

# **Daimler Buses Recall Bulletin**

Orion VII N.G. Models

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## **1.0 WINDOW DELAMINATION RECALL NOTICE**

### **Recall Number**

**National Traffic and Motor Vehicle Safety Number (NHTSA):**

### **Subject**

**SAFETY DEFECT - Hehr Window Delamination.**

### **Certain Vehicles Affected**

**Model(s):** Orion VII

**Model Years:** 2006-2009, those having Hehr all glass windows.

**Window  
Production Dates:** Prior to November 2, 2008.

**Bus Production  
Dates:** Beginning: November 2008  
Ending: April 2009.

### **General Information**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Daimler Buses North America (DBNA) has decided that a defect, which relates to motor vehicle safety, exists in some of its transit buses.

### **Defect**

On certain transit buses equipped with anodized windows produced before November 2, 2008. 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.

### **Failure To Upgrade**

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.

## Cost To Remedy

Contact Hehr International to arrange an inspection. Windows will be provided and installed free of charge by Hehr.

## Record of Completion

Report the completion of this work for each vehicle and deliver to:

*Hehr International*  
*Attention: Warranty Department*

## Inquiries

Contact Hehr International at 1-800-xxx-xxxx or Orion Service at 1-800-716-7466.

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 Hehr International to obtain a pre-notification remedy to the problem associated with this recall.

## In Case of Dispute

If, after contacting DBNA 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, 1200 New Jersey Avenue, SE., 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

## 2.0

## WINDOW DELAMINATION INSPECTION PROCEDURE

### Introduction

This test procedure is intended to verify proper passenger window bond adhesion on an Orion VII N.G. bus. The purpose of this procedure is to determine if a window glass (vent section or transom) is in danger of coming off the window frame while the vehicle is in service.

When the failure criteria of this procedure (See "Failure Criteria") indicates that a window glass may be in danger of coming off the frame, the bus must be immediately attended to by having the delaminated window glass replaced.

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## Window Inspection

### Date Label Identification

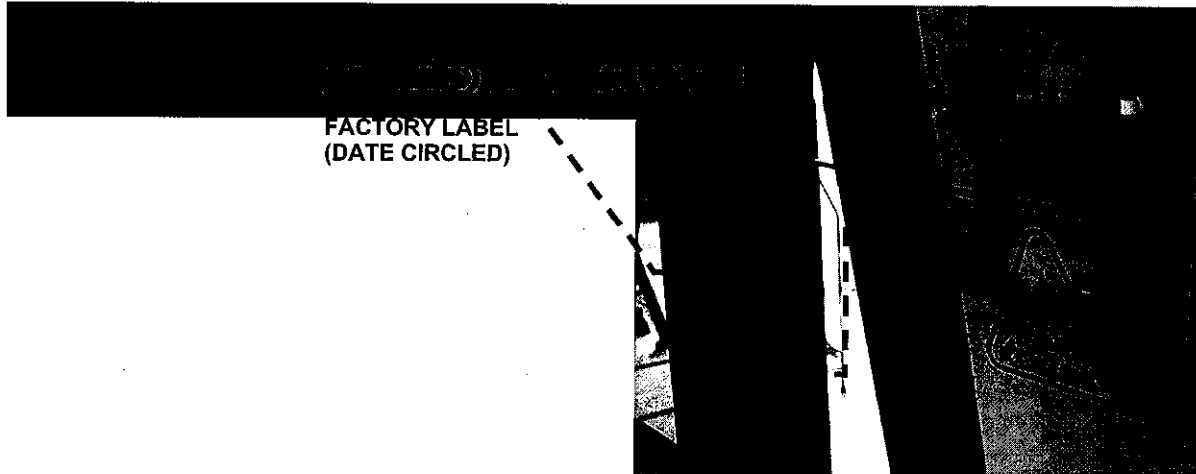


FIGURE 1-1 FACTORY LABEL ON WINDOW

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 **NOTE**

From inside the bus, the factory label is located on the inside edge of the window frame on the left side of the frame. (See Figure 1-1)

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To determine if an Orion VII N.G. window requires bond adhesion testing, locate the factory label on the window and check the date on line 3 of the label.

- a. If the date on the factory label is prior to November 3, 2008, continue with the steps in **“Test Procedure”** on page 4.
- b. If the date on the factory label is after November 3, 2008, a new bonding process was used and the window will not require testing.

## Test Procedure

Bond adhesion testing of the windows on an Orion VII N.G. bus is done by applying outward pressure on the window glass at specified pressure points to see if the glass can be pushed away from the frame it is bonded to. If any movement is observed between the window glass and frame, the location being tested is determined to be "Delaminated." A data sheet has been provided at the end of this procedure so that test results for each window can be recorded.

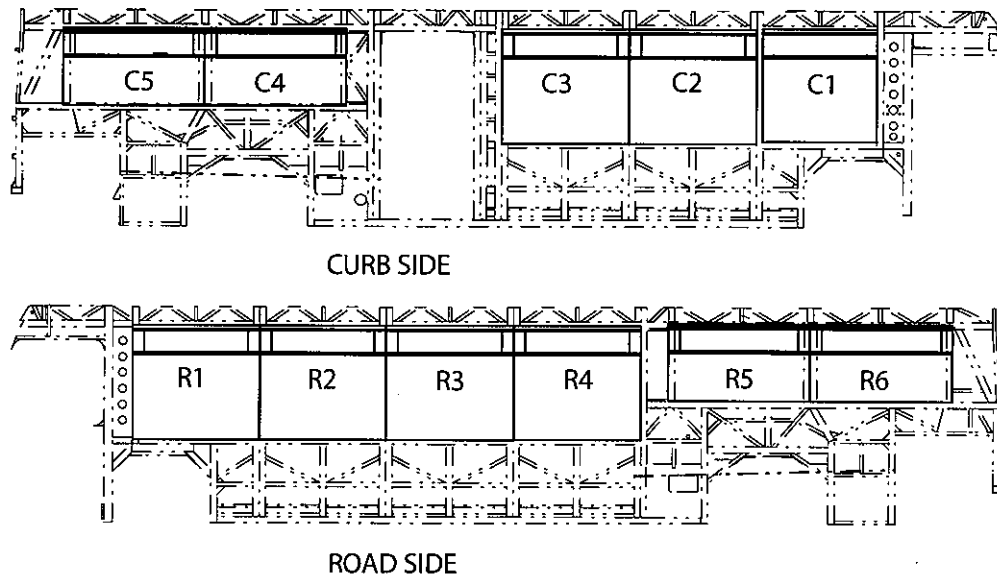


FIGURE 1-2 WINDOW NUMBERING

### NOTE

It is not necessary to test the driver's window on the "road" side of the bus.

1. In the bus to be tested, number the windows from the front of the bus to back starting with #C1 (#C2, #C3, #C4, etc.) on the "Curb" side and #R1 from front to rear on the "Road" side. (See Figure 1-2)

2. On the data sheet, note the customer name, bus number, VIN number, and test date, as well as the type and size for each window on the data sheet.

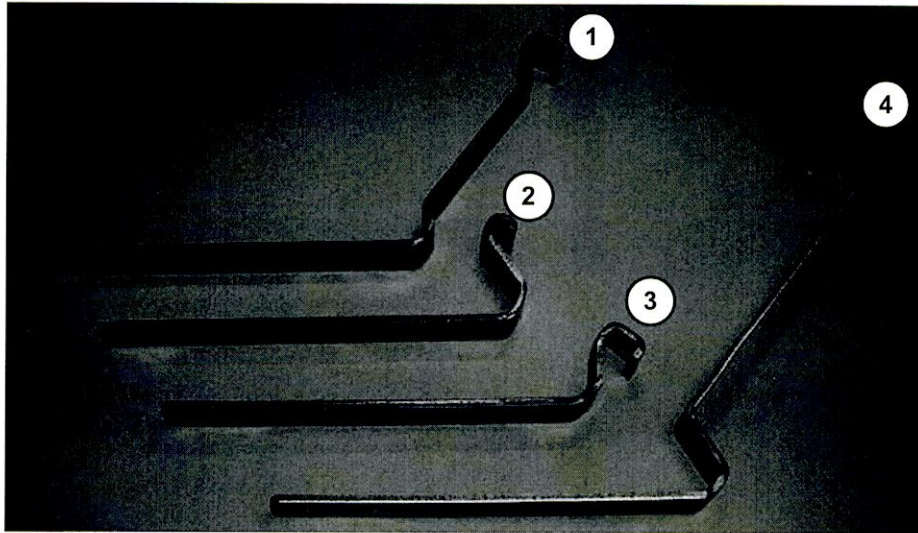


FIGURE 1-3 WINDOW TESTING TOOLS

 **NOTE**

The window testing tool number corresponds to the number of holes in the base of the tool.

