anyone can inspect the unit  
Thu 9/28/2006  
11:01:21 AM RMyers Do we have a go on this one? Greg can be available next week. Calin Salagean

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From: Elmore, Greg Sent: Thursday, September 28, 2006 11:41 AM To: Salagean, Calin Subject: RE: Electrical boards Importance: High First of the week should be fine

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From: Salagean, Calin Sent: Thursday, September 28, 2006 11:39 AM To: Elmore, Greg Subject: FW: Electrical boards Greg, I know that you looked on this issue before. When you can fly up there? Calin Salagean

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From: Freiburger, Jim Sent: Wednesday, September 27, 2006 2:42 PM To: Salagean, Calin Cc: Myers, Ricky Subject: FW: Electrical boards Calin, Can  
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you or one of your guy?s contact Ricky Myers and arrange to visit this customer to look at board no.2 before removal? Thanks Jim

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From: Dodson, Ken Sent: Wednesday, September 27, 2006 2:38 PM To: Freiburger, Jim Subject: RE: Electrical boards Okay.

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From: Freiburger, Jim Sent: Wednesday, September 27, 2006 2:34 PM To: Dodson, Ken Subject: FW: Electrical boards Ken, This customer had a problem on one bus with board no.1 but took it apart and is going to send us the boards to be analyzed. They were manufactured according to the bus build date (1-04) before the bad Tyco recalled boards. Now they had a unit melt board no. 2 in the area of warning light plug. I suggest we send Colin or one of his guy?s, in lieu of a fire investigator to look at it. Customer located in Chicago, IL. area. Ok with you? Jim

Fri 9/29/2006

5:57:26 AMRMyersGregg Elmore will review the concern

Tue 10/17/2006

1:18:37 PMRMyersInfo from Gregg Elmore, The board was melted down beyond recognition. I am waiting on 4 more that he had to be received here that have a better chance of giving us some insight on what caused it. All of them are board 2 -----Original Message-----

From: Myers, Ricky Sent: Tuesday, October 17, 2006 3:05 PM To: Elmore, Greg Subject: RE: Burned buses Do I need to do anything, and or is the issue closed? what did we find to be the concern? -----Original Message-----

From: Elmore, Greg Sent: Tuesday, October 17, 2006 1:51 PM To: Bannerman, Roger Cc: Myers, Ricky; McCool, Brian Subject: RE: Burned buses Importance: High OK Of course you need the board, Did all harnesses melt that were plugged into board 2? I was looking at my pics and the one I have of the back of the board was cut off at the bottom. -----Original Message-----

From: Roger Bannerman [mailto:rbannerman1@comcast.net] Sent: Tuesday, October 17, 2006 1:49 PM To: Elmore, Greg Subject: RE: Burned buses I need help with the FS65 Harness. Here is the info you requested MODEL 111PS VIN #

4UZAAXCP15C [REDACTED] BODY # 0430396 -----Original Message-----

From: Elmore, Greg [mailto:greg.elmore@thomasbus.com] Sent: Tuesday, October 17, 2006 12:40 PM To: Bannerman, Roger Subject: RE: Burned buses Importance: High One question. Are you talking about the harnesses for the FS65 that was the last one we saw or the two other buses at the first location? If it is the last bus we saw then I need a body # and order # so I can find what options were ordered and what was plugged into Board 2. -----Original Message-----

From: Roger Bannerman [mailto:rbannerman1@comcast.net] Sent: Tuesday, October 17, 2006 1:30 PM To: Elmore, Greg Subject: Burned buses I was hoping that you could help us on ordering the right harness for the freightliner you seen when you were up here. I was wondering if Thomas was going to do anything about these fire that we had? Roger Bannerman Fleet Manager Cook Illinois Corp. Cell 773 908 2887 Fax 708 389 8311

Thu 11/9/2006  
9:02:02 AMRMyersGreg Elmore reviewed while in the area. Returned parts #2 board were sent in, TBB disgard, unable to determine root cause

Fri 12/1/2006

3:09:29 PMRMyersReopen, Ticket, as Customer questioned other concerns  
Mon 12/4/2006

6:29:26 AMRMyersI will update the ticket, with info below -----Original Message-----

From: Miller, Mitch Sent: Monday, December 04, 2006 8:15 AM To: Myers, Ricky Subject: RE: Electrical Boards I am going to contact him today and ask if he will provide me a list of all the units he has with printed circuit boards that were not involved in the recall. I am also going to ask if it is a spec that they must use circuit breakers. If the breakers are not a required spec I am going to suggest they install fuses. If it is a spec I am going to suggest they install manual reset breakers. As far as replacing all the boards this would have to go through Bryan and management because from what I understand they have around a 1000 units.

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If possible we need to get with Greg Elmore to discuss sometime today.  
Thanks -----Original Message----- From: Myers, Ricky Sent: Monday,  
December 04, 2006 7:49 AM To: Miller, Mitch Subject: FW: Electrical Boards  
Importance: High would you just want to retrofit what he has in the field?  
1 and 2 Install manual Breakers? -----Original Message----- From: Elmore,  
Greg Sent: Monday, December 04, 2006 7:19 AM To: Myers, Ricky Subject: RE:  
Electrical Boards Importance: High Sorry I was wrong they are board 2  
Fri 12/8/2006

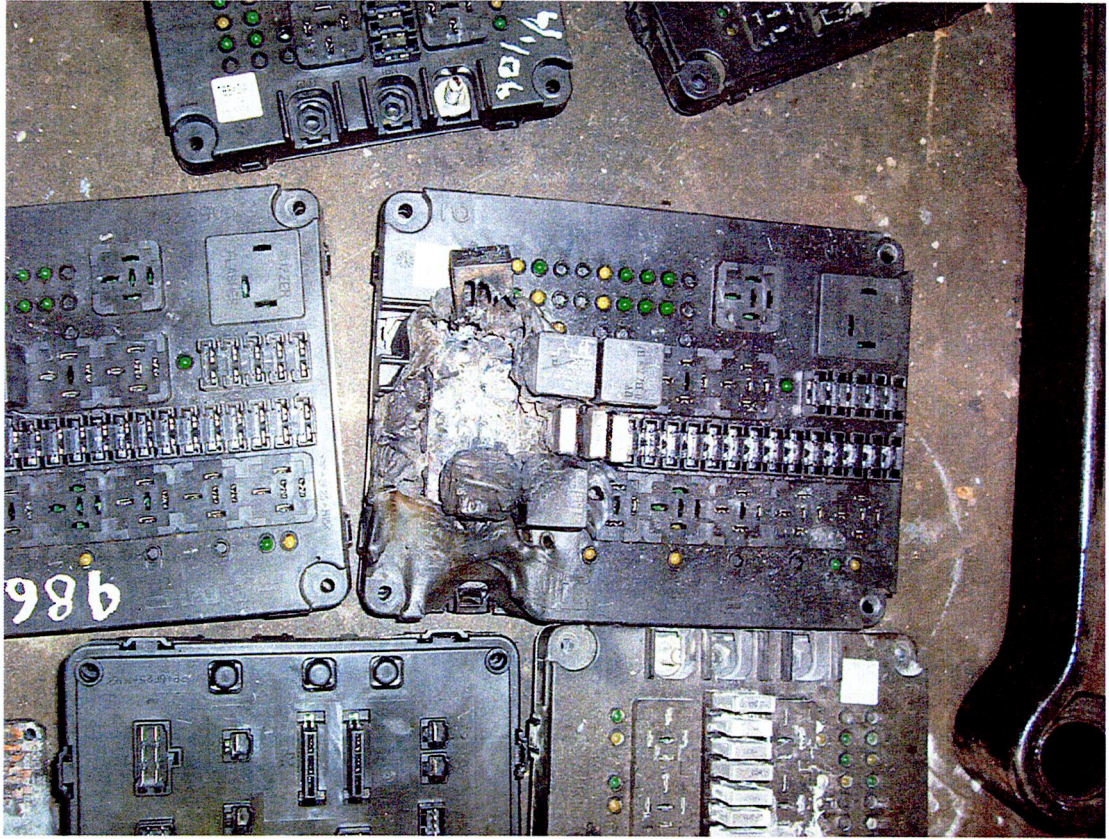
10:55:17 AMRMyersI am suggesting they install 20 amp fuses in positions  
18, 19, 21, and 22. I already have the fuses and will provide if the  
customers elects to do so. -----Original Message----- From: Myers, Ricky  
Sent: Monday, December 04, 2006 7:49 AM To: Miller, Mitch Subject: FW:  
Electrical Boards Importance: High would you just want to retrofit what he  
has in the field? 1 and 2 Install manual Breakers?  
Fri 12/8/2006

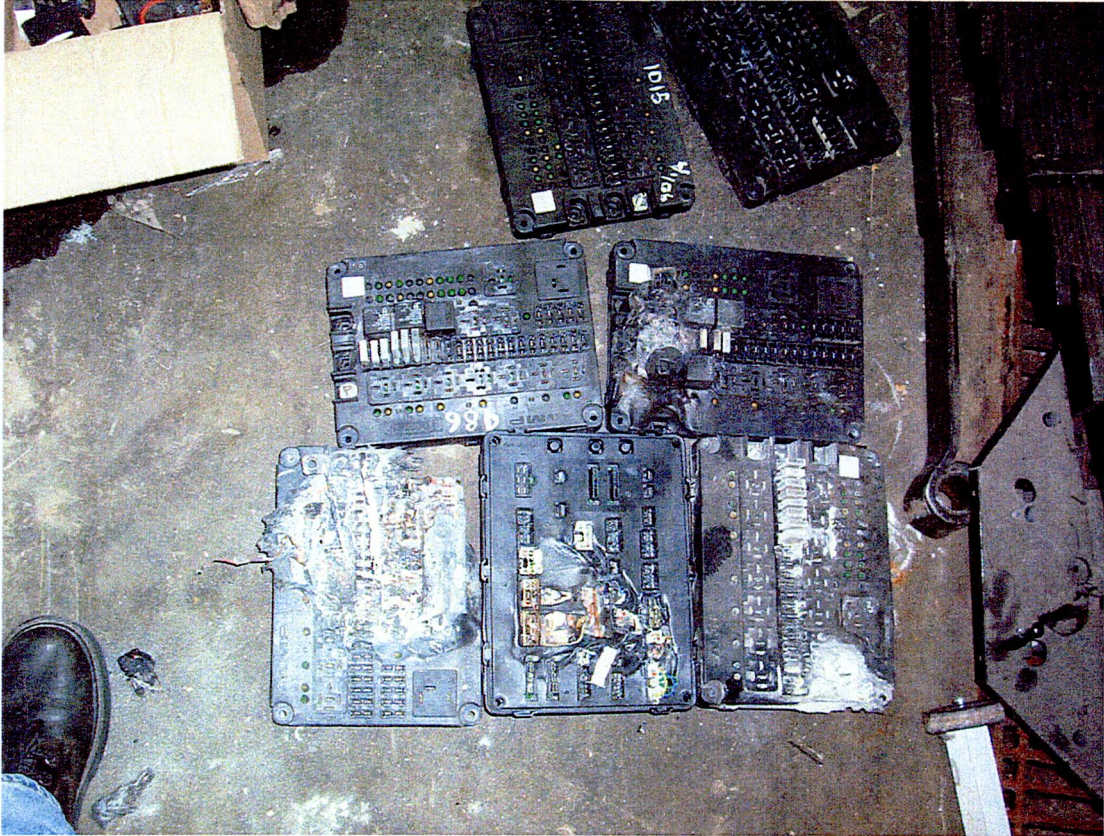
12:09:54 PMMillerManual breakers will be fine if they require breakers.  
It would be nice to get a couple of the boards back with body number  
information. ----- Sent from my BlackBerry wireless  
Handheld -----Original Message----- From: Miller, Mitch To: Dodson, Ken;  
Freiburger, Jim; Elmore, Greg CC: Hedgecock, Ken; Saunders, Bryan Sent:  
Mon Dec 04 16:58:25 2006 Subject: FW: Electrical Boards Gentlemen,  
Attached are some photos that were taken in Cook County Illinois  
concerning circuit board issues. The attached spreadsheet lists all units  
with circuit boards at customer's location. The photos indicate that  
automatic reset circuit breakers were used. There have also been some  
failures on circuit board 2. All units listed on the spreadsheet were not  
involved in recall 06V-136. what is the next step to put this concern to  
rest? Manual reset breakers or fuses? Added spreadsheet provided by  
customer.

