

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report
2009 APR 15 P 1:58

On April 13, 2009 , Daimler Buses North America Inc. (Daimler Buses) decided that a safety related defect exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: April 13, 2009

Furnish the manufacturer's identification code for this recall (if applicable): TBD

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Daimler Buses North America Inc.

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Joe Labonte

Product Safety and Compliance Officer

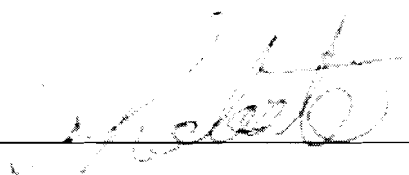
Telephone Number: (905) 403-7807 Fax No.: (905)403-8808

Name and Title of Person who prepared this report.

Joe Labonte

Product Safety and Compliance Officer

Signed:



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I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Orion **Model Years Involved:** 2008 - 2009 **Model(s):** VII

Production Dates: Beginning: October 2008 **Ending:** March 2009

VIN Range: Only certain vehicles are affected.

Vehicle Type: Bus **Bodystyle:** VII

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Vehicle model Orion VII configured with an MCC heater and those with an MCC defroster.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

100%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
<u>VII</u>	<u>2008</u>	<u>61</u>
<u>VII</u>	<u>2009</u>	<u>100</u>

Total Number Potentially Affected by the Recall: 161 Buses

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 25 %.

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Vehicle model Orion VII having an MCC heater or those with MCC defroster configuration.

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The blower motor mount screws may not have the proper torque.

Describe the cause(s) of the defect or noncompliance condition.

The blower motor mount screws may not have the correct torque during assembly.

Describe the consequence(s) of the defect or noncompliance condition.

When the four blower motor mount screws disconnect, a bracket can move and the terminal can short circuit to the resistor circuit, overheats the wire.

Identify any warning which can (a) precede or (b) occur.

loud noise.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Mobile Climate Control Industries, Inc.
7540 Jane Street, Vaughan
ON L4K 0A6
Canada

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Eric Weiss

VP Product Development

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

A heater blower wire was melted. New York, Incident date 1-13-2009

An inspection of heater blowers and defroster at New York April 2009

An review of MCC assembly procedures, April 2009

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

This is not a noncompliance.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

All potentially affected buses are being inspected for incorrect torque on blower mounts by MCC. Motor mount screw torque will be corrected as required.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The assembly components and the remedy components will be the same.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.
In March 2009 the production of blower motor mount will have the correct torque and a revivification torque mark applied.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

MCC will inspect and correct all potentially affected buses on Daimler Buses North America's behalf.

Inspection and correction will begin April 2009.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

A copy of a notice(s) will be provided.



PRODUCT INFORMATION

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☒ PRODUCT BULLETIN	☐ PRODUCT ADVISORY
DATE ISSUED: April 1, 2009	EXPIRY DATE: April 1, 2010

Subject: 15-19182 Blower motor and resistor hardware torque

NOTE: Hot surfaces may be present and may cause injury, please take all safety precautions when working on heater and defroster internal components

Problem:

During the production of blower 15-19182 between Oct. 2008 and Mar. 25, 2009 the intended torque of the motor and resistor mounting screws may not have been applied correctly.

Corrective Action:

1 hour per vehicle time allowance

Apply the intended torque values on the 4 x 10-32 blower motor mount screws and the 2 x 8-32 resistor mount screws in the 2 x lower floor heaters and the front defroster.

10-32 screw torque is 38 in lb blower motor mounting

8-32 screw torque is 30 in lb resistor mounting

Tools Required:

Torque wrench inch lbs. 1/4" drive
Socket 1/4" x 1/4" drive
Socket 5/16" x 1/4" drive
Side cutters
1/4" drive x 3" extension
Ratchet set
Plastic tie wraps

Cordless drill
Torque seal
10mm short open end wrench
8mm short open-end wrench

Method:

Lower floor heaters

- 1) Remove the access end cover by removing the 4 screws
- 2) Remove the 2 screws that retain the blower shelf
- 3) Disconnect the electrical connector on the coolant solenoid and disconnect the blower harness at the connector
- 4) Cut the 2 tie wraps securing the blower wire harness and remove the blower plate

IMPORTANT:

Check and record torque on the motor and resistor mounting hardware before disassembly

- 5) Record if bolts are loose or stripped
(Loose definition < 30 in lb for 10-32 screw & < 23 in lb for the 8-32 in lb)
- 6) Record date of manufacture
- 7) Record number on green inspection sticker
- 8) Remove 2 x 8/32 screws securing the resistor and retain for re-installation
- 9) Apply a torque of 38 in. lb. to 4 x 10-32 screws using the torque wrench and a 5/16" socket and 10mm wrench

- 10) Re-install the resistor using 2 x 8/32 screws.
- 11) Apply a torque of 30 in. lb. using the torque wrench and a 1/4" socket and 8mm wrench
- 12) Apply torque seal to the heads of all 6 screws
- 13) Re-assemble floor heater in reverse order.
- 14) Record all data required on tracking sheet
- 15) Apply "GREEN DOT" sticker on the exterior of the completed floor heaters



Resistor screws

motor screws

motor screws

Defroster

- 1) To access the front defroster open the bus front exterior panel.
 - 2) Remove 11 lower cover panel access screws using 5/16" socket and retain for re-installation
- IMPORTANT:**
Check and record torque on the motor and resistor mounting hardware before disassembly
- 3) Record if bolts are loose or stripped
(Loose definition =< 30 in lb for 10-32 screw & =< 23 in lb for the 8-32 in lb)
 - 4) Record date of manufacture
 - 5) Record number on green inspection sticker
 - 6) Remove 2 x 8/32 screws securing the resistor and retain for re-installation
 - 7) Apply a torque of 38 in. lb. To all 4 10-32 screws using the torque wrench and a 5/16" socket and 10mm wrench
 - 8) Re-install the resistor using 2 x 8/32 screws.
 - 9) Apply a torque of 30 in. lb. using the torque wrench and a 1/4" socket and 8mm wrench
 - 10) Apply torque seal to the heads of all 6 screws
 - 11) Re-assemble defroster in reverse order.
 - 12) Record all data required on tracking sheet
 - 13) Apply "GREEN DOT" sticker on the exterior of the completed defrosters

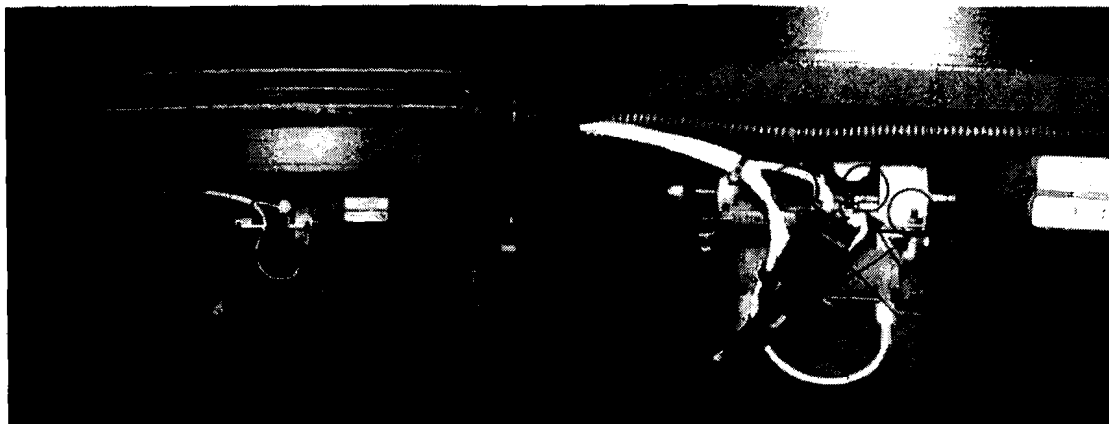


Mobile Climate Control

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Defroster cover removed blower visible

Resistor screws

Motor screws

Test**Defroster**

Turn power on and confirm that the defroster blower runs on all 3 speeds

Floor heaters

Turn on main heating control and confirm that the floor heater blowers run

Warranty Procedure:

1. All claims submitted must reference **WR# 10910**. Missing information and/or form non-submittal will delay processing. (Form: Warranty Claim Ticket Form# MCC-0039B)
2. Warranty Claim ticket can be e-mailed or faxed to MCC. Request form from Warranty Administrator

Rita Cleland, Warranty Administrator,
 7540 Jane Street • Vaughan, ON L4K 0A6 • Canada
 Tel: +1-905-482-2750 ext 293 • Fax: +1-905-482-2754
rita_cleland@mccil.com • www.mcc-hvac.com

APPROVALS	SIGNATURE	DATE
Director of Engineering	<i>[Signature]</i>	4/2/09
Director of Sales	<i>[Signature]</i>	4/2/09
President	<i>[Signature]</i>	4/2/09