DAIMLER

Daimler Trucks North America
Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

June 9, 2011

Dan Smith
Associate Administrator for Vehicle Safety
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No.1**
**Representative Owner Notification/Dealer Notification**
**11V-204 School Bus, 11V-205 Non- School Bus**
**FL-602, Federal Data Labels**

Mr. Smith,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and a copy of the representative document distributed to owners.

(c)(3)
11V-204 - School Bus Owners of 526 vehicles were notified on May 24, 2011.
11V-205 - Non School Bus Owners of 2 vehicles were notified on May 24, 2011.

(c) (8)(ii) Dealer and distributor notification: Began and ended May 17, 2011.

(c) (10) A representative copy of communications sent to Owners is attached as well as the Dealer Notice.

Please contact me if you have any questions.

Sincerely yours,

Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

Daimler Trucks North America LLC
4747 N. Channel Avenue
Portland OR 97217-7699
503-745-6910 Phone
503-745-5544 Fax
Nasser.Zamani@Daimler.com

# Product Recall

To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 11V-204/11V-205 Federal Data Label, Tire & Loading Placard

Date: May 17, 2011

Enclosed are copies of the customer notification letter and the repair procedures for Recall 11V-204/11V-205. This recall involves certain Minotour school and non school model buses manufactured between April 17, 2000 and December 21, 2009. The non-conformity involves the certification label. The labels state load range "D" tires. The vehicles are equipped with load range "E" tires. Incorrect tire information may lead to tire overloading or over inflation possibly resulting in a tire failure which may lead to a vehicle crash.

This is a universal notification sent to all dealers. You may or may not have customers in your area affected by this recall. If owners in your area are subject to this recall, we have enclosed a printout listing those customers' names and addresses. If there is not a printout enclosed according to our records there are no units in your area involved. **If you have a printout and any of the units on it are still in your possession it is your responsibility to ensure the recall is performed before the unit is delivered to the customer. NEW PROCESS: NHTSA is requiring two different recall numbers and printouts for school versus non school units. If you have received two reports you will notice that Recall 11V-204 is for school buses and Recall 11V-205 is for non-school buses. This is the same recall with the same repair for both school and non school just a different recall number.**

The remedy will consist of replacing with a new label. It will take approximately .1hour (SRT 90-119). **Attached is a form that must be filed out completely to receive the new labels. There will be no parts handling.**

Thomas Built Buses has elected to notify all customers directly. Your customers will be contacting you to schedule an appointment for repairs.

If you know of any customers who own or operate a Thomas bus in this recall, whose name and address is NOT listed or is INCORRECTLY listed on the enclosed printout, please promptly notify Thomas Built Buses of that additional information in writing. Thank you for your cooperation and assistance.

Tracy

Enclosures: Customer Letter Repair Procedure Printout (if applicable)

May 24, 2011

Recall 11V-204

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built has decided that certain Minotour model school buses manufactured between April 17, 2000 and August 29, 2008 fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims". These units are identified on the enclosed postcard (Form PSD 304).

The non-conformity involves the certification label. The labels state load range "D" tires. The vehicles are equipped with load range "E" tires. Incorrect tire information may lead to tire overloading possibly resulting in a tire failure which may lead to a vehicle crash.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this noncompliance without charge. The remedy will consist of replacing all labels. It will take approximately .1 hour per unit **To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.**

The postcard must be filled out and returned:

Once the vehicle repair has been completed
Once it has been determined that the vehicle does not need repair
If you no longer own the vehicle
If the vehicle identified on the postcard has been exported, stolen, or destroyed/totaled

Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Customer Support office at (336) 889-4871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com.

If the defect is not remedied without charge and within a reasonable time which is not longer than 60 days after you tender the vehicle for repair, also please contact the Customer Support Office at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. If you believe that Thomas Built Buses has failed or is unable to remedy the defect without charge longer than 60 days, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or phone the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to http://www.safercar.gov. In Canada, if after contacting your dealer and/or Manufacturer Customer Service you have additional questions with regards to this recall, you may contact Transport Canada – road Safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure

May 24, 2011

Recall 11V-205

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built has decided that certain Minotour model non-school buses manufactured between April 17, 2000 and November 28, 2001 fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims". These units are identified on the enclosed postcard (Form PSD 304).

The non-conformity involves the certification label. The labels state load range "D" tires. The vehicles are equipped with load range "E" tires. Incorrect tire information may lead to tire overloading possibly resulting in a tire failure which may lead to a vehicle crash.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this noncompliance without charge. The remedy will consist of replacing all labels. It will take approximately .1 hour per unit. **To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.**

The postcard must be filled out and returned:

- Once the vehicle repair has been completed
- Once it has been determined that the vehicle does not need repair
- If you no longer own the vehicle
- If the vehicle identified on the postcard has been exported, stolen, or destroyed/totaled

Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Customer Support office at (336) 889-4871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com.