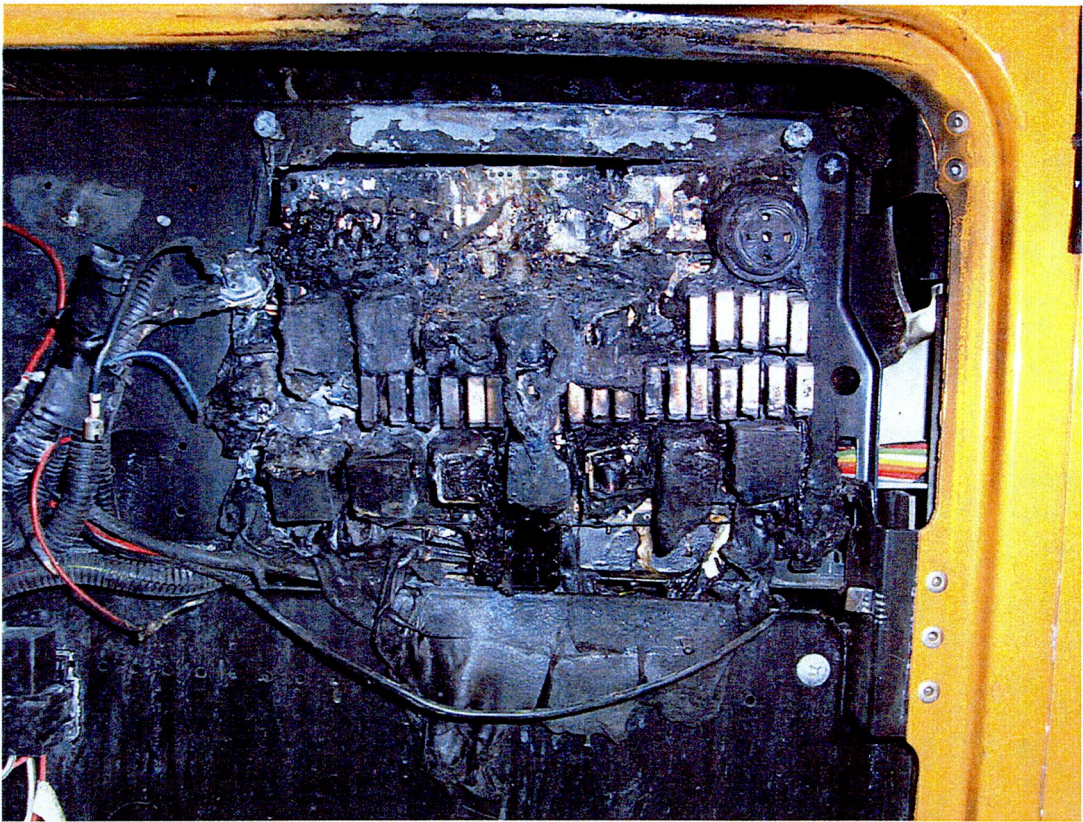
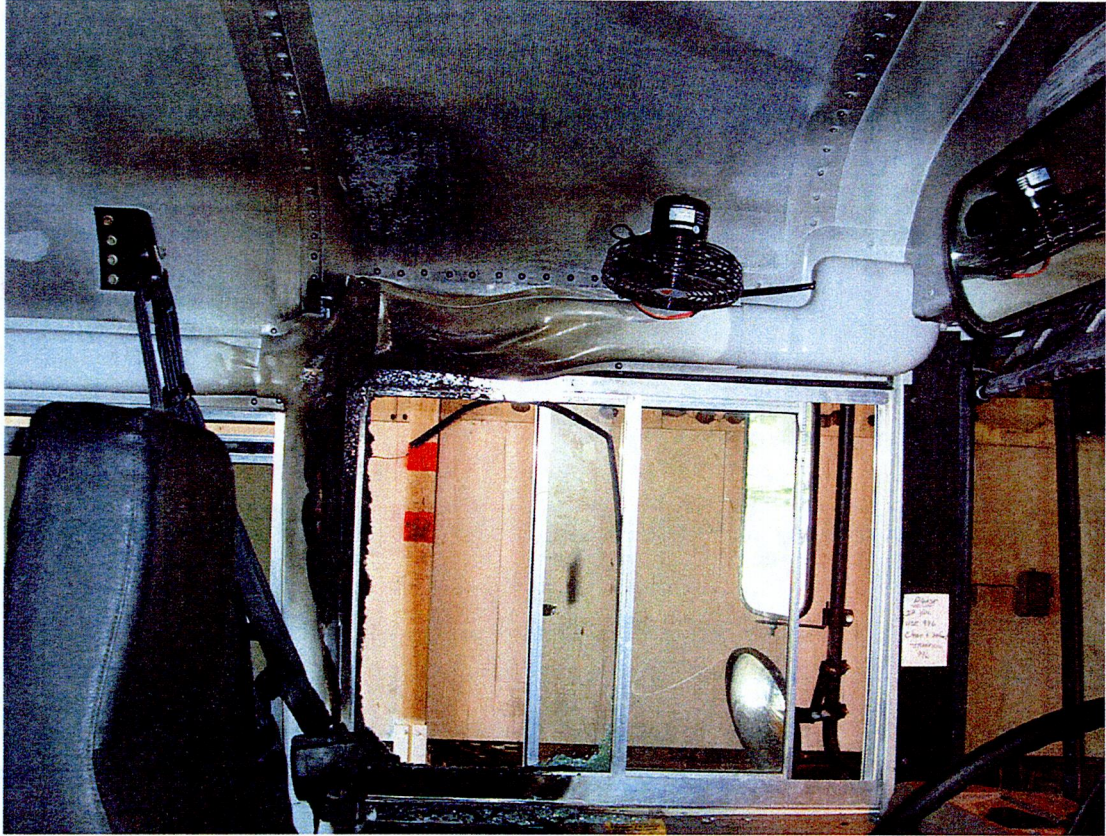
Thu 12/14/2006

