

# Daimler Buses Recall Bulletin

NHTSA 09V-318/TC 09-240

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## HEHR TIP-IN WINDOW STOPS RECALL NOTICE

### Recall Number

National Traffic and Motor Vehicle Safety (NHTSA) Recall Number: 09V-318

Transport Canada Number: 09-240.

### Subject

SAFETY DEFECT - Hehr Tip-in Window Stops.

### Certain Vehicles Affected

**Model(s):** Orion VII

**Model Years:** USA and Canada 2007-2009, those having Hehr Tip-in Windows.

### Bus Production Dates:

USA	CANADA
December 31, 2007, to July 30, 2009	August 13, 2007, to July 29, 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 determined that a defect which relates to motor vehicle safety exists in some of its transit buses.

### Defect

On certain Orion transit buses equipped with the Hehr upper transom passenger window attached by screws, these screws may loosen and the window may dislodge and fall into the bus.

### Failure To Upgrade

A window could fall into the interior of the vehicle.

## Cost To Remedy

The labor of 5 minutes per window to complete the following instructions will be provided free of charge by submitting the Fax Record of Completion and claim for reimbursement as outlined in the warranty claim.

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 standard warranty claim form. For warranty claim form completion instructions, see Section 5-5 of the Warranty & Policy Manual and send to either:

**Daimler Buses North America**  
c/o Warranty Department  
165 Base Road, Box 748  
Oriskany, NY 13424-0748  
Tel: 1-800-71-ORION (1-800-716-7466)  
Fax: (315) 768-8414

**Daimler Buses North America**  
c/o Warranty Department  
350 Hazelhurst Road  
Mississauga, Ontario L5J 4T8  
Tel: (905) 403-1111  
Fax: (905) 403-7813

## Record of Completion

Fax Record of Completion for each vehicle to Warranty Department at (905) 403-7813.

## Inquiries

**Contact DBNA Service at 1-800-71-ORION (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 DBNA to obtain a pre-notification remedy to the problem associated with this recall.

## In Case of Dispute

### US RESIDENTS

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>.

## Service Information

Inquiries for materials and any additional instructions pertaining to these instructions can be made by calling:

**1-800-71-ORION (All Service Inquiries)**

**1-800-786-8099 (Parts Inquiries/Orders)**

## Introduction

### Orion VII Procedure

This repair consists of adding two window stops to each window and removing the latch handle retainer.

Part Number	Description
HEHR #MD-301	DRILL FIXTURE
081925001	WINDOW STOP, 2 PER WINDOW
BS-4000115	8-18 X2/4 SCREW, 4 PER WINDOW
BS-5504284	DUAL LANGUAGE EGRESS TAG, ENGLISH/FRENCH, 1 PER UPPER DECK WINDOW, AS APPLICABLE
BS-5504286	DUAL LANGUAGE EGRESS TAG, ENGLISH/SPANISH, 1 PER UPPER DECK WINDOW, AS APPLICABLE
BS-4442435	1/8" X 0.25" RIVET, 2 PER DUAL LANGUAGE TAG
BS-8200711	SIKAFLEX (BLACK), AS NEEDED

## Safety Precautions

- Follow workshop safety procedures before starting work on the bus.
- Follow all safety procedures outlined in the applicable DBNA service manual.

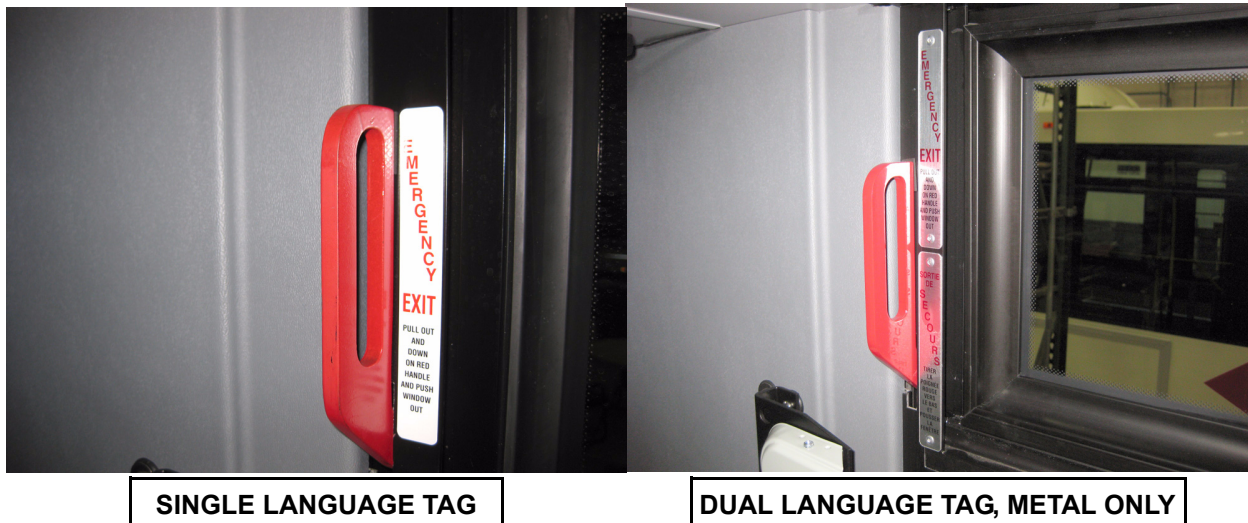
## Procedure: Installing Tip-In Window Stops

### Inspection

 NOTE

In order to install tip-in window stops, certain upper deck dual language emergency labels will need to be revised. Single Language tags are not affected.

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**Figure 1-1 Egress Window Language Tags**

1. Inspect the upper deck egress windows for single or dual language tags:
  - a. If upper deck egress window has a single language tag, proceed to [“Single Language Upper Deck Egress Window” on page 10.](#)
  - b. If egress window has a metal dual language tag, proceed to [“Dual Language Upper Deck Egress Window” on page 5](#)

## Dual Language Upper Deck Egress Window

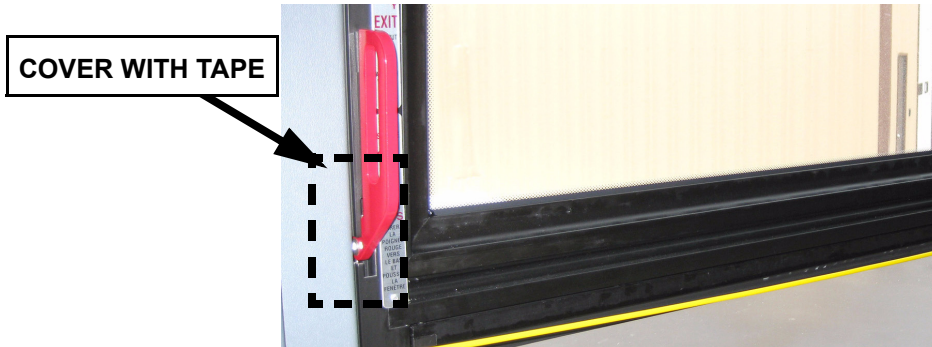


Figure 1-2 Egress Handle

**NOTE**

Ensure egress window release handle opening is temporarily covered with tape to prevent drilling chip material from entering opening. Remove tape once drilling is completed. See [Figure 1-2](#)

2. Cover egress window release handle opening with tape. See [Figure 1-2](#)

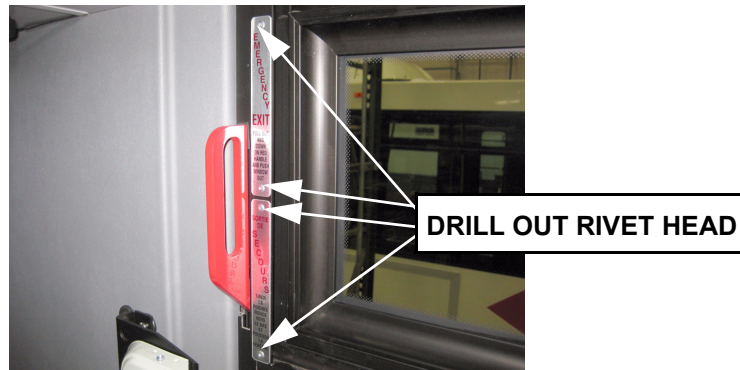
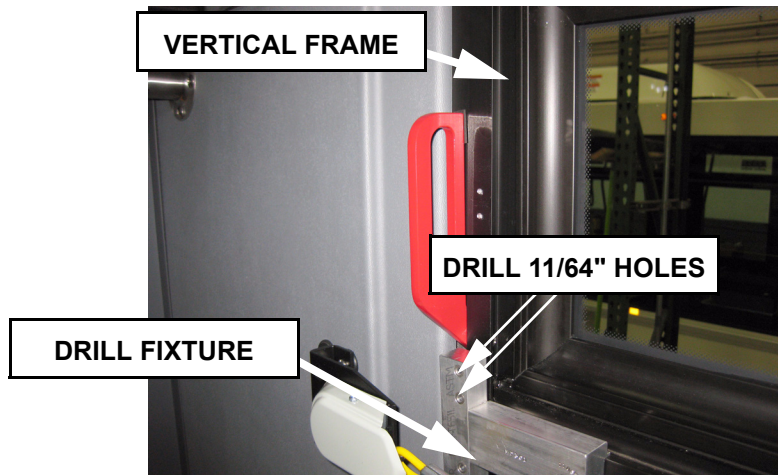


Figure 1-3 Drill Out Rivets

**NOTE**

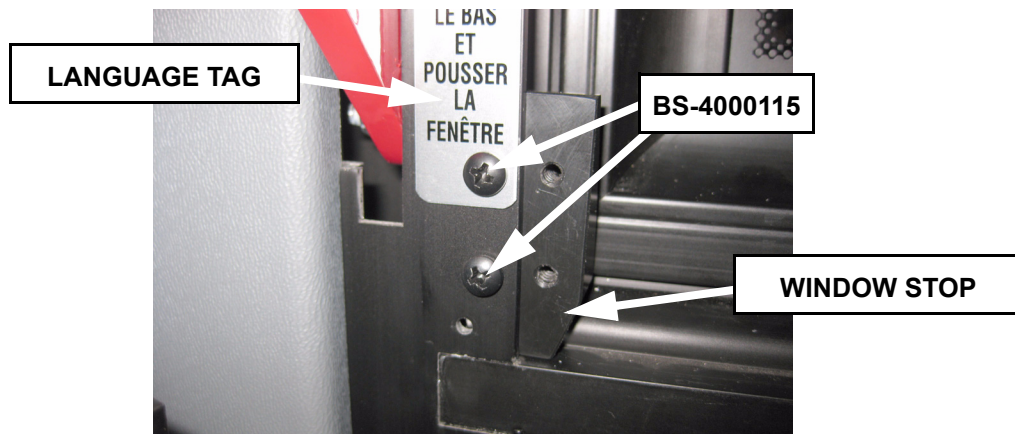
Only drill out the head of the rivet. Do not drill through the window frame. Remove rivet backing using pliers.

3. Drill out the rivets used to secure the dual language tag and remove the language tags. See [Figure 1-3](#)



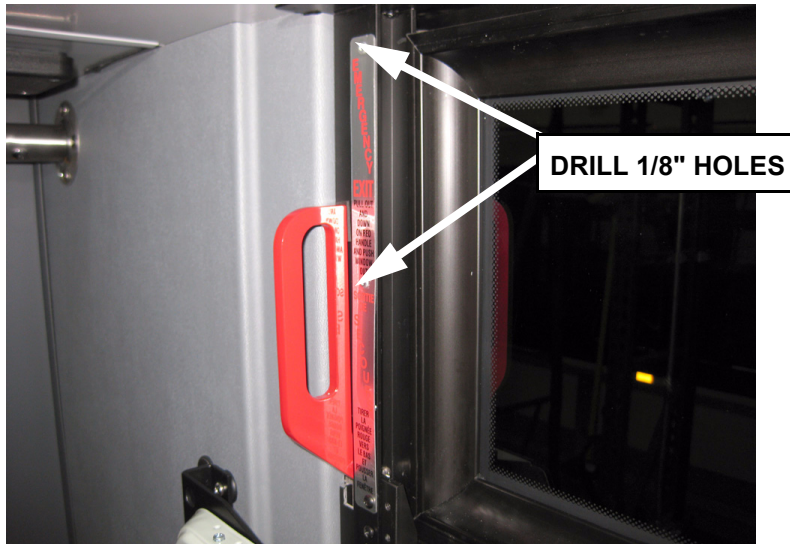
**Figure 1-4 Drill Fixture and Drill Locations**

4. Place the drill fixture into mounting position on mullion. Ensure drill fixture is fully seated against vertical frame. See [Figure 1-4](#)
5. Drill 11/64" holes using the top holes of drill fixture as guides. See [Figure 1-4](#)



