



February 2016

IMPORTANT SAFETY RECALL NOTICE – 2010~2012 Orion VII buses equipped with a RECARO driver's seat

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.

NHTSA recall reference #: **16V-017**

Transport Canada reference #: **2016-021**

RECARO recall #: **15E-088**

Daimler Buses North America ("DBNA") has decided that a defect which relates to motor vehicle safety exists in certain 2010~2012 Orion VII buses equipped with a RECARO driver seat.

Certain "J-Brackets" in the RECARO ERGO-M commercial bus operator's seats may be missing welds. If the J-Bracket is missing welds, it may separate from the seatbelt anchorage assembly and the bus driver may not be properly restrained in the event of a crash increasing the risk of injury.

Using the attached inspection procedure and the supplied VIN list of your affected Orion VII buses, check the driver's seat J-bracket welds. RECARO estimates an inspection time of five (5) minutes.

If the J-bracket is missing the welds, the J-bracket will need to be replaced.

RECARO will provide replacement J-brackets free of charge. Please contact RECARO direct at (248)484-3203 for replacement parts. RECARO estimate a repair time on 1.5 hours for the replacement.

Contact RECARO directly at (248)484-3203 for reimbursement when the inspection and/or repair is completed using the attached RECARO 'Inspection Form' and 'Warranty Form'.

Please check your in-house spare parts for RECARO ERGO-M seats and inspect as per the attached procedure.

If you no longer have the vehicle described in this letter, please help us to update our records by contacting DBNA.

If you believe that DBNA has failed or is unable to remedy the defect in your vehicle, without charge and within a reasonable period of time, you may submit a complaint to:

US customers:

You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

Canadian customers:

Daimler Buses North America at the contact details below, or for additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

Thank you for your attention to this important safety matter.

Daimler Buses of North America

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