



Solution Engineering Group

420 N. Main Street
Montgomery, IL 60538
Main: (630) 701-7703

Email: mpappas@solutionengineering.com

Web: www.solutionengineering.com

Normand T. Dube, SR

Principal, N & D Services, LLC, Fire Investigator, FEI, CVFI Investigator
Consultant, Solution Engineering Group

SKILLS & ABILITIES

Retired in May 2016 with forty-five years of experience in heavy-duty motor coach, medium-duty and light-duty school bus fleet maintenance. National Association of Fire Investigators (NAFI) certified investigator fire, explosion, arson and vehicle. Member of the National Fire Protection Association (NFPA).

EXPERIENCE

PRINCIPAL / OWNER - N & D SERVICES, LLC JUNE 2016 TO PRESENT

ADJUNCT CONSULTANT – Solution Engineering Group

NATIONAL ASSOCIATION of FIRE INVESTIGATORS (NAFI)

Certified – CFEI, CVFI Investigator - 2011 to present

Define fire root cause and origin, identify mechanical / system failure Assist fleet and/or vehicle owner with developing preventive measures and repair protocol

CONTRACT PROVIDER – Daimler Truck North America/Thomas Built Bus

NATIONAL TECHNICAL MANAGER - FIRST GROUP AMERICA

NOVEMBER 2008 TO MAY 2016

Identify early-life failures and maintenance issues for the First Student fleet in North America.

Liaise with all vehicle and system manufactures and communicate to field maintenance recommended manufacturer repair procedures.

Assist First Group America Purchasing and Warranty Departments with technical support.

Investigated and documented over two hundred school bus thermal events, ten heavy-duty motor coach thermal events and six inner-city coach thermal events from September 2010 through May 2016.

WARRANTY / QUALITY ASSURANCE MANAGER - FIRST STUDENT

JUNE 2006 TO NOVEMBER 2009

File, manage and recover reimbursement for in-house performed warranty repairs from all OEMs.

Issue Campaigns in accordance with OEM issued Federal Recalls.

QUALITY ASSURANCE MANAGER - FIRST STUDENT
AUGUST 2000 TO JUNE 2006

Created original First Student Preventive Maintenance Manual for service shops in 2001, updated manual in 2003 and 2005.

Performed pre-delivery new vehicle inspections at Blue Bird, Thomas, Collins Bus, Mid-Bus and Navistar IC production facilities.

Perform shop compliance and safety audits.

Maintain log for Technical Service Reports submitted by the field and issue Technical Service Bulletins as required

FLEET SERVICE MANAGER - RYDER SYSTEMS, INC
FEBRUARY 1987 TO SEPTEMBER 1999

Fleet school bus maintenance operations – three shops with a fleet count of four hundred buses located in southern New Hampshire

PART-TIME DRIVER, ASSISTANT LOCATION MANAGER, PARTS MANAGER, SERVICE MANAGER JAN-CAR LEASING – NASHUA, NH
APRIL 1971 TO FEBRUARY 1999

EDUCATION **PROVIDENCE COLLAGE, PROVIDENCE, RI**
LIBERAL ARTS AND SCIENCE
NO DEGREE – SEPTEMBER 1969 TO FEBRUARY 1970

NATIONAL ASSOCIATION OF FIRE INVESTIGATORS CERTIFIED FIRE,
ARSON AND EXPLOSION INVESTIGATOR CERTIFICATE NUMBER 15478-
9097v
September 2011 through September 2021

PUBLICATION Co-authored “**Practical Case Studies Thermal Events in Buses**” presented to Society of Automotive Engineers at July 2013 SAE Convention – Detroit, MI In conjunction with ITC Experts, Chicago, IL

Presenter and speaker at The School Transportation New EXPO 2017 Reno, NV – Typical cause and origin of school bus fires, “The Elephant in the Room”