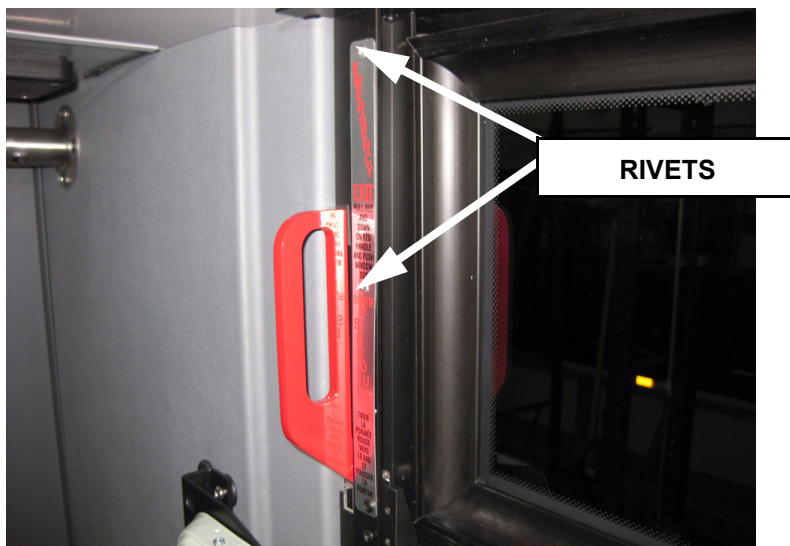
**Figure 1-5 Window Stop Installation**

6. Place the window stop into position within window frame. See [Figure 1-5](#)
7. Place dual language tag **BS-5504284** into mounting position on window frame. See [Figure 1-5](#)
8. Secure window stop mounting hardware: screw **BS-4000115**. See [Figure 1-5](#)



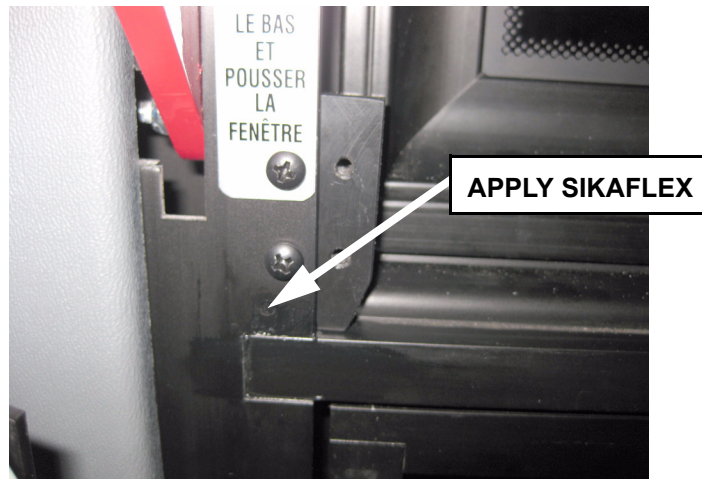
**Figure 1-6 Drill Holes**

9. Ensure language tag is parallel to vertical window frame. Drill 1/8" holes into the first layer only of window frame using the language tag top and middle holes as a guide. See [Figure 1-6](#)



