



Follow-Up To An Earlier Communication

RECEIVED

# Recall Bulletin

2006 SEP -7 A 9:23

ORION BUS INDUSTRIES  
10000 10000

## 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:

**1994-2004 ORION V BUS MODELS- THE SERIAL NUMBERS OF THE AFFECTED VEHICLES ARE ATTACHED.**

## General Information:

This notice is a follow up to a notice that was sent to you on May 16th, 2005. Our records show that this vehicle has still not had the remedy performed.

Orion Bus Industries Inc. has decided 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:**

<b>Procedure</b>	<b>Time Allowed (hours)</b>
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. Vehicle Safety Hotline's toll free number: 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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**



**Completion Record Fax Back Form**  
**VEHICLE SAFETY DEFECT SERVICE BULLETIN**  
**Second Notification**  
**IMPORTANT**

Your Orion buses listed below are involved in a safety recall because the Atwood Emergency Exit windows may over shut.  
 If you are unable to perform this work schedule an appointment with Orion service.  
 This service will be performed for you at no charge.

Fax to: (905) 403-8800

Attention: Warranty Department

Recall: NHTSA 04V545

**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
32273	921	SONOMA		2B1569V70T6032273		
32257	921	SONOMA		2B1569V72T6032257		
32267	921	SONOMA		2B1569V75T6032267		
32262	921	SONOMA		2B1569V76T6032262		
32277	921	SONOMA		2B1569V78T6032277		
32259	921	SONOMA		2B156PV76T6032259		
32255	921	SONOMA	301	2B1569V79T6032255		
32260	921	SONOMA	304	2B1569V74T6032260		
32263	921	SONOMA	306	2B1569V78T6032263		
32265	921	SONOMA	307	2B1569V71T6032265		
32269	921	SONOMA	309	2B1569V79T6032269		
32270	921	SONOMA	310	2B1569V75T6032270		
32272	921	SONOMA	311	2B1569V79T6032272		
32275	921	SONOMA	313	2B1569V74T6032275		
32279	921	SONOMA	315	2B1569V71T6032279		