

DBNA Sure Power Equalizer/Converter Recall: Owner/Operator Parts Ordering and Labor Recovery

Recall Identification: NHTSA 13V-476 (DBNA) and 13E-050 (Sure Power). Transport Canada 2013-336.

Orion Year and Model Application: Orion V, VII, and NG Models

Parts Ordering Instructions

Please call (315) 223-5261 or (315) 223-6613, and have the following information available to ensure efficient delivery of applicable recall parts to your location:

- Shipping address.
- Primary and secondary persons responsible for receiving parts, and their contact information (email address, and phone numbers).

DBNA will place the order directly to Sure Power. Sure Power will manage the shipping of parts to your location, and provide DBNA with a projected availability date. DBNA will then forward the projection directly to the contact person(s) provided by the Owner/Operator. In addition, DBNA requires confirmation of the parts delivery to ensure all applicable pending labor claims are administered and confirm recall compliance.

Labor Recovery Instructions

Owner/Operators that can install the applicable recall parts are entitled to labor recovery up to \$120.00 per bus (utilizing the attached replacement procedure). In order to receive the labor recovery; customers will have to submit confirmation of received parts (see Parts Ordering Instructions), and submit to DBNA's warranty group using a standard warranty claim form that includes; removed component's serial number, and replacement component's serial number. It is acceptable to submit a warranty claim (see example claim form) with multiple bus completions.



FROM DAIMLERCHRYSLER COMMERCIAL BUSES NORTH AMERICA

Sys. Recorded No : >>>	
Warranty Claim Form	C ????????

Claim Type:	Check if resubmitting claim: >>>	SVF-301	REV:	02	19-Feb-07
W Normal E Extended P Parts R Request Policy C Campaign/Recall Other	Cust. Name: CNY Transit Address: 1 City Street City, State In Service Date: M / D / Y / / Failure Date: M / D / Y X / XX / XXXX Mileage: 100,000 Completion Of Claims Must Be Legible : See Warranty Procedures Manual for mailing address :	Account No: _____	Job - W/O No: _____	Model: _____	Fleet / Unit No: _____
			Chassis No: 123456	Last six digits of V.I.N.	
			Campaign/Recall No:	NHTSA 13V-476 (US), Transport Canada 13E-050 (Canada)	

Causal Part No:	Qty:	Description:	Causal Failure Code:
			Area Sub Area Fault 10/ B4 /091

ORION Causal Part Serial No. Information:	After Market Parts Warranty: Following expiration of Contract Bus Warranty.	Matl Disposition	Scrap : S	S
Type / Manufacturer: Sure Power	Purchase Date: M / D / Y / /	Orion Use: Sur001		
Sure Power Causal Part Serial No: _____	Mileage on Part: _____			
Sure Power Replacement Serial No: _____	ORION Invoice No: Copy Must Be Attached			
Refer to Serial Numbered Parts List for requirements. Serial Nos. from these items must be recorded.	Parts purchased from ORION carry individual Warranties. Contact Parts Dept. for details and submittal instructions			

Complaint:	Sure Power Equalizer/Converter Recall
Cause:	
Correction:	

ORION Part Numbers Used:	Qty:	Description:	Part Serial Number:	Tax Out Unit Part Price:	Tax Out Extended Price:
1 xxxxxxxx		Equalizer	123456		\$0.00
2 xxxxxxxx		Converter	123456		\$0.00
3					
4					
5					
6					

Sublet Description (Third Party Cost Of Repair)			Total Price of Parts Used:	
1			Attached Invoice	
S. R. T. Codes	Qty:	Description:	Hours:	Total Sublet: \$0.00
1				
2				
3				

Claim Requirements: Complete all required sections. Minimum claim value \$10.00 Claims must be submitted within 30 days of failure. Attach a continuation sheet if additional information is required.	Hourly Rate:	NA	Total Hours:	NA	Total Labor Cost:	\$120.00
					Total Claim Price:	\$120.00
	Do Not Add Tax: Applicable tax is calculated on Warranty Credit Notes					
Operator's Signature:	Claim Date:	/ /	Vendor Name:			
		M D Y				
Orion Representative:	Review Date:	/ /	Vendor Code:			

