



Latch Handle Disable

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 and 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 some of its transit buses.

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.

Parts will follow within 30 days after receipt of this letter.

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 placement of a rubber extrusion into the latch handle to prevent the transom window from opening.

TABLE 1-1 REQUIRED PARTS

PART NUMBER	DESCRIPTION	QUANTITY
081930017	RUBBER EXTRUSION	

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

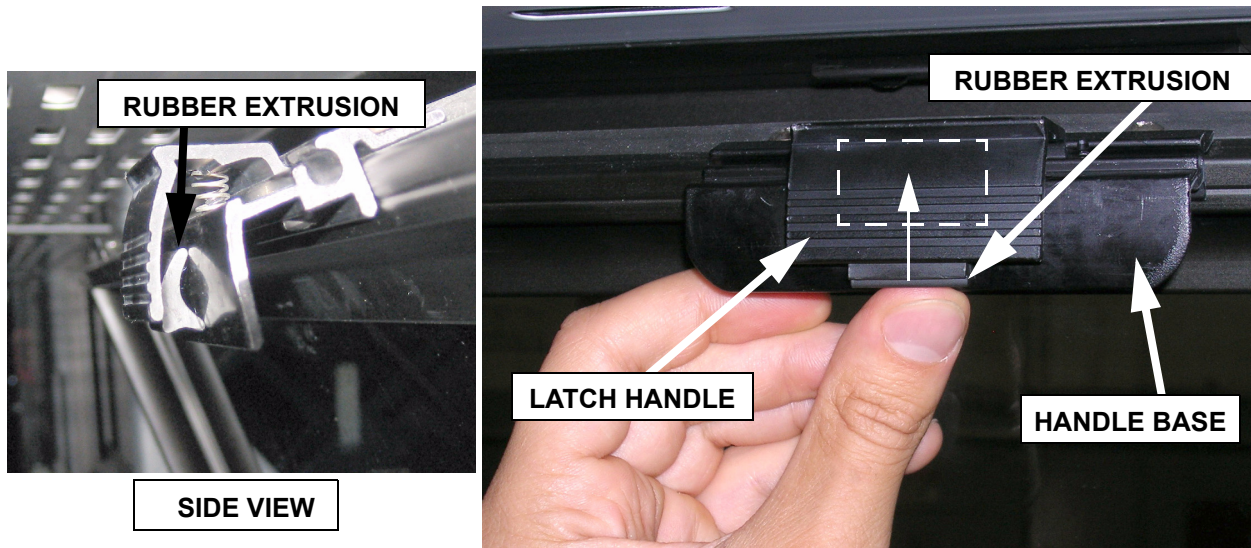


Figure 1-1 Transom Window

1. Open the transom window. See [Figure 1-1](#)
2. Place rubber extrusion between the latch handle and handle base. See [Figure 1-1](#)
3. Slide rubber extrusion upward. See [Figure 1-1](#)

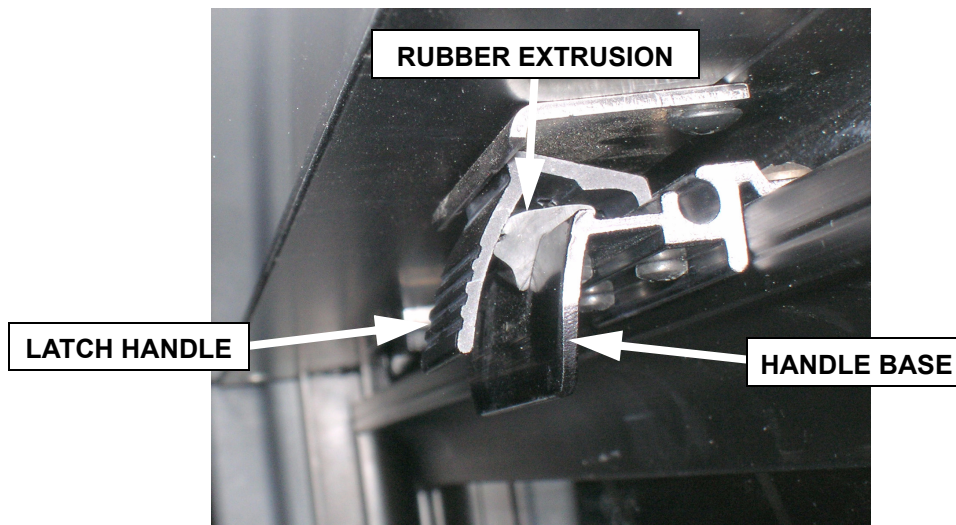


Figure 1-2

4. Close the transom window. See [Figure 1-2](#)
5. Ensure the transom window cannot be opened once extrusion is in place.
6. Repeat steps 2 through 6 for all transom windows.

 **NOTE**

Inspect the transom windows daily for rubber extrusion. Ensure the transom window remains closed and unable to be opened.
