



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 31, 2011

MR. NASSER ZAMANI
MANAGER, COMPLIANCE AND
REGULATORY AFFAIRS
DAIMLER TRUCKS NORTH AMERICA
4747 N. CHANNEL AVENUE
PORTLAND, OR 97217-3849

NVS-215kjs
11V-517

SUBJECT: VERTICAL EMERGENCY EXIT WINDOWS

DEAR MR. ZAMANI:

This letter serves to acknowledge Daimler Trucks North America's (DTNA) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

THOMAS BUILT BUSES/SAF-T-LINER C2/2011-2012

NHTSA Campaign Number: 11V-517 **Mfg's Report Date:** October 24, 2011

Components: VERTICAL EMERGENCY EXIT WINDOWS

Potential Number of Units Affected: 90

Summary:

DAIMLER TRUCKS IS RECALLING CERTAIN 2011 AND 2012 THOMAS BUILT SAF-T-LINER C2 SCHOOL BUSES MANUFACTURED FROM JULY 26, 2011, THROUGH AUGUST 9, 2011, EQUIPPED WITH SPECTAL INDUSTRIES EMERGENCY VERTICAL PUSH OUT WINDOWS. INCORRECT RIVETS MAY HAVE BEEN USED TO ATTACH THE HANDLES THAT AN OCCUPANT WOULD USE TO OPEN THE WINDOW IN THE EVENT OF AN EMERGENCY. THE PART NUMBERS FOR THE THOMAS BUILT BUSES ARE: 167977, 167982, 167985, 167990, 168005, 168006, 168025, 168027, 168028, AND 168035.

Consequence:

IF THE HANDLE IS ACTUATED DURING A NON-EMERGENCY SITUATION AND DETACHES, THE EMERGENCY WINDOW CANNOT BE RE-SECURED, POSING A RISK THAT CHILDREN MAY FALL OR CLIMB OUT. HOWEVER, IF THE HANDLE WERE TO DETACH DURING AN EMERGENCY, THE EXIT WINDOW WILL OPEN AND EGRESS THROUGH THE WINDOW WILL NOT BE HINDERED.

Remedy:

DAIMLER TRUCKS WILL NOTIFY OWNERS, AND DAIMLER TRUCKS AUTHORIZED SERVICE FACILITIES WILL PERFORM THE REPAIRS FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT DECEMBER 21, 2011. OWNERS MAY CONTACT DAIMLER TRUCKS AT 1-800-547-0712.

Notes:

DTNA'S RECALL CAMPAIGN NUMBER IS FL-617. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please be reminded of the following:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Willard". The signature is fluid and cursive, with a large loop at the end of the last name.

Ric Willard
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement