

# Technical information Daimler Buses

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The point of contact is the Daimler Buses after-sales service in each country

Model: All makes and models

TITLE: Conduct in the event of “extraordinary occurrences in the field” (BViF)

Replaces: 00.00K00039G

Reason:

Updated text for "Conduct in the event of “extraordinary occurrences in the field” (BViF)".

## INFORMATION

While our vehicles are in service or vehicle-specific digital services are being used, there may be an occasion when an unforeseeable extraordinary incident occurs requiring a swift, in-depth investigation by the manufacturer. It is only with your cooperation that we can fulfil this requirement.

In order for us to be able to clarify the incident and initiate the necessary steps as quickly as possible, it is absolutely essential that we be notified immediately. If we receive the report of an incident late and, in the meantime, modifications or alterations may have been made to the vehicle concerned, it becomes very difficult for us to conduct an investigation.

Incidents subject to mandatory reporting include the following in particular:

- All incidents involving personal injury or loss or other third-party injuries or losses (especially damage to third-party property).
- All incidents involving fire damage.
- All incidents where there are signs of potential SCE relevance (Safety, Compliance, Emission).
- All incidents in which someone threatens to notify the authorities (vehicle licensing agency, police, public prosecutor's office or similar), the press or bus associations or has already done so.
- All incidents in which we as manufacturer are in possible violation of statutory rules and regulations.
- All accidents in road traffic involving personal injury or loss.

With immediate effect, all incidents in connection with vehicle-specific digital services or where tampering with the software is suspected are now also subject to mandatory reporting if the above criteria are fulfilled.

If any incident subject to mandatory reporting occurs, we ask you to take the following measures:

1. Send the “Extraordinary occurrences in the field” report (refer to annex) to Customer Service by email as soon as possible.

E-mail:→ mx-bvif-daimlerbuses@daimlertruck.com

The report must be treated confidentially.

2. Exert your influence on site to ensure that absolutely no modifications or alterations are made to the vehicle concerned. In particular, no repairs may be carried out and no vehicle parts may be removed or altered. In addition, no attempt to read or delete data, such as fault memories or vehicle parameter settings, using diagnostic tools is permitted under any circumstances.

3. Save a copy of all information to which you have access (especially vehicle data) and try, where possible, to create a (digital) photographic record without undue delay, then forward this to Customer Service.

4. If the police or government authorities conducting investigations (such as the public prosecutor's office, court/judge) have been involved, the departments and, if possible, the names of the persons conducting the investigation and the associated file number or case number must be identified for queries. The same applies if external expert assessors have been notified (by a third party). Please do not disclose any data or other information that is available or stored about the vehicle independently and unchecked, but forward all enquiries - whether from authorities, assessors or lawyers - to the area officers or mx-bvif-daimlerbuses@daimlertruck.com. There, the authorisation of the request is first checked. If this is available, we will contact the requesting departments centrally and answer the request in coordination with the internally responsible departments.

5. If the media are involved, please send us the information available to you (e.g. name of the newspaper/website, newspaper article, media reports).

6. Determine, where possible, the insurance schemes in force, especially those relating to the vehicle and, if applicable, the owner operator (collision damage and third-party liability insurance).

The enclosed "extraordinary occurrences in the field" report contains the essential data that we need at the very least to be able to deal with the incident.

If you happen to receive more detailed information after the report has been submitted, please be sure to forward this immediately.

Shortly after we receive the report, we will be in touch to agree on the necessary level of assistance to be provided and to coordinate on what will happen next. As far as possible, we will endeavour to provide support on site.

Your immediate report is the basis for analyses carried out by us and by any suppliers that may be affected. Depending on the issue at hand, it might be necessary to enlist inspection authorities or expert assessors. Further measures of this kind will be arranged and covered financially by us so that there will be no consequential costs for you or the customers concerned (which would otherwise be the case if experts were appointed directly).

Analysis of the incidents reported to us helps us in the long term to improve the quality of our products and increase their reliability.

We would be grateful if you would also pass on this procedural information to your colleagues, especially technicians working in the 24h recovery service and colleagues in your telephone answering service.

Many thanks for your support!

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Hilko Koopman Sabine Stephan

Attachments

- →: [“Extraordinary occurrences in the field” report \(docx\)](#)
- →: [“Extraordinary occurrences in the field” report \(pdf\)](#)
- →: [Guiding questions for establishing potential SCE relevance](#)

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