DCCBNA Use:	Orion Representative Comments:



SB-0052 Sure Power Equalizer and Converter Replacement Procedures

Bulletin Number:	SB-0052	Revision: F	NR	EIC Number:	N/A	Std. Repair Time:	N/A
Application:	<ul style="list-style-type: none"> 2002-2010 Orion V, VII, and NG models (US Models). 2004-2012 Orion V, VII, and NG models (Canada). 						
Classification:							
Information Letter	<input type="checkbox"/>	Parts Bulletin	<input type="checkbox"/>	Recall Letter	<input checked="" type="checkbox"/>	NHTSA: 13V-476 (DBNA) and 13E-050(Sure Power)	
Service Manual Update	<input type="checkbox"/>	Operator's Manual Update	<input type="checkbox"/>			Transport Canada: 2013-336	

1.0 INTRODUCTION

This repair bulletin is in support of one the following Recall notices already sent to your organization:

- NHTSA recall reference: 13V-476 (DBNA),13E-050 (Sure Power).
- Transport Canada recall reference: 2013-336 (DBNA).

Operators can choose to install parts accordingly on Orion buses utilizing this instruction.

Warranty and Parts ordering processes are contained in the attached Sure Power Equalizer and Converter Warranty and Parts Ordering Instructions.

2.0 PARTS REQUIREMENTS

Description	Hardware Specification	QTY.
Hex Head Cap Screw Stainless Steel	1/4-20x1.25	6
Flat Washers Stainless Steel	1/4"	12
Nyloc Nut Stainless Steel	1/4-20	6
Lock Washer Stainless Steel	1/4"	6
Equalizer application: Orion V and Orion NG	Converter Application: Orion VII	

3.0 SAFETY PRECAUTIONS

- Follow workshop safety procedures before starting work on the bus.
- Follow all safety procedures outlined in the applicable DBNA service manual.

4.0 ORION V SURE POWER EQUALIZER PROCEDURE

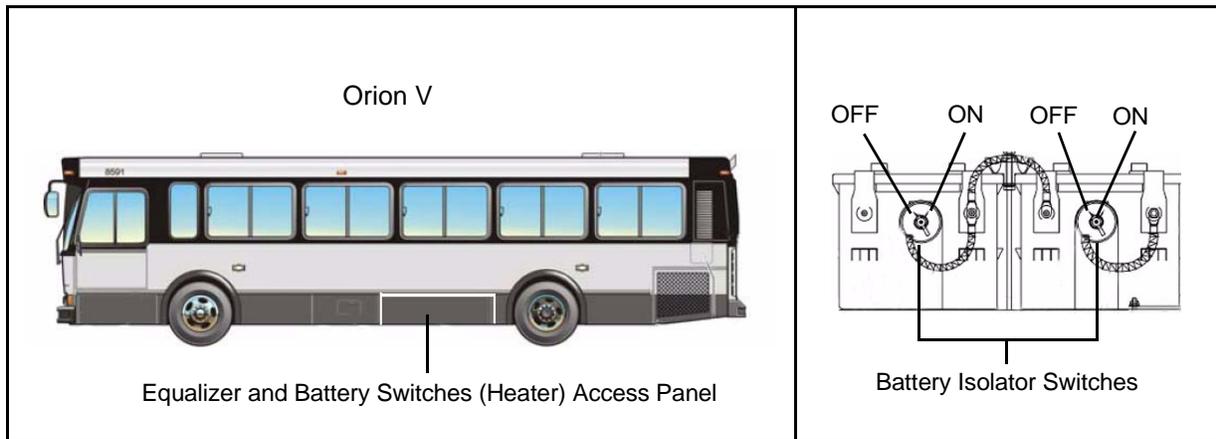


Figure 1-1 Orion V Equalizer Access Panel/Battery Isolator Switches

Removal

CAUTION !

