



April 2014

IMPORTANT SAFETY RECALL NOTICE – 2002~2010 (US) / 2004~2012 (Canada) Orion V & VII buses with Sure Power equalizers and or convertors

SECOND MAILING: This notice is sent to you as a follow-up to the initial recall notification and VIN list sent to you in November 2013 affecting certain Orion transit buses in your fleet.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act (USA) and the Canadian Motor Vehicle Safety Act.

U.S. National Highway Traffic Safety Administration reference #: 13V-476

Transport Canada reference #: 2013-336

As reported to you in November 2013, Daimler Buses North America (“DBNA”) has decided that a defect which relates to motor vehicle safety exists in certain 2002~2010 (US) / 2004~2012 (Canada) Orion V and VII buses equipped with Sure Power equalizers and or convertors.

The specific potting compound used in the Sure Power equalizers and convertors for insulation was found to be capable of conducting electricity once exposed to significant thermal energy. Once electrically conductive, the material is capable of self-heating and maintaining temperatures capable of accelerating a thermal incident. Thermal energy can be sourced by various electrical failures. Electrical failures have been traced to water intrusion or solder joint fatigue resulting from on-going expansion and contraction due to thermal cycling resulting in a high current short circuit and the possibility of a fire.

Replacement equalizer / convertor parts are now available for ordering for affected 2002~2010 (US) / 2004~2012 (Canada) Orion V and VII buses.

Please contact DBNA at (315)223-5261 or (315)223-6613 to arrange replacement part ordering as per the enclosed Replacement Procedure SB-0052.

If you purchased equalizers and convertors from DBNA that were intended for other purposes, upgrades or campaigns and not as replacements for OE equipped buses, these parts are also recalled.

Also enclosed is the repair procedure to replace the Sure Power equalizer / convertor in affected Orion buses.

If you no longer have the vehicle described in this letter, please help us to update our records by contacting DBNA using the contact information at the bottom of this letter.

US Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement.

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:

Daimler Buses North America Ltd.
350 Hazelhurst Road
Mississauga, Ontario L5J 4T8
Phone: 905.403.1111
Fax: 905.403.8800
www.orionbus.com

For US customers:

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave., SE, Washington, DC. 20590.

Or call the toll-free Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

For Canadian customers:

Please contact 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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