

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report

On June 9, 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: June 9, 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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OFFICE OF DEFECTS
INVESTIGATION

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: 2007 - 2009 TBD Model(s): VII

Production Dates: Beginning: December 2007 TBD Ending: April 2009 TBD

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 Hehr passenger windows.

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
VII	2007 TBD	7
VII	2008 TBD	203
VII	2009 TBD	171

Total Number Potentially Affected by the Recall: 381 Buses TBD

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

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 a certain style of Hehr windows and a bond to frame of less than 75% TBD.

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 passenger windows.

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

The bond of the glass to the aluminum frame is bonded less than 75% TBD

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

If not inspected and corrected the window may dislodge from the bus. TBD

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

There may be evidence of an air gap between the window frame and the bonded glass.

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

**Hehr International
Michigan Window Plant
1103 W. Pearl Street
P.O. Box 217
Chesaning, MI 48616-0217
Phone: 989-845-3061
Fax: 989-845-6078**

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

**Jeff Fulton
General Manger (Michigan plant)**

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.

April 2009 Inspections with TTC

May 2009 Investigation with Hehr

May 2009 Investigation with Hehr and Sika

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.

The moving window portion will be replaced.

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 using a new bonding process.

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.

The new bonding process began with windows manufactured after November 2008.

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.

Owners are being contacted directly by Hehr and Daimler Buses North America to make arrangements to inspection and repair of windows having a delamination of 25% or more.

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.