Failure to turn the battery isolator switches to the OFF position can lead to personal injury and/or electrical component damage.

NOTE

To receive warranty labor recovery: old and new equalizer/converter serial numbers must be included on all warranty submissions.

1. Open the equalizer and battery switch access panel located on the road side of the vehicle. **See Figure 1-1.**
 2. Turn the battery isolator switches to the "OFF" position. **See Figure 1-1**
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CAUTION !

Failure to reassemble the equalizer cables to the correct orientation can cause personal injury and/or electrical component failure.

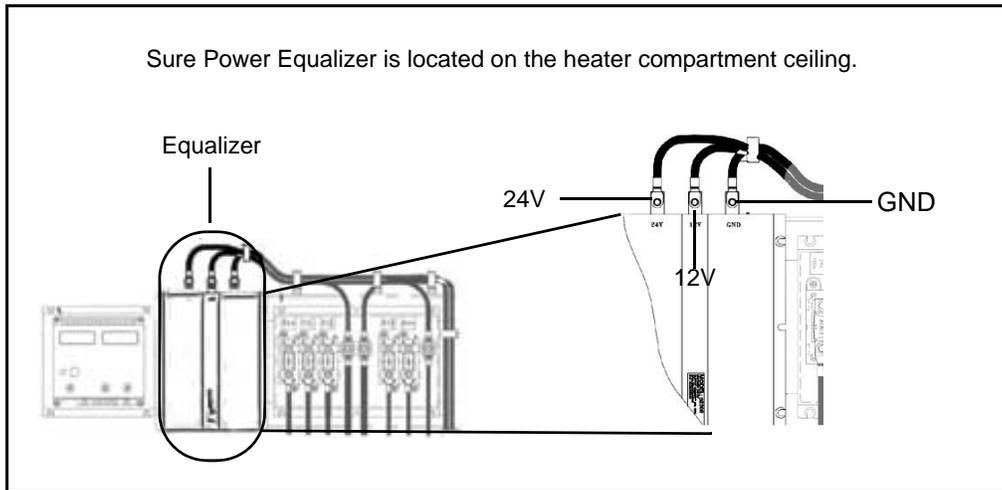


Figure 1-2 Orion V Sure Power Equalizer Location

3. Reference mark equalizer cable connections. **See Figure 1-2.**
4. Disconnect equalizer cable connections and retain hardware.
5. Remove equalizer mounting hardware and discard.
6. Remove equalizer from vehicle.
7. Record the removed equalizer/converter serial number.

⚠ WARNING

Under no circumstances should a recalled equalizer or converter be reused on any applications. Property damage and/or personal injury may result.

8. Break-off equalizer/converter ground stud and discard equalizer/converter.

Installation

 **NOTE**

To receive warranty labor recovery: old and new equalizer/converter serial numbers must be included on all warranty submissions.

1. Record the replacement equalizer's serial number.
2. Install equalizer onto mounting area (See **Figure 1-2**) using the following replacement hardware:

Description	Hardware Specification	Quantity
Hex Head Cap Screw Stainless Steel	1/4-20x1.25	6
Flat Washers Stainless Steel	1/4"	12
NYLOC NUT STAINLESS STEEL	1/4-20	6
Lock Washer Stainless Steel	1/4"	6
Sure Power Equalizer application: Orion V and Orion NG	Sure Power Converter Application: Orion VII	

FIGURE 1-3 MOUNTING HARDWARE

3. Install equalizer connections to the referenced marked positions and torque to 110 inlbs (12.4 NM). **See Figure 1-2.**
4. Turn the battery isolator switches to the ON position.
5. Close the battery switch access panel. **See Figure 1-1.**
6. Return the vehicle to service.

5.0 ORION VII SURE POWER CONVERTER PROCEDURE

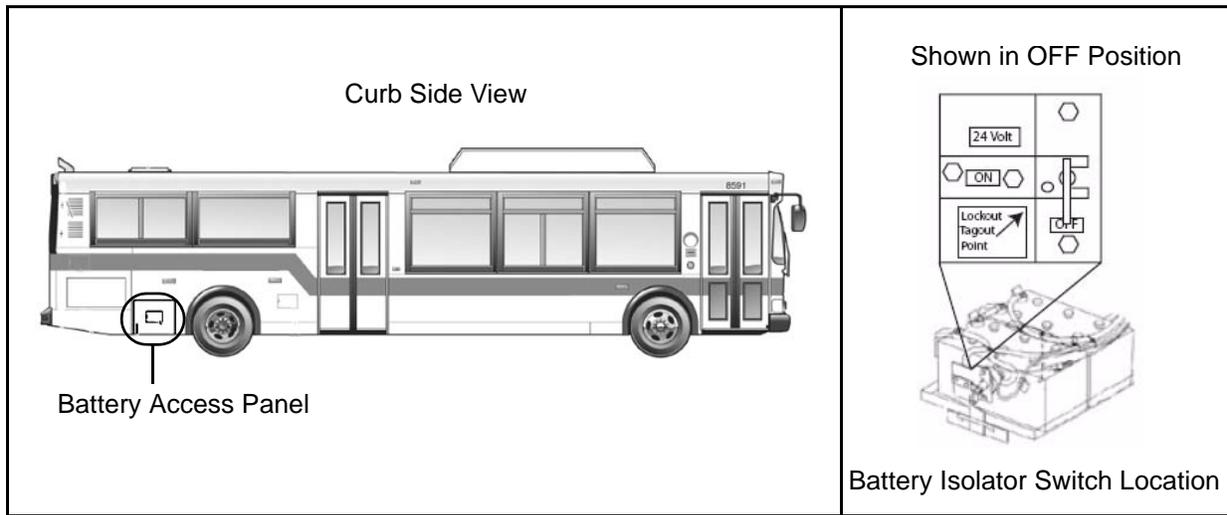


Figure 1-4 Orion VII Battery Isolator Switch Location

Removal

CAUTION !

Failure to turn the battery isolator switch to the OFF position can lead to personal injury and/or electrical component damage.

 **NOTE**

To receive warranty labor recovery: old and new equalizer/converter serial numbers must be included on all warranty submissions.

1. Open the battery access panel located on the curbside of the vehicle. **See Figure 1-4.**
2. Turn the battery isolator switch to the OFF position. **See Figure 1-4.**

CAUTION !

Failure to reassemble the converter cables to the correct orientation can cause personal injury and/or electrical component failure(s)..

