



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 15, 2009

MR. JOE LABONTE
PRODUCT SAFETY AND COMPLIANCE OFFICER
DAIMLER BUS NORTH AMERICA, INC.
350 HAZELHURST ROAD
MISSISSAUGA, ONTARIO L5J 4T8

NVS-215kjs
09V-215

Subject: PASSENGER WINDOWS/BONDING

Dear MR. LABONTE:

This letter serves to acknowledge of Daimler Bus North America, Inc.'s (Orion) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the vehicles described below for which a safety recall campaign shall be conducted pursuant to Federal laws.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
ORION/VII/2007-2009

Mfg's Report Date: June 9, 2009

NHTSA Campaign Number: 09V-215

Components: VISIBILITY:GLASS, SIDE/REAR

Potential Number of Units Affected: 381

Summary:

ORION IS RECALLING 381 MODEL YEAR 2007 THROUGH 2009 TRANSIT BUSES MANUFACTURED BETWEEN DECEMBER 2007 AND APRIL 2009. THE BOND OF THE GLASS TO THE ALUMINUM FRAME OF THE PASSENGER WINDOWS IS NOT ADEQUATE ENOUGH TO HOLD THE WINDOW ATTACHED TO THE FRAME.

Consequence:

THE WINDOW COULD DISLODGE FROM THE BUS WHILE IN OPERATION, POSSIBLY BECOMING A ROAD HAZARD TO OTHER MOTORISTS WHICH COULD RESULT IN A VEHICLE CRASH.

Remedy:

ORION WILL NOTIFY OWNERS AND WILL REPAIR THE BUSES FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JUNE 2009. OWNERS MAY CONTACT HEHR INTERNATIONAL AT 1-989-845-3067 OR ORION AT 1-800-716-7466.

Notes:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6 except for the following:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in blue ink, appearing to read "G. Person".

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement