

PE07-029

Attachment 25

[REDACTED] / Avon email

Freiburger, Jim

From: Blaha, Chris
Sent: Tuesday, April 24, 2007 1:37 PM
To: Saunders, Bryan; Stanley, David
Cc: Freiburger, Jim; Hedgecock, Ken; Myers, Ricky
Subject: Re: [REDACTED] SALES AND LEASING INC 1T7YT4C265 [REDACTED]

Bryan,

I have been involved in this and have been in touch with the dealer. One unit the customer reported with printed circuit board failure, no parts were saved and no data available to identify what failed. The second unit reported, the pc board was saved by the customer and photo's of the board showed overheat involving strobe light harness and relay. I discussed this with dealer principal, Clifford Zehr, and advised to verify if the unit had a strobe pack / light failure in it's maintenance history. Customer did not notify the dealer at the time of either failure so we have few details to go on.

Chris

-----Original Message-----

From: Saunders, Bryan
To: Stanley, David
CC: Freiburger, Jim; Hedgecock, Ken; Myers, Ricky; Blaha, Chris
Sent: Tue Apr 24 09:37:53 2007
Subject: FW: I [REDACTED] BUS SALES AND LEASING INC 1T7YT4C265 [REDACTED]

Per your request.

Jim/Chris/Ricky, who has been in contact with them regarding this issue?

From: Customer Assistance Center [mailto:Ricky.Myers@ThomasBus.com]
Sent: Monday, April 23, 2007 5:48 PM
To: Saunders, Bryan
Cc: Blaha, Chris
Subject: [REDACTED] BUS SALES AND LEASING INC 1T7YT4C265 [REDACTED]

Customer Assistance Center Report

Email Message:

This is the update on the email trail below.

Chris as this ticket WIP

Please check Remedy for these two VIN. Let me know what you find. How is the customer?

From: DavidStanley@Freightliner.com [mailto:DavidStanley@Freightliner.com]
Sent: Monday, April 23, 2007 2:14 PM
To: Saunders, Bryan; Freiburger, Jim
Cc: Whisnant, Ken
Subject: FW: scope issue with recall 06V-136

Does someone know the background on this one? Sonny call me and implied that someone from TBB has contacted this customer about this issue.

Thanks

Dave Stanley
Government Technical Affairs

From: Sonny.Murianka@dot.gov [mailto:Sonny.Murianka@dot.gov]
Sent: Wednesday, April 18, 2007 4:41 AM
To: Dave Stanley
Cc: Timothy Blubaugh
Subject: RE:scope issue with recall 06V-136

Dave:

Good morning. A few weeks ago, I sent Ian a VIN number of a SB in Avon In. that had experienced a thermal event in the PDM area. He never got back to me on FL's findings.

Since then the school bus fleets reported another thermal event on another bus. Both built dates indicate the buses was built in July 04. The recall started at Oct. 04, which make these buses out-of-scope.

The fleet stated they changed the board and have no issues since. They also told me that FL told them that it was the strobe wiring causing the first thermal event on the first bus. The strobe was wired from the factory.

The two VIN involved are 1T7Y4C265 [REDACTED] and [REDACTED]

Please advise me as to what FL has learned regarding this issue and what action is needed.

Sonny Murianka
Senior Investigator
USDOT NHTSA
Office of Defects Investigation
400 7th Streets SW
Wash. D.C. 20590
202-366-5196
FAX 202-366-2331

Contact Information

Caller

Clifford Zehr

Phone

(260) 352-2722 x205

Contact Type

Dealer Principle

Location

 BUS SALES AND LEASING INC

Ticket Details

Reference No

000000002378564

Call Details

VIN/Serial No

1T7YT4C2651157602

Product

TBB HDXER

Vehicle Mileage

Latest Work Log Entry

Mon 3/12/2007 12:50:27 PM

CBlaha

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>>

Melanie Zehr

[REDACTED] s & Leasing

Forwarded to Jim Freiburger

Fri 3/16/2007 6:49:22 AM

CBlaha

From: Melanie Zehr [mailto:melanie.zehr@kerlinbus.com]
Sent: Friday, March 16, 2007 7:43 AM
To: Blaha, Chris
Subject: RE: Avon circuit boards

Chris,

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.

Melanie

From:
Blaha, Chris [mailto:Chris.Blaha@ThomasBus.com]
Sent: Tuesday, March 13, 2007 8:57 AM
To: Melanie
Zehr
Subject: RE: Avon

Melanie,
High Point is asking the following questions:
Was this reported
to anyone at [REDACTED] and did they look at these units?
Were the old parts saved?
Are there any
photo's of the damage?
Chris

Fri 3/16/2007 8:09:12 AM
CBlaha

-----Original Message-----
From: Blaha, Chris
Sent: Friday, March 16, 2007 10:04 AM
To: Melanie
Zehr
Subject: RE: Avon Circuit Boards

Melanie, there were two units on the reports submitted.
Which VIN is this board off of?

-----Original Message-----
From: Melanie Zehr [mailto:
melanie.zehr@kerlinbus.com]
Sent: Friday, March 16, 2007 9:27 AM
To: Blaha, Chris
Subject: FW: Avon
Circuit Boards

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

Melanie,

Here are a few pictures for
you.

Todd

Todd Robida

Head Mechanic

Avon Comm School Corp.

255 South State Road 267

Avon, IN

46123

(317) 272-4307 ext. 3125