



# ***Latch Handle Disable Alternate Method - Final***

## **Recall Number**

**National Traffic and Motor Vehicle Safety Number (NHTSA):** NHTSA recall number: 09V-318, Transport Canada number 09-240

## **General Information**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice is also sent in accordance with the Canadian Motor Vehicle Safety Act. Daimler Buses of North America (DNA) has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2006 through 2009 Orion VII transit buses manufactured between August 2007 and June 2009.

## **Defect**

The passenger windows have a tip-in transom window which is attached by shocks and screws. These screws and shocks may loosen or fail and the window may dislodge and fall into the bus.

## **Failure To Upgrade**

A collapsing window could injure passengers.

## **Remedy**

See instructions below to disable the tip-in transom window latch and prevent the windows from being able to be opened. A follow-up correction will be provided soon to allow the windows to be opened and also to prevent the windows from dislodging.

## **Cost To Remedy**

A small extrusion to block the window latch will be provided free of charge. Labor to insert the latch block can be reimbursed by submitting a claim to the warranty department. Reimbursement will be predetermined at 1 minute per window. See Claims for Credit.

## **Record of Completion**

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

*Daimler Buses North America  
Attention: Warranty Department  
Mississauga, Ontario, Canada L5J 4T8  
Fax: (905) 403-8800*

## **Claims for Credit**

Reimbursements will be issued only after the record of completion report has been submitted to (DBNA) . Include the campaign number and the date the work was performed on the copy of the work order along with the claim form.

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 (DBNA) to obtain a pre-notification remedy to the problem associated with this recall.

## **In Case of Dispute**

If, after contacting DCCBNA, 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>.

## Introduction

APPLICATION
ORION NG

This procedure involves installation of a pan head screw into the latch handle to prevent the transom window from opening.

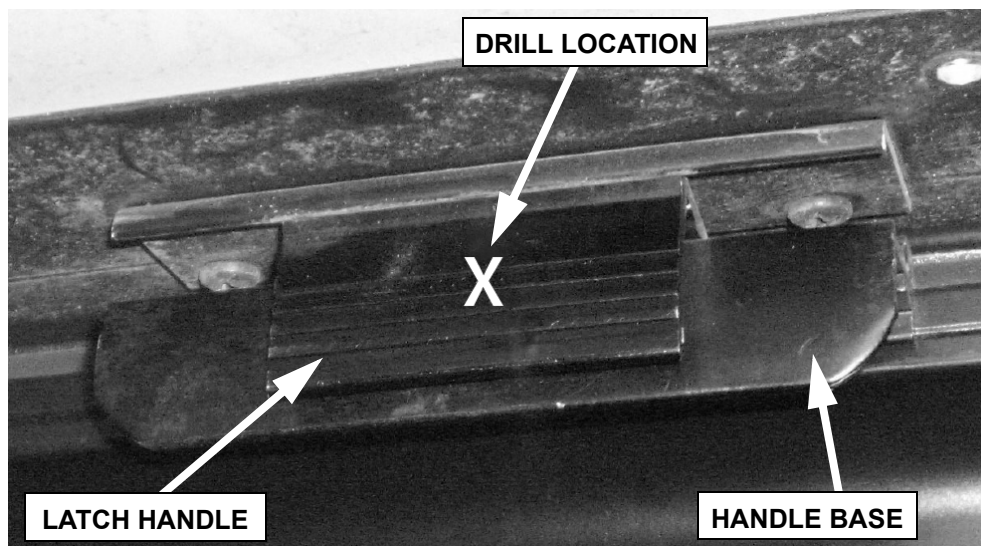
**TABLE 1-1 REQUIRED PARTS**

PART NUMBER	DESCRIPTION	QUANTITY
	9/64" DRILL BIT	
BS-4102894	#10X1/2" SELF-TAPPING SCREW - PAN HEAD	

## Safety Precautions

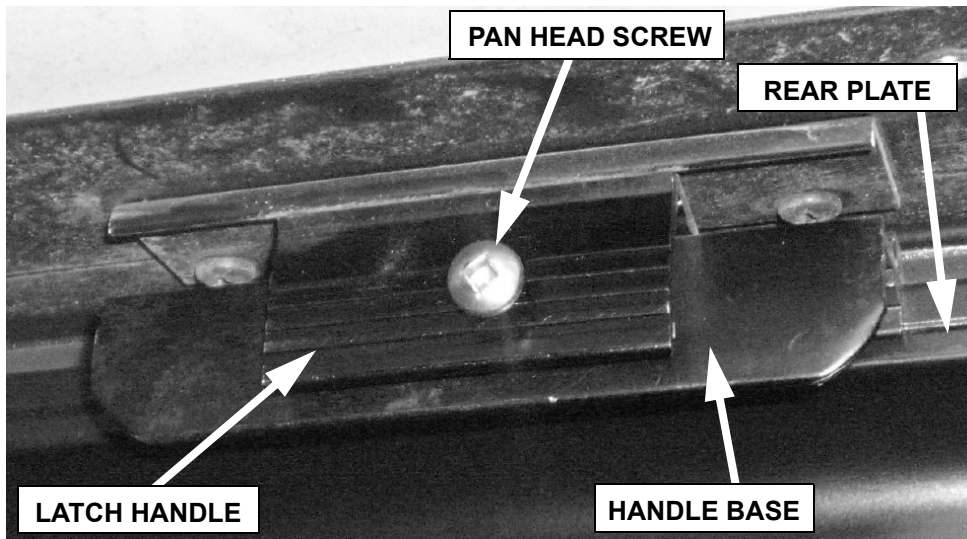
1. Follow workshop safety procedures before starting work on the bus.
2. Follow all safety procedures outlined in the Orion service manual.

## Procedure



**Figure 1-1 Transom Window Latch (Closed Position)**

1. Ensure that the transom window is closed. See [Figure 1-1](#).
2. Drill a 9/64" hole through the center of the latch handle and handle base. See [Figure 1-1](#).



**Figure 1-2 Transom Window Latch Disabled**

3. Drive a #10 X 1/2" pan head screw through the latch handle and into the handle base. See [Figure 1-2](#).

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 **NOTE**

**Only drive the screw through the latch handle and base. Do not drive the screw through the rear plate. See [Figure 1-2](#)**

4. Ensure the transom window cannot be opened once the screw is installed.
5. Repeat steps 1 through 4 for all transom windows.

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 **NOTE**

**Inspect the transom windows daily for the pan head screws. Ensure the transom window remains closed and unable to be opened.**

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