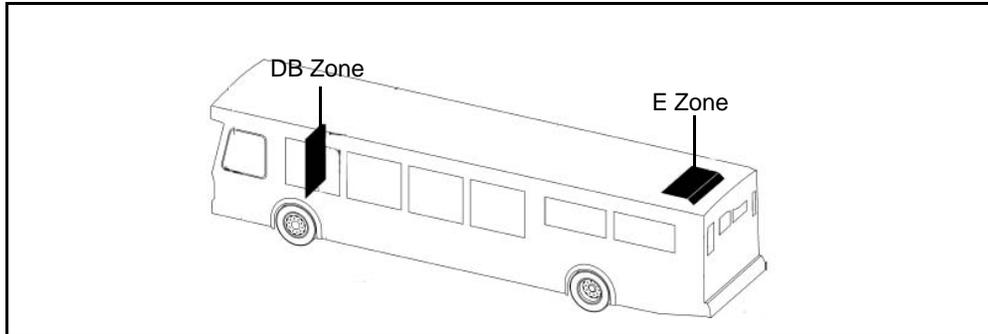


Figure 1-5 Orion VII Converter Access Panels

NOTE

Sure Power Orion VII converters are located in either the DB Zone or the E Zone

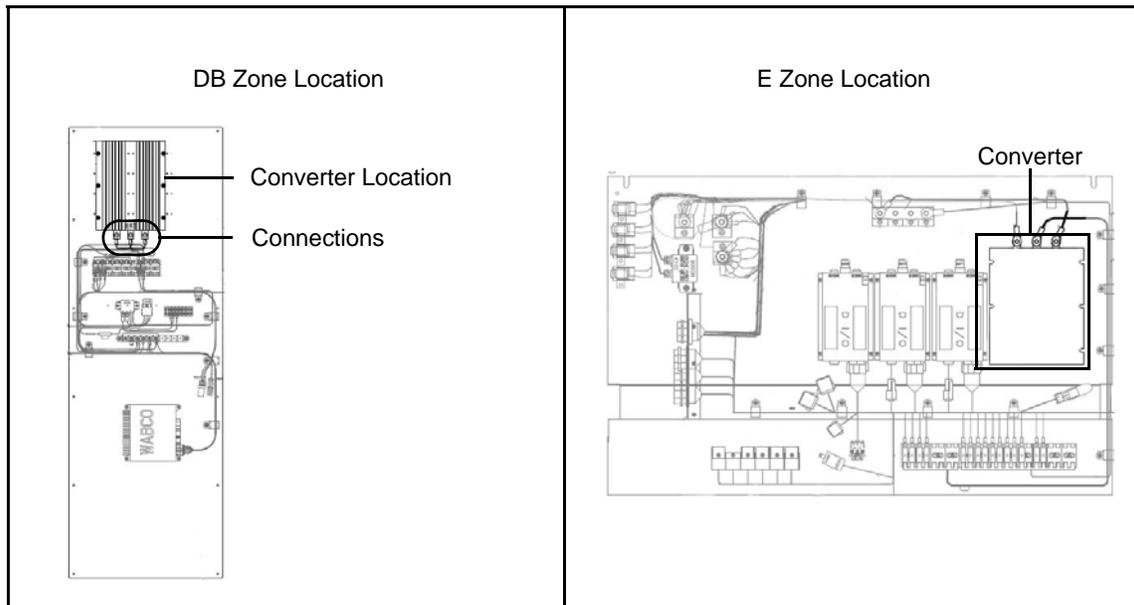


Figure 1-6 Orion VII Sure Power Converter Locations

3. Access the interior bus panels to locate applicable converter. See **Figure 1-5**.

CAUTION !

Failure to reassemble the converter cables to the correct orientation can cause personal injury and/or electrical component failure.

4. Reference mark the converter cables.
5. Remove cable hardware and retain.
6. Remove converter mounting hardware and discard.
7. Remove converter.
8. Record the removed converter serial number.

 **WARNING**

Under no circumstances should a recalled equalizer or converter be reused on any applications. Property damage and/or personal injury may result.

9. Break-off converter ground stud and discard the converter.

Installation

 **NOTE**

To receive warranty labor recovery: old and new equalizer/converter serial numbers must be included on all warranty submissions.

1. Record the replacement converter's serial number.
2. Install converter onto mounting area (See **Figure 1-6**) using the following replacement hardware:

Description	Hardware Specification	Quantity
Hex Head Cap Screw Stainless Steel	1/4-20x1.25	6
Flat Washers Stainless Steel	1/4"	12
Nyloc Nut Stainless Steel	1/4-20	6
Lock Washer Stainless Steel	1/4"	6
Sure Power Equalizer application: Orion V and Orion NG	Sure Power Converter Application: Orion VII	

FIGURE 1-7 MOUNTING HARDWARE

3. Install converter connections to the referenced marked positions and torque to 110 in.lbs (12.4 NM). See **Figure 1-8**.

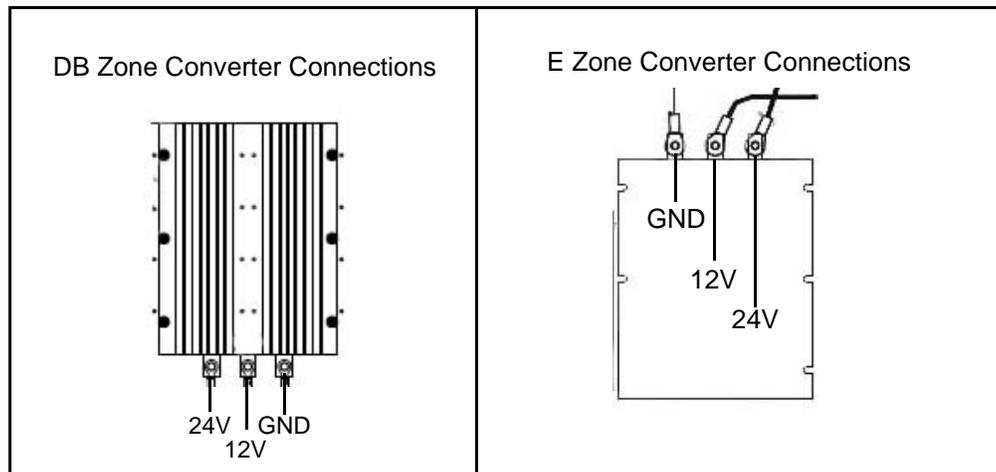


Figure 1-8 Orion VII Sure Power Converter Connections

4. Close and secure access panels.
5. Turn the battery isolator switches to the ON position. See **Figure 1-8**.
6. Return vehicle to service.

6.0 ORION NG SURE POWER EQUALIZER PROCEDURE

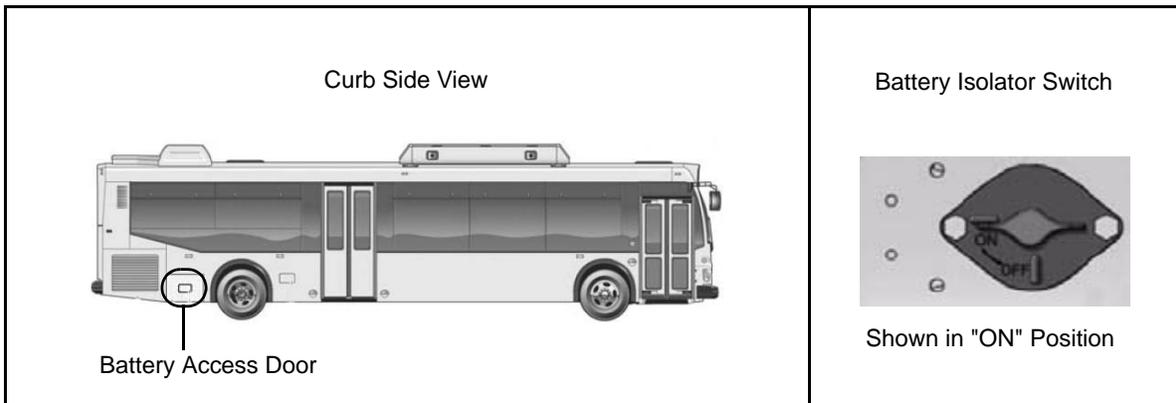


Figure 1-9 Orion NG Battery Isolator Switch Location

Removal

CAUTION !

Failure to turn the battery isolator switch to the OFF position can lead to personal injury and/or electrical component damage.

NOTE

To receive warranty labor recovery: old and new equalizer/converter serial numbers must be included on all warranty submissions.

1. Open the battery access door located on the curb side of the vehicle. See **Figure 1-9**.
2. Turn the battery isolator switch to the OFF position.

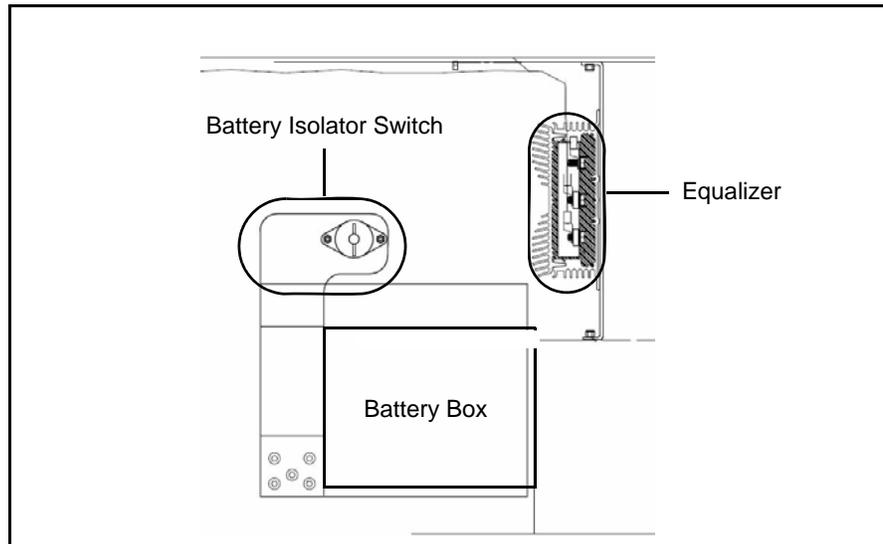


Figure 1-10 Orion NG Sure Power Equalizer Location

3. Locate the battery equalizer in the battery box area. **See Figure 1-10.**

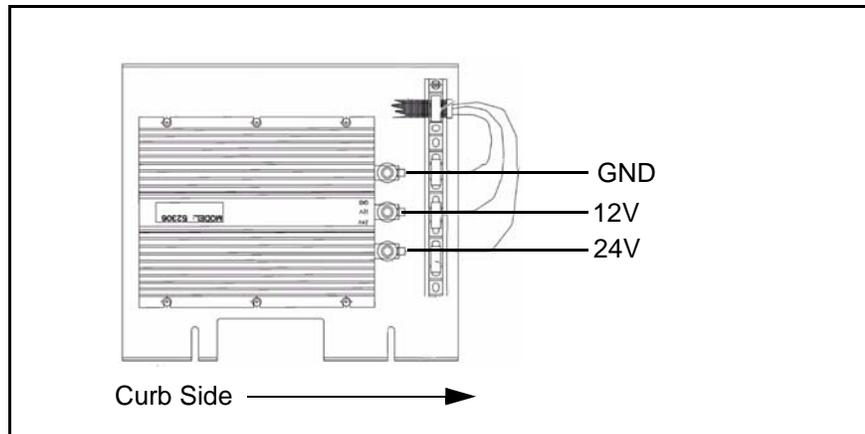


Figure 1-11 Orion NG Sure Power Equalizer Cable Configuration

CAUTION !

Failure to reassemble the equalizer cables to the correct orientation can cause personal injury and/or electrical component failure(s).

4. Reference mark the equalizer cables.
5. Remove equalizer cable hardware and retain.

6. Remove equalizer mounting hardware and discard.
7. Remove equalizer.
8. Record the removed equalizer/converter serial number.

 **WARNING**

Under no circumstances should a recalled equalizer or converter be reused on any applications. Property damage and/or personal injury may result.

9. Break-off equalizer/converter ground stud and discard equalizer/converter.

Installation

 **NOTE**

To receive warranty labor recovery: old and new equalizer/converter serial numbers must be included on all warranty submissions.

1. Record the replacement equalizer's serial number.
2. Install equalizer onto mounting area (See **Figure 1-12**) using the following replacement hardware:

Description	Hardware Specification	Quantity
Hex Head Cap Screw Stainless Steel	1/4-20x1.25	6
Flat Washers Stainless Steel	1/4"	12
Nyloc Nut Stainless Steel	1/4-20	6
Lock Washer Stainless Steel	1/4"	6
Sure Power Equalizer application: Orion V and Orion NG		

FIGURE 1-12 MOUNTING HARDWARE

CAUTION !

Failure to reassemble the equalizer cables to the correct orientation can cause personal injury and/or electrical component failure(s).

3. Install equalizer connections to the referenced marked positions and torque to 100 in.lbs (12.4 NM). **See Figure 1-11**

4. Turn the battery isolator switch to the ON position.
5. Close and secure the battery access door.
6. Return vehicle to service.