

DAIMLER

Daimler Buses North America

April 1, 2019

Dear: Mr. Bowden

Daimler Buses North America (DBNA) has identified potential areas of the undercarriage on certain Orion VII and NG models that could, under unique condition, exhibit cracking.

Possible undercarriage cracks could occur due to unique or extreme conditions such as frequent overloading, rough road conditions and areas where road salt usage is prevalent. DBNA also emphasizes the importance of bus undercarriage inspections at the intervals (6,000 miles or 10,000 kilometers) contained in the Orion VII and NG '**Service Manual Preventive Maintenance Schedule**'.

In order to assure customers of our continued efforts to provide product quality, service, and reliability, DBNA has contracted with DEKRA INC (DEKRA) to provide inspection services of Orion VII and NG model buses at a facility to quantify the level of these potential conditions, and at the same time, emphasize the importance of undercarriage inspections as per the **Service Manual Preventive Maintenance Schedule** to your maintenance staff.

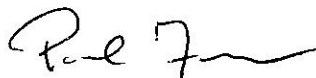
DBNA will liaise with customer(s) and DEKRA to coordinate an inspection schedule at your earliest convenience.

DBNA is therefore requesting the following information;

- Contact person at your facility to coordinate with.
- Location for inspections.
- Proposed dates for this action.

Please forward the requested information to: paul.ferrone@daimler.com.

Best Regards



Paul Ferrone

Manager, Field Operations and Technical Publications

Daimler Buses North America

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