



**November 2013**

**IMPORTANT SAFETY RECALL NOTICE – 2002~2012 Orion V & VII buses with Sure Power equalizers and or convertors**

This notice is sent to you along with the attached list of affected VIN's in your fleet of Orion transit buses.

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

Transport Canada reference #: 2013-336

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.

Daimler Buses North America ("DBNA") has decided that a defect which relates to motor vehicle safety exists in certain 2002~2012 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.

This is the first of two (2) notifications you will receive. The second (2nd) notification will be by either Sure Power Inc. or a DBNA representative when replacement parts are available and to schedule the replacement of the equalizer or convertor in certain affected 2002~2012 Orion V and VII buses. To contact Sure Power directly to arrange replacement part shipment, please call 1-855-450-3594 or at email address [recalldc@cooperindustries.com](mailto:recalldc@cooperindustries.com) or at the website [http://www.cooperindustries.com/transportation/DC-DC Converter and battery\\_equalizer\\_recall\\_info\\_NA.html](http://www.cooperindustries.com/transportation/DC-DC Converter and battery_equalizer_recall_info_NA.html)

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 and you should contact DBNA and Sure Power to provide a listing of VIN's these parts were installed on.

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:

For US customers:

Daimler Buses North America Ltd.  
350 Hazelhurst Road  
Mississauga, Ontario L5J 4T8  
Phone: 905.403.1111  
Fax: 905.403.8800  
[www.orionbus.com](http://www.orionbus.com)

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](http://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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