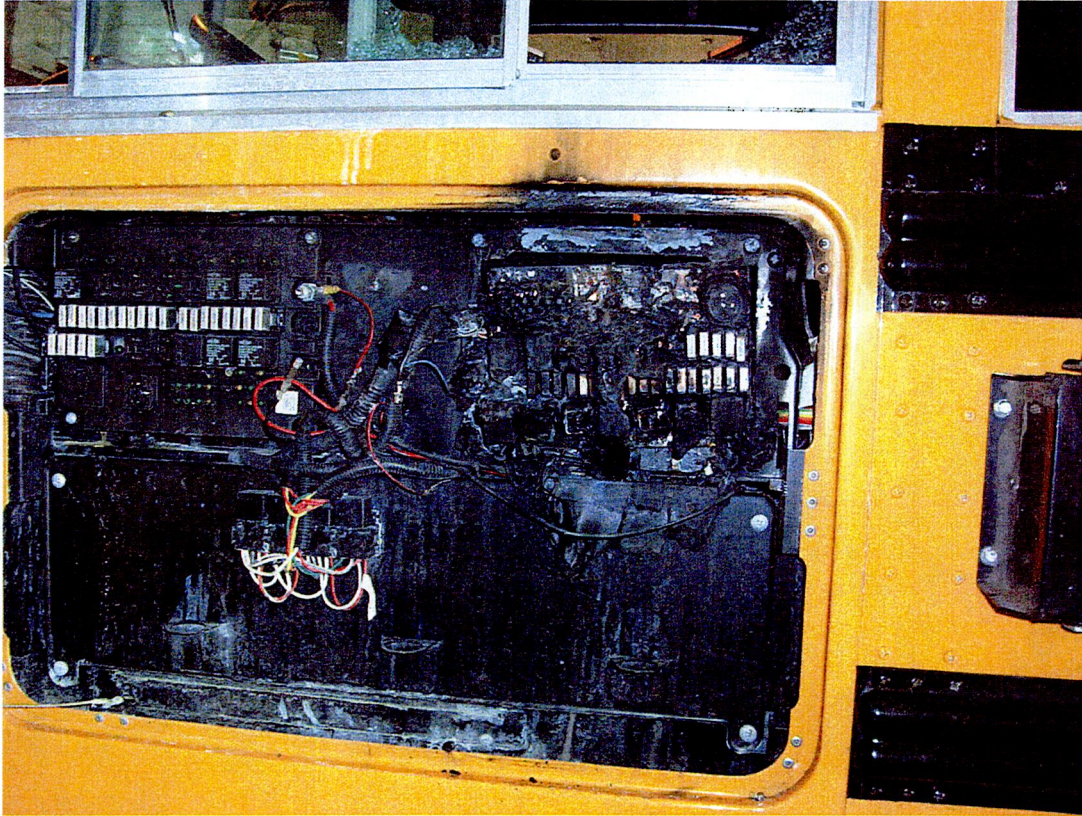
6:40:55 AMRMyersResetable Breakers has been provided for the Customer to  
use as need













**PE07-029**

**Attachment 20**

**2010792-2428258**

Problem Ticket Report

CONFIDENTIAL  
CSR:madams 8/22/2007 4:35:41 PM  
Reference No 000000002428258  
Problem Ticket Report

Contact Information Caller Don ? Phone (973) 227-3100 Contact Type Service  
Technician  
Location KEVAH KONNER, INC  
65 RT 46  
Pine Brook, NJ 07058  
(973) 227-3100

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

Call Details VIN/Serial No 4UZAAXDC15C [REDACTED] Base Model FS65 Vehicle Mileage  
Make Model Year 2005 Symptoms  
Action Requested by CAC PICTURES RECIEVED 4/27/07. I HAVE SUBMITTED THIS  
INFORMATION TO JIM FREIBURGER.

Work Log Date/Time User Work Description

Mon 4/16/2007  
2:23:26 PM CBlaha Customer reported extreme overheat on pc board #1. Similar  
incident reported with this customer on ticket 2285027. No photo's  
available at this time. Asked Don if there was evidence of moisture in the  
cabinet. Asked him to look at similar units on his lot. Units do not have  
pc board covers installed per PSB 5-19. Forwarded to Jim Freiburger, DSM  
and dlr Service Mgr.





