



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 10, 2009

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

NVS-215kjs
09V-218

Subject: PASSENGER WINDOWS

Dear MR. LABONTE:

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

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/2006-2009

Mfg's Report Date: August 5, 2009

NHTSA Campaign Number: 09V-318

Components: VISIBILITY:GLASS, SIDE/REAR

Potential Number of Units Affected: 807

Summary:

DAIMLER BUS NORTH AMERICA IS RECALLING CERTAIN MODEL YEAR 2006 THROUGH 2009 ORION VII TRANSIT BUSES MANUFACTURED BETWEEN AUGUST 2007 AND JUNE 2009. THE PASSENGER WINDOWS HAVE A TIP-IN TRANSOM WINDOW WHICH IS ATTACHED BY SCREWS. THESE SCREWS MAY LOOSEN AND THE WINDOW MAY DISLodge AND FALL INTO THE BUS.

Consequence:

A COLLAPSING WINDOW COULD INJURE PASSENGERS.

Remedy:

ORION WILL NOTIFY OWNERS AND INSTRUCT THEM TO CHECK THAT THE SCREWS ARE PROPERLY TIGHTENED AND TO INSPECT THEM PERIODICALLY. ORION PLANS TO PROVIDE AN INTERIM NOTIFICATION OF THE DEFECT AS WELL AS AN INTERIM FREE REMEDY THAT WILL KEEP THE WINDOWS CLOSED AND KEEP THEM FROM DISLODGING. ONCE A PERMANENT REMEDY IS DEVELOPED THAT WILL PERMIT THE WINDOWS TO BE OPENED AND NOT DISLODGE, AND PARTS ARE AVAILABLE, ORION WILL NOTIFY OWNERS AND PROVIDE THAT FREE REMEDY. THE RECALL IS EXPECTED TO BEGIN DURING AUGUST 2009. OWNERS MAY CONTACT 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.

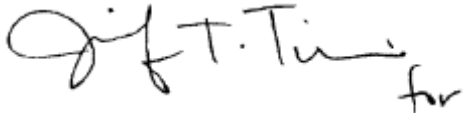
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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 black ink that reads "G. H. Person" with a stylized flourish at the end.

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