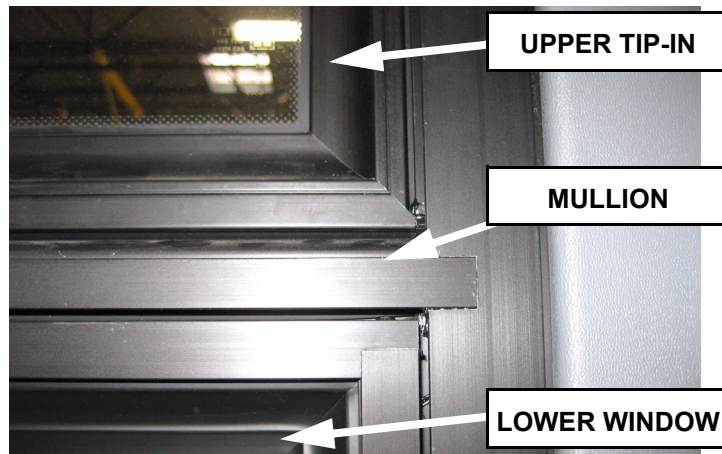
**Figure 1-7 Secure Language Tag**

10. Secure language tag with rivets **BS-4442435**. See [Figure 1-7](#)



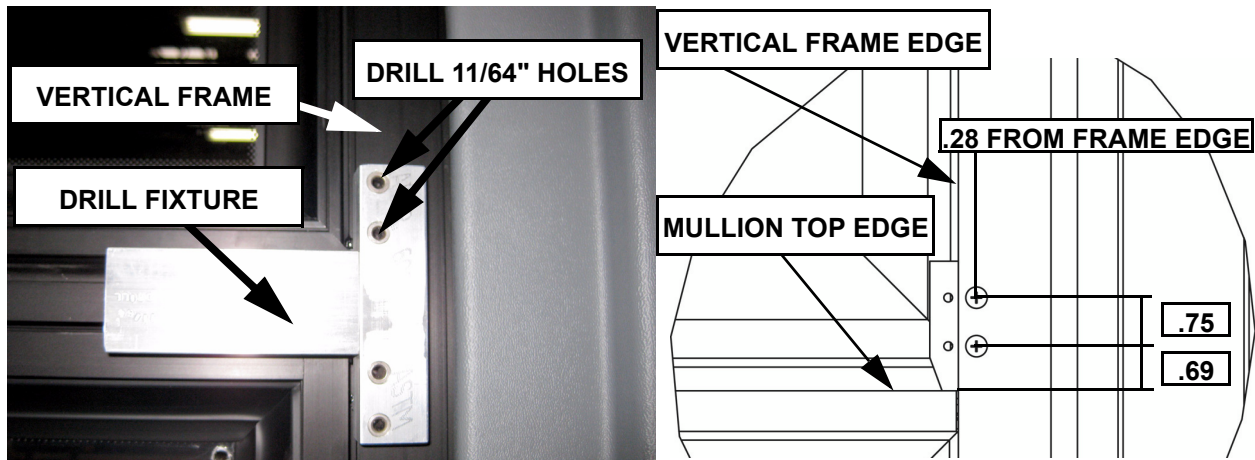
**Figure 1-8 Apply Sikaflex to Original Mounting Hole**

11. Apply a small drop of black sikaflex to the cover the original lower mounting hole. See [Figure 1-8](#)



**Figure 1-9 Center Frame Location**

12. Locate the mullion between the upper tip-in and lower window on opposite side of upper deck window. See [Figure 1-9](#)

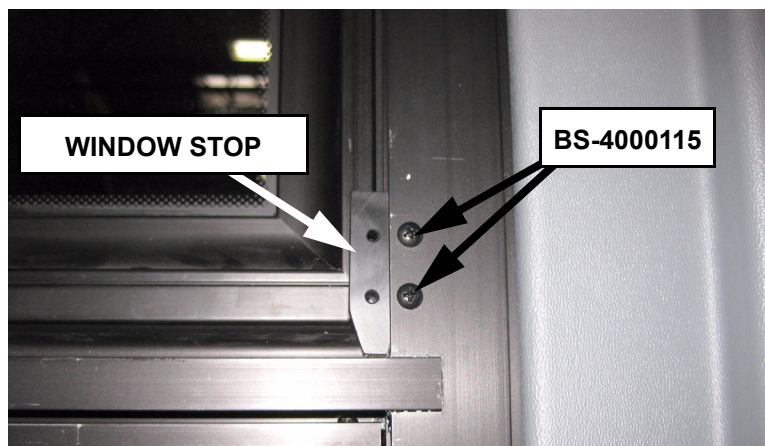


**Figure 1-10 Drill Fixture and Drill Locations**

13. Place the drill fixture into mounting position on mullion. Ensure drill fixture is fully seated against vertical frame. See [Figure 1-10](#)
14. Drill 11/64" holes using the top holes of drill fixture as guides. See [Figure 1-10](#)

**NOTE**

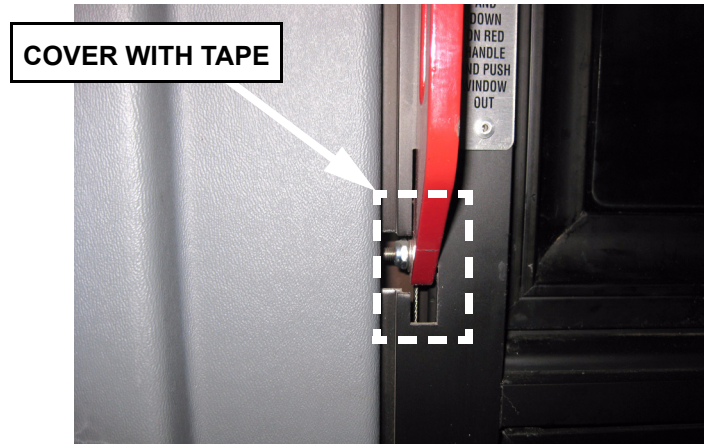
If drill fixture is not available, use dimensions shown in [Figure 1-10](#) for drill locations.



