

Sent: Thursday, May 05, 2005 12:01 PM

To: Wallace, Patricia

Subject: RE: NHTSA recall 04V-545 Orion V Bus Emergency Exits Installation of Slam Stops

Hello Pat,

Yes, the original list may very well have listed those as I mistakenly used a copy from a previous notice. Atwood windows are used in these other models but it was determined that they are in fact not affected and will not possibly exhibit this or similar problem. The population is confirmed as stated, Certain 994-2004 Orion V buses. This is the extent of the recall. No additional notices are required. This closes our investigation.

Regards,

Joe

From: Wallace, Patricia

Sent: Thursday, May 05, 2005 11:42 AM

To: Labonte, Joseph

Subject: RE: NHTSA recall: 04V-545 - Orion V Bus Emergency Exits Installation of Slam Stops

I forgot to ask - is this letter only going to the vehicle owners listed - 1994-2004 Orion V buses??? Your original recall lists 1995-2001 II models and 1995-2004 VI models.

Sent: Wednesday, May 04, 2005 1:33 PM
To: Wallace, Patricia
Subject: NHTSA recall: 04V-545 - Orion V Bus Emergency Exits Installation of Slam Stops
Importance: High

Hello Patricia,

Please review and approve the attached recall customer notice for the Orion V Bus Emergency Exits Installation of Slam Stops (NHTSA recall number: 04V-545) We expect to have this distributed shortly along with individual customer VIN lists.(Example attached)

Model: Orion V
Model Year: 1994 to 2004
Buses Delivered: September 1995 to August 2004
Total Number of Buses Affected: 2045

If you have any questions, please call.

Joe Labonte
Compliance and Safety Officer
Member of American Society of Safety Engineers
Daimler Chrysler Commercial Bus North America
350 Hazelhurst Road
Mississauga, Ontario
L5T 4T8

5/4/2005



Recall Bulletin

Recall Number:

Transport Canada Recall Number: **04-420**

National Traffic and Motor Vehicle Safety Number (NHTSA): **04V-545**

Subject:

SAFETY DEFECT - Bus Emergency Exits Installation of Slam Stops.

Vehicles Affected:

1996-2004 ORION V BUS MODELS- THE SERIAL NUMBERS OF THE AFFECTED VEHICLES ARE ATTACHED.

General Information:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicle Safety Act. Orion Bus Industries Inc. has determined that a defect, which relates to motor vehicle safety, exists in some of its transit buses. In some installations, the egress windows have been known to have experienced an "overshut" condition. This condition prevents the windows from opening properly. Failure to upgrade the affected windows can cause the windows to remain shut, which may cause a safety hazard for passengers trying to exit the vehicle in an emergency.

Orion Bus Industries Inc. has identified your company as owner of one of the vehicles affected by this recall.

Atwood® Mobile Products will provide all materials required for the installation of the slam stops.

Work Instructions:

For installation procedures of the slam stops, refer to the attached Atwood® Product Guidelines: "Installing Slam Stops".

Materials and Fixture

For material and fixture, please refer to the Atwood® "Installing Slam Stops" attached or contact Atwood® Mobile Products at 1-800-492-2116.

Labor Allowance:

Procedure	Time Allowed (hours)
Installation of window stops	10 minutes per window

Record of Completion:

Report the completion of this work for each vehicle and fax the Completion Record Fax Back Form to:

ORION BUS INDUSTRIES LTD.
Bus Emergency Exits and Window "Installing Slam Stops"
Mississauga, Ontario L5J 4T8
Fax: (905) 403-8800
mcaissy@orionbus.com

Claims for Credit:

Reimbursements will be issued only after the record of completion report has been submitted to Orion. Include the campaign number and the date the work was performed on the copy of the work order along with the standard warranty claim form. For warranty claim form completion instructions, see Section 5 - 5 of the Warranty & Policy Manual and mail to either:

ORION BUS INDUSTRIES LTD.
c/o WARRANTY DEPARTMENT
350 Hazelhurst Road
Mississauga, Ontario L5J 4T8
Tel: (905) 403-1111
Fax: (905) 403-8800

ORION BUS INDUSTRIES INC.
c/o WARRANTY DEPARTMENT
165 Base Road, Box 748
Oriskany, NY 13424-0748
Tel: 1-800-71-ORION
Fax: (315) 768-8414

We are sorry to cause you this inconvenience, however, we have taken this action in the interest of your continued satisfaction with our products.

If you have had this repair performed before you received this letter, you may be eligible to receive a reimbursement for the cost. Notify Orion to obtain a pre-notification remedy to the problem associated with this recall.

In Case of Dispute:

If, after contacting Atwood® Mobile Products and Orion Bus Industries, at the location listed above, you are still unable to have the safety defect remedied, US residents may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590.

Canadian residents may submit a complaint to the Director, Vehicle Safety and Energy Operations, Road Safety and Motor Vehicle Regulation, Transport Canada, Ottawa, ON, K1A 0N5 or call (613) 993-9542.

Service Information

Inquiries for materials and any additional instructions pertaining to these instructions can be made by calling:

1-800-492-2116 (Atwood® Mobile Products)

1-800-71-ORION (All Service Inquiries)

Orion Bus Industries Inc. Vehicle Regulations and Compliance Department



Atwood Mobile Products

1120 North Main Street • Elkhart, IN 46514-3203

PHONE: 574•262•2655 FAX: 574•266•5410

INTERNET: <http://www.atwoodmobile.com>

INSTALLING SLAM STOPS

PRODUCT GUIDELINES

ENGLISH

Effective 4/12/05

SAFETY ALERT SYMBOLS

Safety Symbols alerting you to potential personal safety hazards. Obey all safety messages following these symbols.



WARNING

avoid possible
injury or death



CAUTION

avoid possible
injury and/or property damage

FOR YOUR SAFETY

READ ALL INSTRUCTIONS BEFORE INSTALLATION

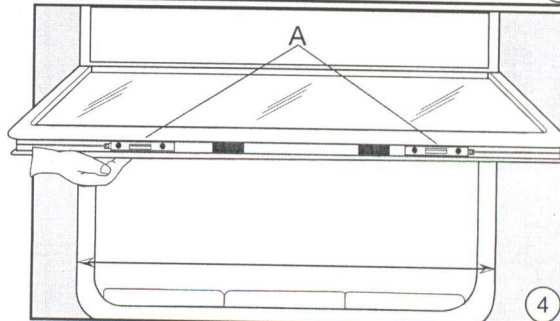
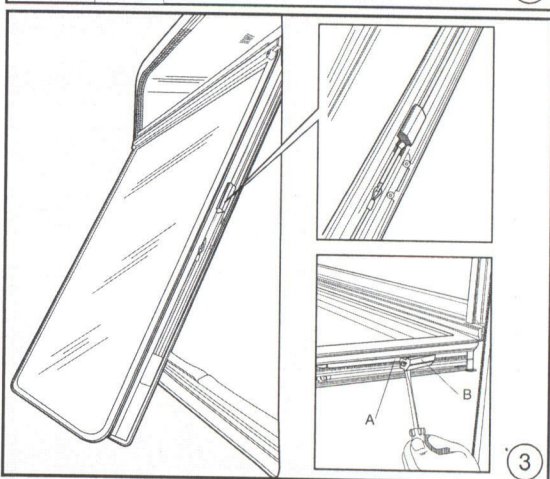
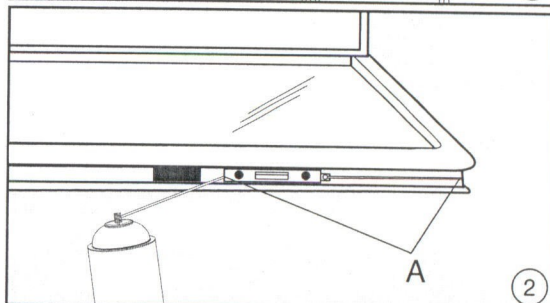
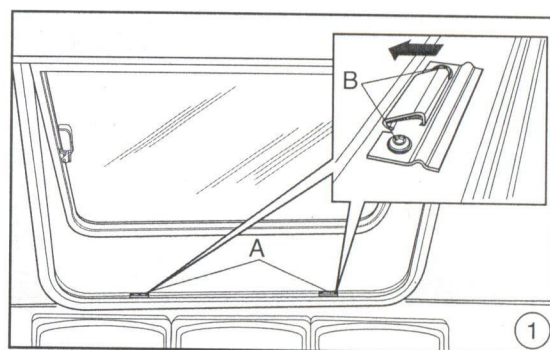
This procedure is intended to install Atwood supplied stops on egress windows, which are over-shut and do not have outer frame seals. Not all windows have this condition. There may be different width windows that are affected, so note the type of window when there is a need to use the stops. Windows less than 58 7/8" (measured across the outside edge of the outer mounting frame) will need to have the slam stops installed in different positions to be effective, and avoid interference with the locking rack located in the egress frame. These can be installed easily, drilled from outside the coach, and not interfere with the proper function of the window.

