



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 6, 2011

MR. BILL NICOLLE  
PRODUCT SAFETY AND COMPLIANCE OFFICER  
DAIMLER BUSES NORTH AMERICA INC.  
350 HAZELHURST ROAD  
MISSISSAUGA, ONTARIO, CANADA 00 L5J 4T8

NVS-215dgl  
11V-214

**SUBJECT: REAR EXIT DOOR PANELS**

DEAR MR. NICOLLE:

This letter serves to acknowledge Daimler Bus North America Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
ORION/VII/2008

**NHTSA Campaign Number:** 11V-214

**Mfg's Report Date:** April 1, 2011

**Components:** LATCHES/LOCKS/LINKAGES: DOOR: LATCH

**Potential Number of Units Affected:** 2

**Summary:**

DAIMLER BUS IS RECALLING CERTAIN MODEL YEAR 2008 ORION VII TRANSIT BUSES MANUFACTURED FROM JUNE 13-16, 2008 AND EQUIPPED WITH TEETER LEVER ASSEMBLIES. THERE IS INSUFFICIENT ENGAGEMENT BETWEEN THE TEETER LEVER BASE AND THE CAM PLATE.

**Consequence:**

FAILURE OF THE TEETER LEVER ASSEMBLY WILL CAUSE THE REAR SIDE EXIT DOOR TO OPERATE IMPROPERLY. A PASSENGER LEANING ON OR FORCED AGAINST THE DOOR COULD FALL THROUGH THE DOOR AND SUSTAIN INJURIES.

**Remedy:**

DAIMLER BUSES IS WORKING WITH VAPOR BUS TO REPAIR THE AFFECTED BUSES FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING APRIL 2011. OWNERS MAY CONTACT DAIMLER BUSES AT 1-800-716-7566.

**Notes:**

DAIMLER BUSES' SAFETY RECALL NO. VBI # 2011-01. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-423 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement