

Technical information

TI No.: 00.00K00039D**Distribution list: D****Distribution date:****17.04.2018****Valid until:****The point of contact is the EvoBus after-sales service in each country**

Model: All marques and models

TITLE: Conduct in the event of "extraordinary occurrences in the field" (BViF)**Replaces: 00.00K00039C**

Reason:

Duty to report violation of statutory rules and regulations, updating of responsibilities, updating of department names, signs of potential SCE relevance

INFORMATION

While our vehicles are in service, there may be an occasion when an unforeseeable extraordinary incident occurs requiring a swift, in-depth investigation by the manufacturer. 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
- All incidents involving fire damage
- All incidents where there are signs of potential SCE relevance (Safety, Compliance, Emission)
- All incidents where there is suspicion of a technical cause that is expected to incur a damage/loss value in excess of approximately € 25,000
- All incidents in which the customer makes a credible threat to approach 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

NEW:

Incidents subject to mandatory reporting also include all events involving personal injury or loss or an expected damage/loss value in excess of approximately € 25,000 where the cause is attributable to accidents in traffic.

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

- 1.** Send the report "**Extraordinary occurrences in the field**" (refer to enclosure) as soon as possible to Customer Service by fax or e-mail. Fax number:
From Germany: 0711-17-79031519
From abroad: +49 711-17-79031519
E-mail: BViF-evobus@daimler.com
- 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 parameter configurations, 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 other public authorities have been approached, please be sure to identify the authorities concerned and, where possible, the name of the reporting person so that queries can be made. The same applies if external expert assessors have been notified (by a third party).
- 5.** If the press has been notified, the contact details of the parties engaged (local newspaper, agency, radio station, etc.) will also be of interest.
- 6.** Determine, where possible, the insurance schemes in force, especially those relating to the vehicle and, if applicable, the owner operator (fully comprehensive and third-party liability insurance).

The report enclosed "*Extraordinary occurrences in the field*" 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.

BUS/MAC

BUS/MAC-C

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Johannes Lehmann

Markus Fischer

Attachments

- → document: Report "Extraordinary occurrences in the field" (docx)
- → document: Report "Extraordinary occurrences in the field" (pdf)
- → document: Guiding questions for establishing potential SCE relevance

This document may contain confidential information.

For information only. Subject to ongoing technical

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development. Not subject to the amendment service.