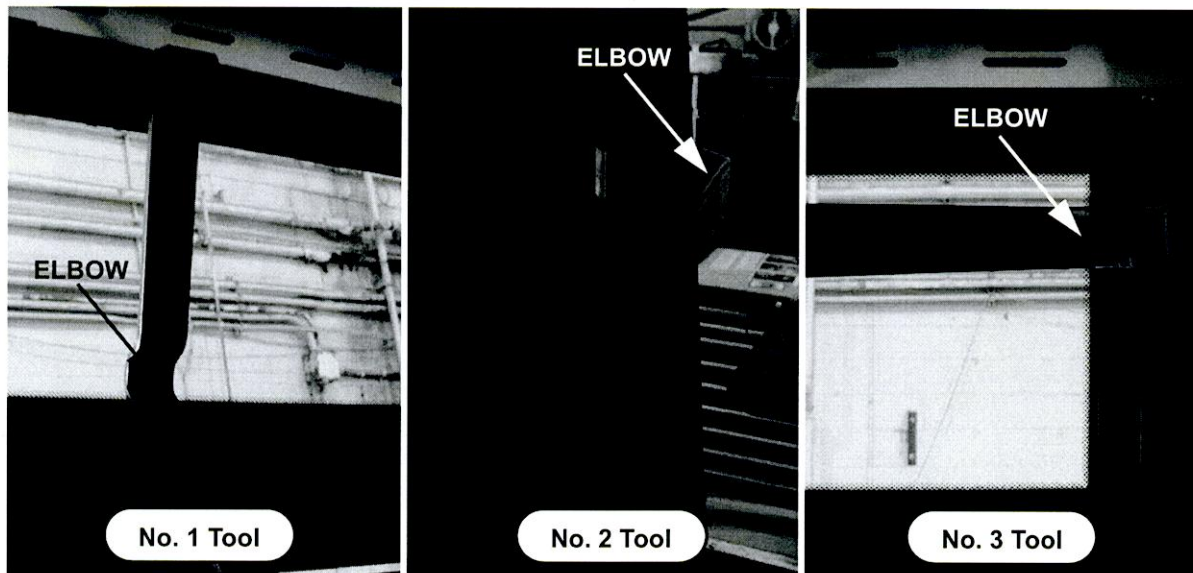
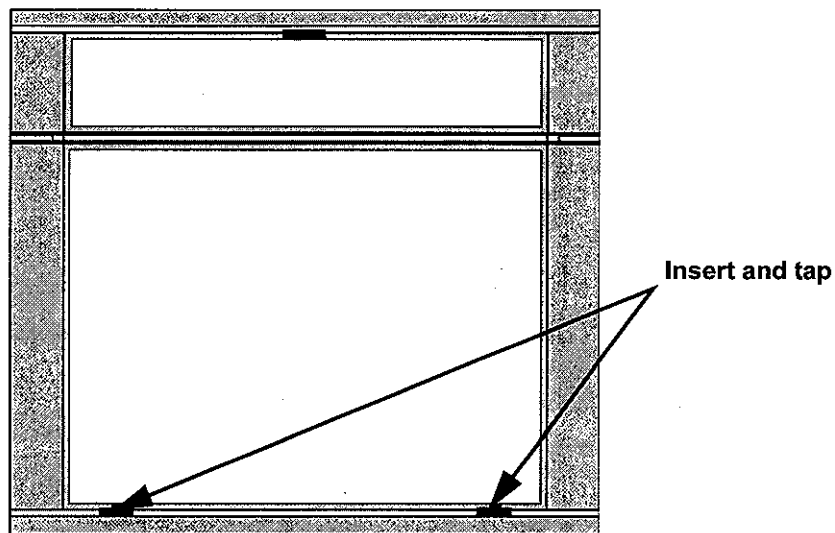


FIGURE 1-4 TOOL USE

3. With the window to be tested in the open position, select the appropriate testing tool (See **Figure 1-3**) and secure it to the lip of the window as shown in **Figure 1-4** so the elbow of the tool is at the pressure point being tested.
4. Apply a reasonable pressure (about 20 Lbs) on the tool handle with pressure applied to the glass at the locations shown in **"Window Load Test Points - Mullion-Hinged Windows"** on page 8.
5. Note whether any movement is detected with a "D" on the data sheet for each test point. No observed movement is indicated by a check mark entry for that test point location on the data sheet. Proceed around each window, and around the bus, testing all test locations on all windows.

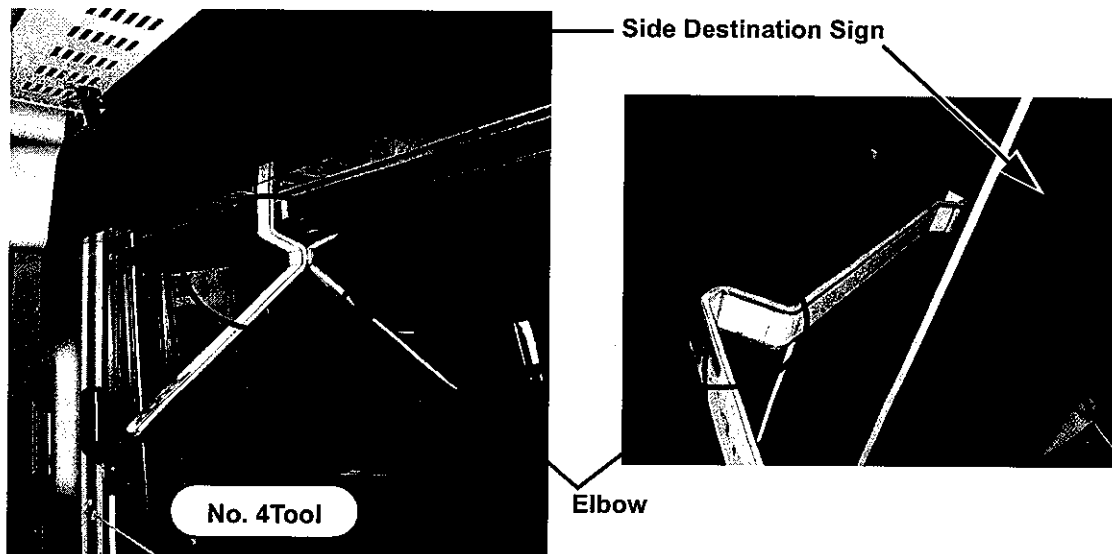
#### Exceptions

- a. **Driver's Barrier (C1) Window** - Using the No. 2 testing tool (See **Figure 1-3**) in the positions specified for a lower vent window in **"Window Load Test Points - Mullion-Hinged Windows"** on page 8, open the window behind the driver's barrier and test from **outside the bus**.



**FIGURE 1-5 NON-EGRESS WINDOW**

- b. **Non-Egress Window** (without black or red pull-handle) - Open window by inserting screwdriver or similar flat-bladed implement between the base of the window and window frame in the locations shown in **Figure 1-5** and pushing in, then down, until a click is heard and the catch is released.



**FIGURE 1-6 TOOL# 4 USED ON DESTINATION SIGN WINDOW**

- c. **Destination Sign (R1) Window** (if equipped) - Open the top-hinged side destination sign window and, from outside the bus, secure the No. 4 testing tool to the top edge of the window as shown in **Figure 1-6**.

Use the No. 4 tool to test the four points labeled "X4" on the lower vent window as indicated in "**Window Load Test Points - Top-Hinged Windows**" on page 9.

## Failure Criteria

The situation most likely to result in passenger window glass coming off the window frame is if the front edge of the window glass (the edge of the window facing the front of the bus) is completely delaminated. If airflow can get under the glass, it may pull the glass out of the window frame.

If any of the following conditions exist, the window glass must be replaced immediately:

### Vent Section

- 3 "D" points on forward leading edge
- All 4 sides or corners are "D" points
- All 4 corners are "D" points
- More than 4 test points are "D" points

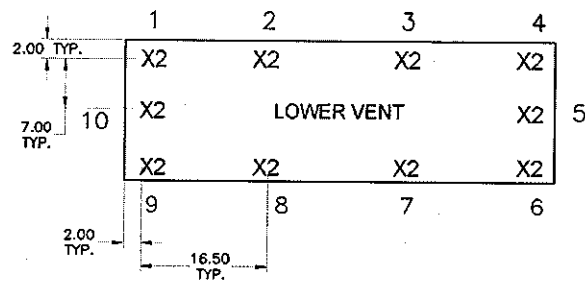
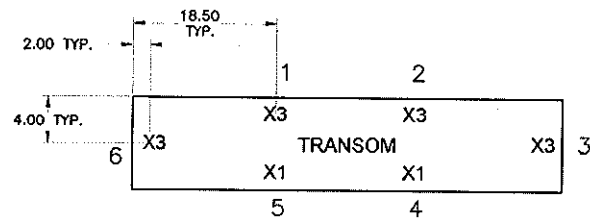
### Transom Section

- More than 3 test points are "D" points

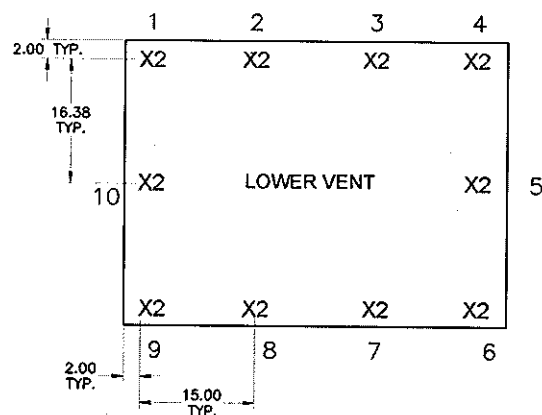
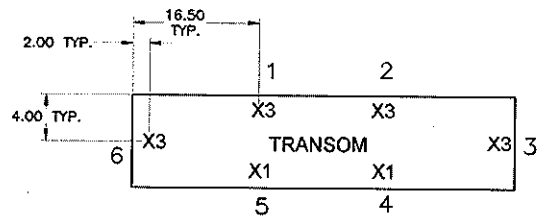
### 3.0

## WINDOW LOAD TEST POINTS - MULLION-HINGED WINDOWS

### UPPER STEP WINDOW



### LOWER STEP WINDOW

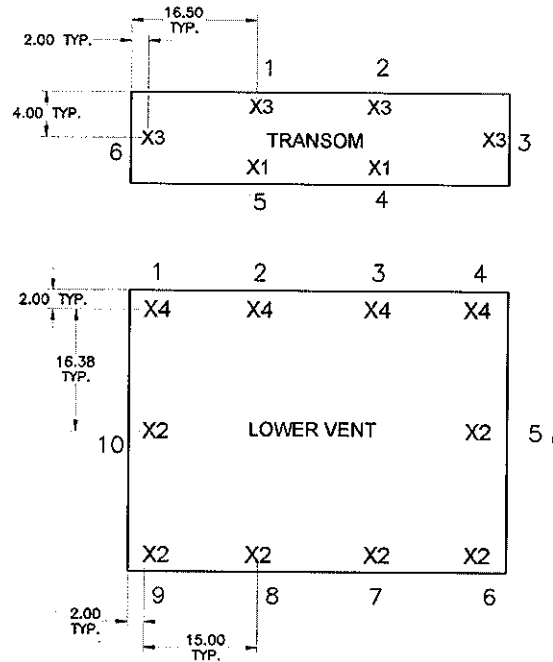


NOTE: X(1,2,3) = Load Test Point and Tool Number

## 4.0

**WINDOW LOAD TEST POINTS -  
TOP-HINGED WINDOWS**

## LOWER STEP WINDOW



NOTE: X(1,2,3,4) = Load Test Point and Tool Number

Customer \_\_\_\_\_ Bus # \_\_\_\_\_ VIN# \_\_\_\_\_ Test Date \_\_\_\_\_

| Window # | Type Window | Load Test Points |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
|----------|-------------|------------------|---|---|---|---|---|---|---|---|----|----------------------|---|---|---|---|---|
|          |             | Lower Vent       |   |   |   |   |   |   |   |   |    | Transom or Top Glass |   |   |   |   |   |
|          |             | 1                | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1                    | 2 | 3 | 4 | 5 | 6 |
| C1       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| C2       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| C3       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| C4       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| C5       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
|          |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R1       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R2       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R3       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R4       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R5       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R6       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |

Customer \_\_\_\_\_ Bus # \_\_\_\_\_ VIN# \_\_\_\_\_ Test Date \_\_\_\_\_

| Window # | Type Window | Load Test Points |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
|----------|-------------|------------------|---|---|---|---|---|---|---|---|----|----------------------|---|---|---|---|---|
|          |             | Lower Vent       |   |   |   |   |   |   |   |   |    | Transom or Top Glass |   |   |   |   |   |
|          |             | 1                | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1                    | 2 | 3 | 4 | 5 | 6 |
| C1       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| C2       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| C3       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| C4       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| C5       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
|          |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R1       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R2       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R3       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R4       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R5       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |
| R6       |             |                  |   |   |   |   |   |   |   |   |    |                      |   |   |   |   |   |

Notes: Type Window: US= Upper Step LS= Lower Step Dest= Destination Stat= Full Stationary  
 Data Entries: D= Delamination observed ✓= No movement observed

## APPENDIX 2 - WINDOW DELAMINATION DATA SHEET

# SAFETY RECALL NOTICE

# VOLVO

**SAFETY RECALL RVXX0901  
JUNE 2008**

**DEAR VOLVO TRUCK OWNER:**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Trucks North America has decided that a defect which relates to motor vehicle safety exists in certain Volvo vehicles.

**SAFETY DEFECT:** There exists the potential that the vibration frequency from the suspension with super single tires may result in a fatigue crack of the mounting brackets for the brake cam tube.

**SAFETY RISK:** If left untreated, the crack can propagate and cause failure of the brake cam tube support bracket(s), which can result in loss of brakes at the corresponding wheel end increasing the risk of a crash.

**PRECAUTIONS YOU CAN TAKE:** There are no precautions you can take other than having your vehicle repaired by a Volvo Parts and Service Center.

**TIME REQUIRED FOR THE REPAIR:** The labor time required to inspect your vehicle is approximately one hour.

**WHAT YOU SHOULD DO:** You should contact the nearest Volvo Parts and Service Center and make an appointment. A support bracket will be added to the brake cam tube at no charge to you. All Volvo Parts and Service Centers have been sent a bulletin covering all the details required to perform the safety recall.

You can locate the closest Volvo Parts and Service Center by going on line to <http://www.volvo.com/trucks/na/en-us/dealers/> and selecting "Dealer Locator" or by calling our toll-free number: (800) 528-6586.

**NOTICE REGARDING LEASED VEHICLES:** If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or non-compliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**OWNER RECALL  
RESPONSE CARD:**

The enclosed "Notice of Vehicle Recall" identifies your vehicle. If you no longer own the vehicle, please help us update our records by completing the "Vehicle Disposition Record" portion of the enclosed postage-free Notice of Mandatory Safety Campaign card and mailing it back to us.

**ASSISTANCE/  
COMPLAINTS:**

If you need assistance, please contact:

Volvo Trucks North America  
Regulatory Affairs Department,  
P.O. Box 26115  
Greensboro, NC 27402-6115  
[vtna.regulatoryaffairs@volvo.com](mailto:vtna.regulatoryaffairs@volvo.com)

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue, S.E., Washington DC 20590 or call the toll-free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**PRE NOTIFICATION  
REMEDIES:**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses.

Submit copies of all documentation supporting your claim according to the rules specified in the "General Plan for Reimbursement of Pre-notification Remedies" provided in this mailing.

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Volvo's commitment to provide our customers with the best possible product.

**VOLVO TRUCKS NORTH AMERICA**