**Figure 1-11 Window Stop Installation**

15. Place the window stop into position within window frame. See [Figure 1-11](#)
16. Secure window stop mounting hardware: screw **BS-4000115**. See [Figure 1-11](#). Proceed to "[Lower Deck Egress Windows](#)" on page 13

## Single Language Upper Deck Egress Window



**Figure 1-12 Egress Handle**

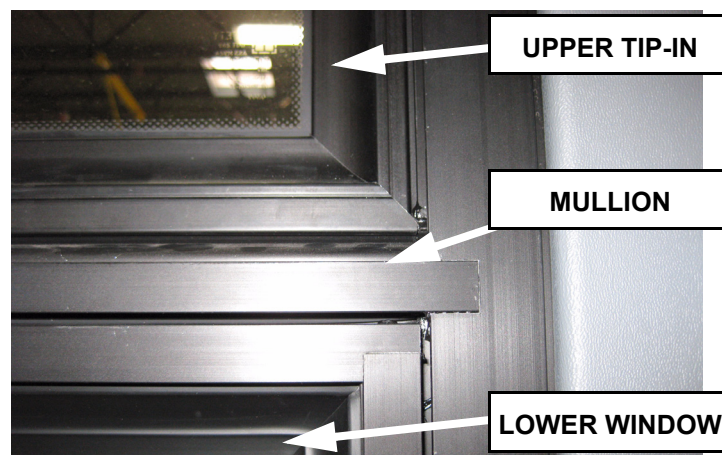
17. Cover egress window release handle opening with tape. See [Figure 1-12](#)

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 **NOTE**

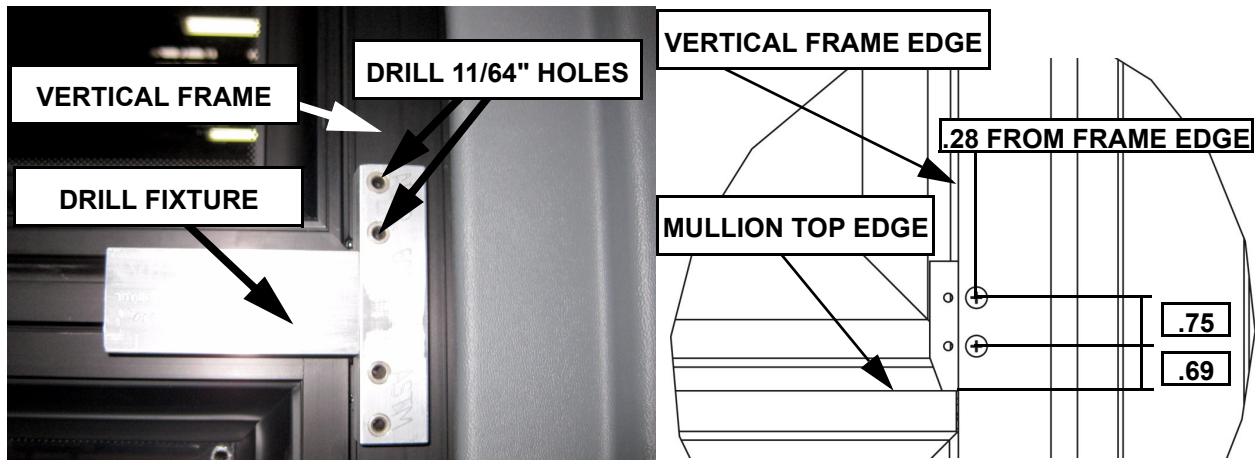
Ensure egress window release handle opening is temporarily covered with tape to prevent drilling chip material from entering opening. Remove tape once drilling is completed. See [Figure 1-12](#)

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**Figure 1-13 Center Frame Location**

18. Locate the mullion between the upper tip-in and lower window. See [Figure 1-13](#)

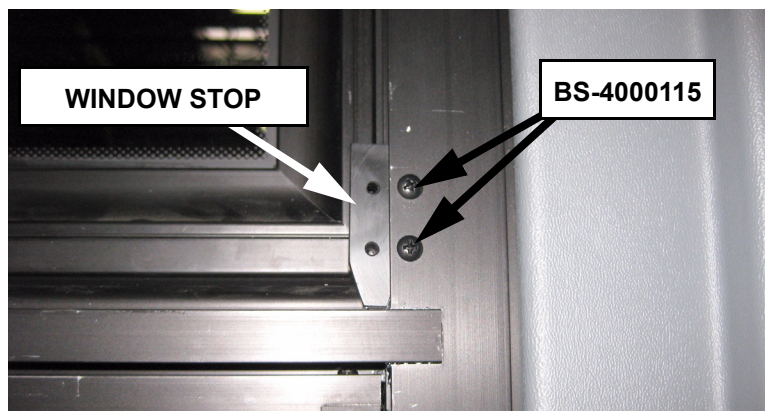


**Figure 1-14 Drill Fixture and Drill Locations**

19. Place the drill fixture into mounting position on mullion. Ensure drill fixture is fully seated against vertical frame. See [Figure 1-14](#)
20. Drill 11/64" holes using the top holes of drill fixture as guides. See [Figure 1-14](#)

**NOTE**

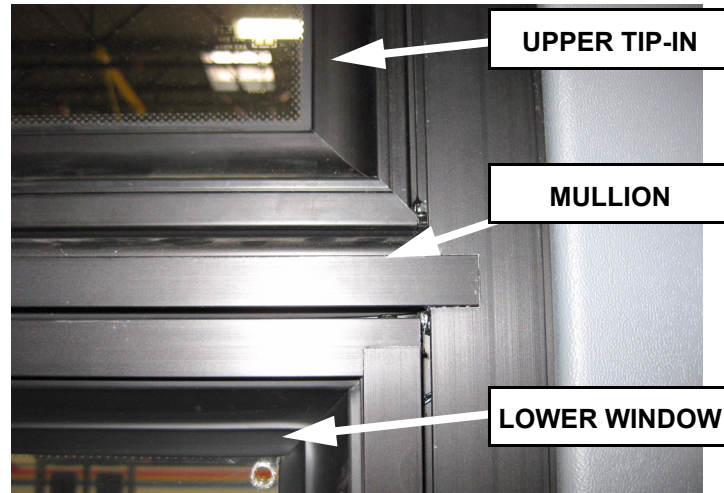
If drill fixture is not available, use dimensions shown in [Figure 1-14](#) for drill locations.



**Figure 1-15 Window Stop Installation**

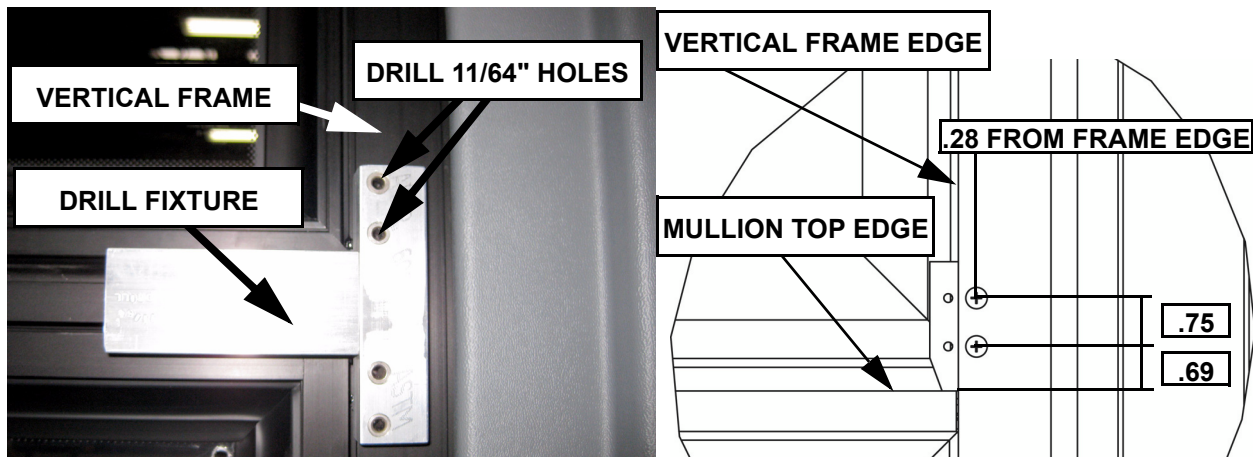
21. Place the window stop into position within window frame. See [Figure 1-15](#)
22. Secure window stop mounting hardware: screw **BS-4000115**.  
See [Figure 1-15](#)
23. Repeat procedure for opposite side of tip-in window and then proceed to [“Lower Deck Egress Windows” on page 13](#)