Atwood Mobile Products tests to required Federal and other safety regulations before shipment. It is the final stage manufacturer's responsibility to ensure compliance with the FMVSS and other applicable safety standard following final installation of our window products. For questions or problems with installation, call the Engineering Department at Atwood Mobile Products LaGrange Indiana Operations (260) 463-2116.

Under no circumstances should re-work or modification of any Atwood product be undertaken except under express written consent from the Quality or Engineering Department of Atwood Mobile Products.

INSTALLATION GUIDELINES

1. On egress windows that over-shut, open window and clean area (FIG 1), apply penetrating oil on outer frame, such as CRC-36 or LPS-1. Check to see that release bolts are working freely, clean and lubricate if necessary with a high quality spray lithium grease (FIG 2).
2. Prop window open to approximately 45 degrees so that the underside of the egress frame is accessible from underneath (FIG 3).
3. Measure the window width from the outside of the bus (FIG 4). If window is less than 58" wide (measure across outside of outer frame), go next page - SMALLER WINDOWS - 58" OR LESS.

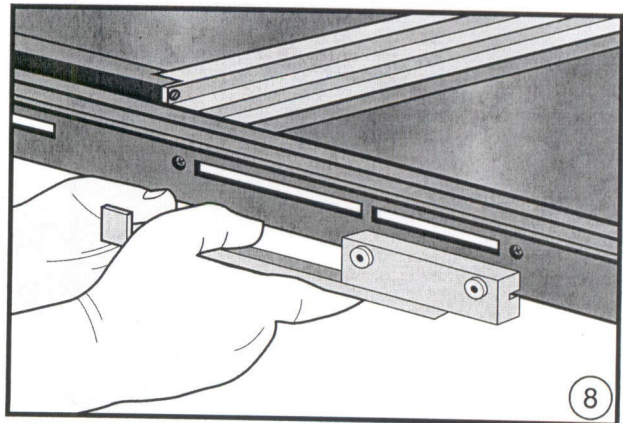
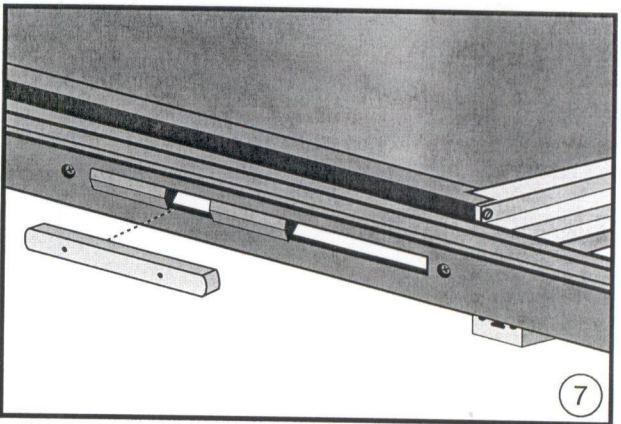
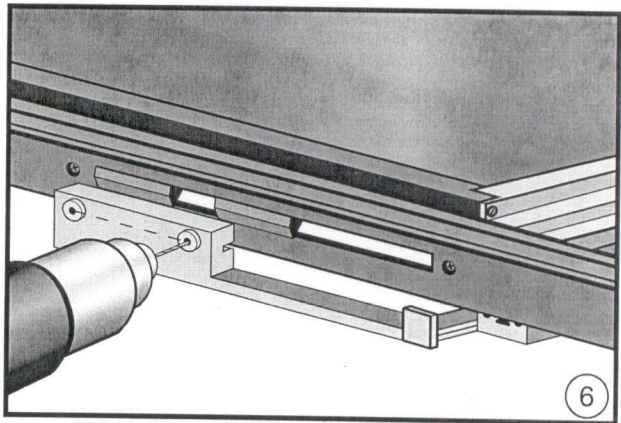
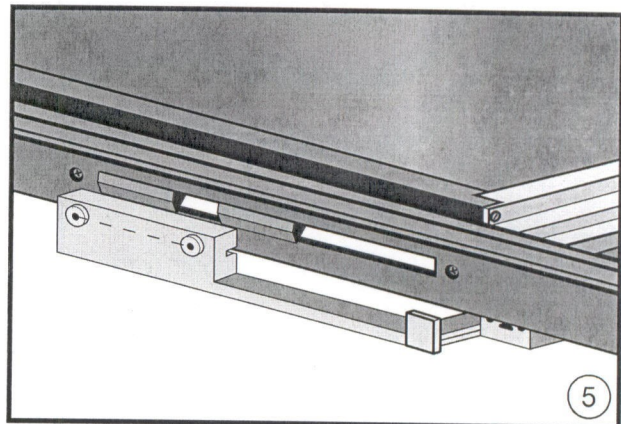
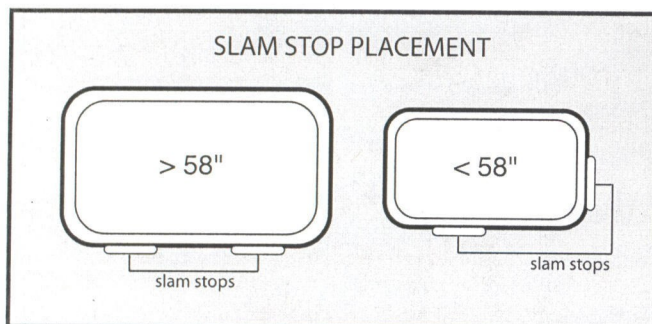


4. Using the fixture provided, place the tool in the lower portion of the frame, with the fixture locating bar resting on the division bar and nestled in the window track that is closest to the inside of the coach (FIG 5). You should be looking up at the bottom of the window. The fixture is designed to drill two holes at each side of the division bar.
5. Before drilling use a little cutting oil (WD-40) on the drill to prevent chip loading on the drill. Drill two holes, 11/64" diameter, to the front side (towards the front of bus) of the division bar (FIG 6) and flip the drill fixture to drill two additional holes in the rear side (towards the rear of the bus) of the frame (FIG 8).
6. On the inside of the coach, use a 1/4" drill to de-burr the holes prior to installing the screws. Remove any debris from drilling.
7. From inside the coach, place the T543-50 slam stop in the egress frame channel and align the holes (FIG 7). Secure with two #272-015013 screws. Do not overdrive fasteners; use a 30 in/lb torque setting on the screw gun or set by hand.
8. Repeat for other side (FIG 8).

TEST WINDOW FOR EGRESS EFFORT AND OPENING FORCE to verify FMVSS-217 compliance. See LGM 0001 - **EXCEL™ EGRESS WINDOW ASSEMBLIES RED EGRESS RELEASE HANDLE STYLE** attached.

SMALLER WINDOWS - 58" OR LESS

1. Drill two holes in the track on the bottom side of the window as in the wider ones, in the area facing the front of the bus (BELOW). DO NOT DRILL THE HOLES IN THE OPPOSITE SIDE.
2. Move the drill fixture to a point that is at the rear of the window frame; locate just above the tangent point on the frame so that the drill fixture is in a vertical position. Make sure that the drill fixture is on the inside portion of the egress window.
3. Before drilling use a little cutting oil (WD-40) on the drill to prevent chip loading on the drill. Drill two holes and secure with screws as indicated above in steps 6 & 7. Test for FMVSS compliance.



Completion Record Fax Back Form

Fax to: (905) 403-8800 or Email to: Mcaissy@Orionbus.com

Attention: Melonie Caissy

Recall: NHTSA 04V545 Transport Canada 04-420

SAFETY DEFECT - ORION V - Atwood Windows Installing Slam Stops

Inquiries for materials call:

Atwood Mobile Products (800) 492-2116 (Order Parts and Service Inquiries)

Questions about these instructions, please call: **Atwood (800) 492-2116**

Report Date: _____ By: _____

Bus #	ORDER #	CUSTOMER NAME	FLEET #	VIN #	Complete Y/N Unreachable U	Inspection OK
34041	1037	AKRON		6034041		
34033	1037	AKRON		6034033		
34047	1037	AKRON		6034047		
34050	1037	AKRON		6034050		
34039	1037	AKRON		6034039		
34042	1037	AKRON		6034042		
34034	1037	AKRON		6034034		
34048	1037	AKRON		6034048		
34051	1037	AKRON		6034051		
34043	1037	AKRON		6034043		
34035	1037	AKRON		6034035		
34049	1037	AKRON		6034049		
34052	1037	AKRON		6034052		
34030	1037	AKRON		6034030		
34044	1037	AKRON		6034044		
34036	1037	AKRON		6034036		
34053	1037	AKRON		6034053		
34028	1037	AKRON		6034028		
34031	1037	AKRON		6034031		
34045	1037	AKRON		6034045		
33891	1037	AKRON		6033891		
34037	1037	AKRON		6034037		
34040	1037	AKRON		6034040		
34054	1037	AKRON		6034054		
34029	1037	AKRON		6034029		
34032	1037	AKRON		6034032		
34046	1037	AKRON		6034046		