## Lower Deck Egress Windows



**Figure 1-16 Center Frame Location**

24. Locate the mullion between the upper tip-in and lower window. See [Figure 1-13](#)

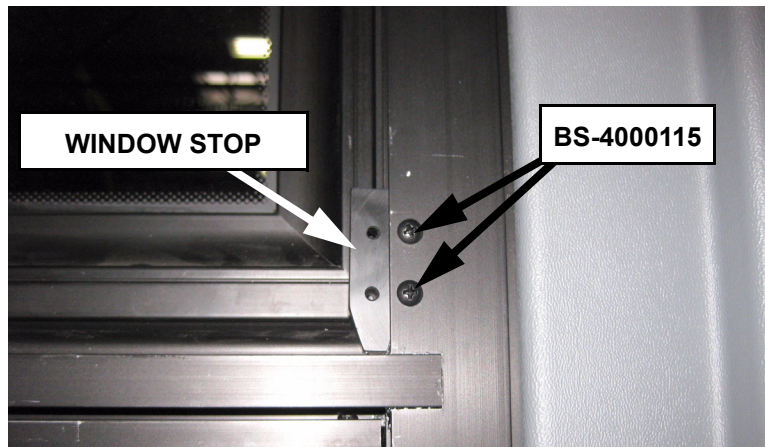


**Figure 1-17 Drill Fixture and Drill Locations**

25. Place the drill fixture into mounting position on mullion. Ensure drill fixture is fully seated against vertical frame. See [Figure 1-14](#)
26. Drill 11/64" holes using the top holes of drill fixture as guides. See [Figure 1-14](#)

**NOTE**

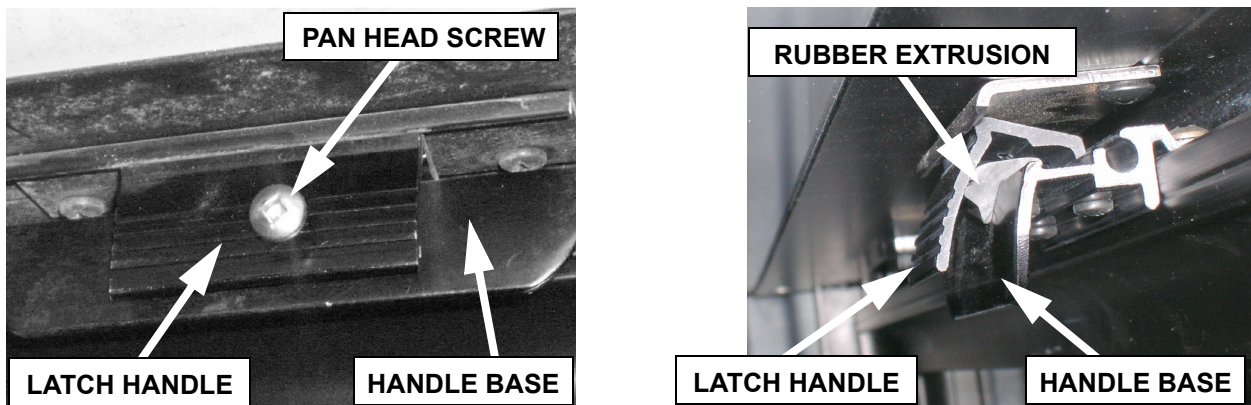
If drill fixture is not available, use dimensions shown in [Figure 1-14](#) for drill locations.



**Figure 1-18 Window Stop Installation**

27. Place the window stop into position within window frame. See [Figure 1-15](#)
28. Secure window stop mounting hardware: screw **BS-4000115**. See [Figure 1-15](#).
29. Repeat procedure for opposite side of tip-in windows and then proceed to [step 30](#).

### Latch Handle Securement



**Figure 1-19 Latch Handle Securement Types**

30. Inspect latch handles for securement with pan head screw or rubber extrusion:
  - a. Remove any pan head screws or rubber extrusions from handle and handle bases.