If the defect is not remedied without charge and within a reasonable time which is not longer than 60 days after you tender the vehicle for repair, also please contact the Customer Support Office at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. If you believe that Thomas Built Buses has failed or is unable to remedy the defect without charge longer than 60 days, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or phone the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to http://www.safercar.gov. In Canada, if after contacting your dealer and/or Manufacturer Customer Service you have additional questions with regards to this recall, you may contact Transport Canada – road Safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure

**Product Recall**

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**Campaign 11V-204/11V-205 Federal Data Label, Tire & Loading Placard**

**Name:**

**TBB Dealer Number:**

**Body Number(s): (All body numbers on this form will go to the same address)**

## Shipping Information:

## Name:

## Street Address:

## City/State/ Zip:

**Please forward completed form to Tracy Sauerbrey at Tracy.sauerbrey@daimler.com or fax to 336-878-4104**
**ATTN: TRACY SAUERBREY - RECALLS**

# RECALL #11V-204 & 11V-205

REPAIR PROCEDURE

**MODEL:** MINOTOUR

**SUBJECT:** FEDERAL DATA LABEL, TIRE & LOADING PLACARD



***IMPORTANT: READ ENTIRE PROCEDURE BEFORE BEGINNING.***

1. Locate existing Federal Data Label and Tire & Loading Placard.
2. Confirm that the Data Label and Placard VIN number and Body number match existing Data Label and Placard.
3. Remove existing clear Cover. Start in one corner as shown in **Figure 1.**
4. Carefully, remove "VOID" remains with razor blade. **Figure 2**

**Figure 1**

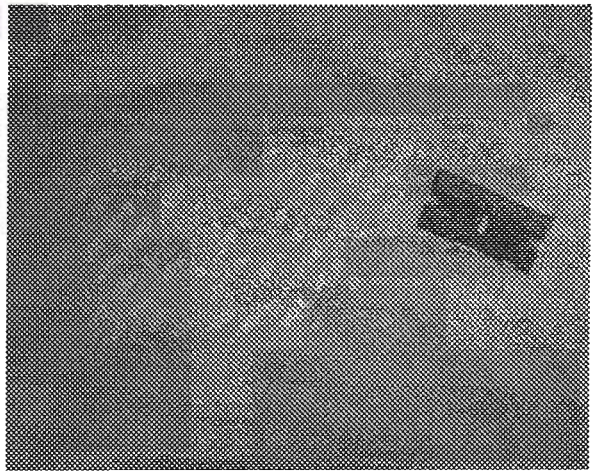

**Figure 2**

5. Remove any leftover adhesive with an adhesive remover.
6. Clean mounting location with a general purpose cleaner; wipe dry.

**Note: In steps 7 & 8, you are instructed to install the Federal Data Label and the Tire & Loading Placard. Due to limited space, install these labels within 1/8" of each other.**

7. Install the new Data Label in the area shown in **Figure 3.**
8. Install the new Placard 1/8" above the Data Label. **Figure 4**

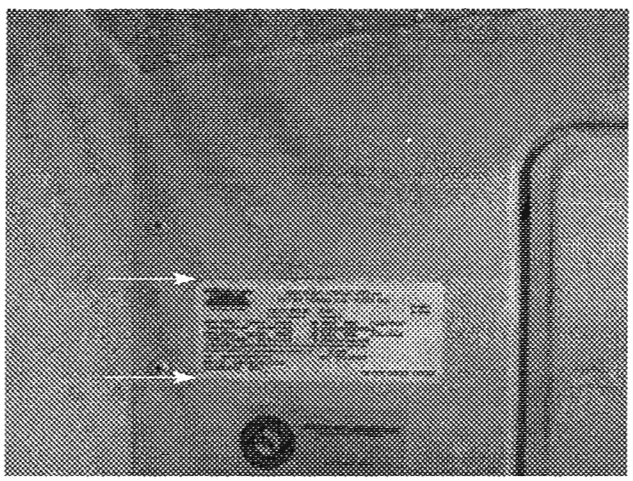

Figure 3

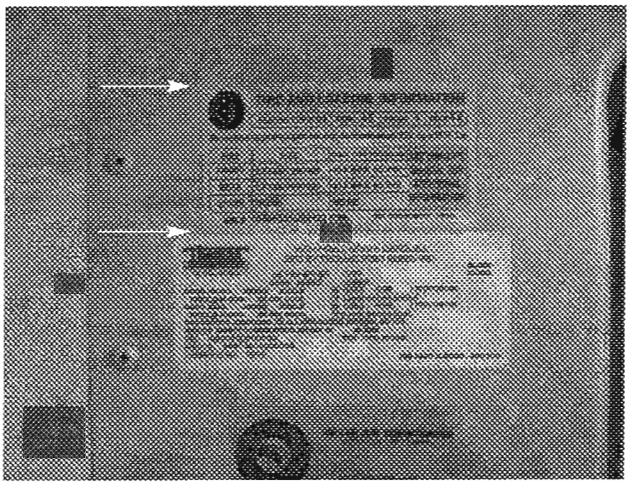

Figure 4

9. Cover all new labels with the new Clear Acetate Label Cover(s). **Figure 5.**

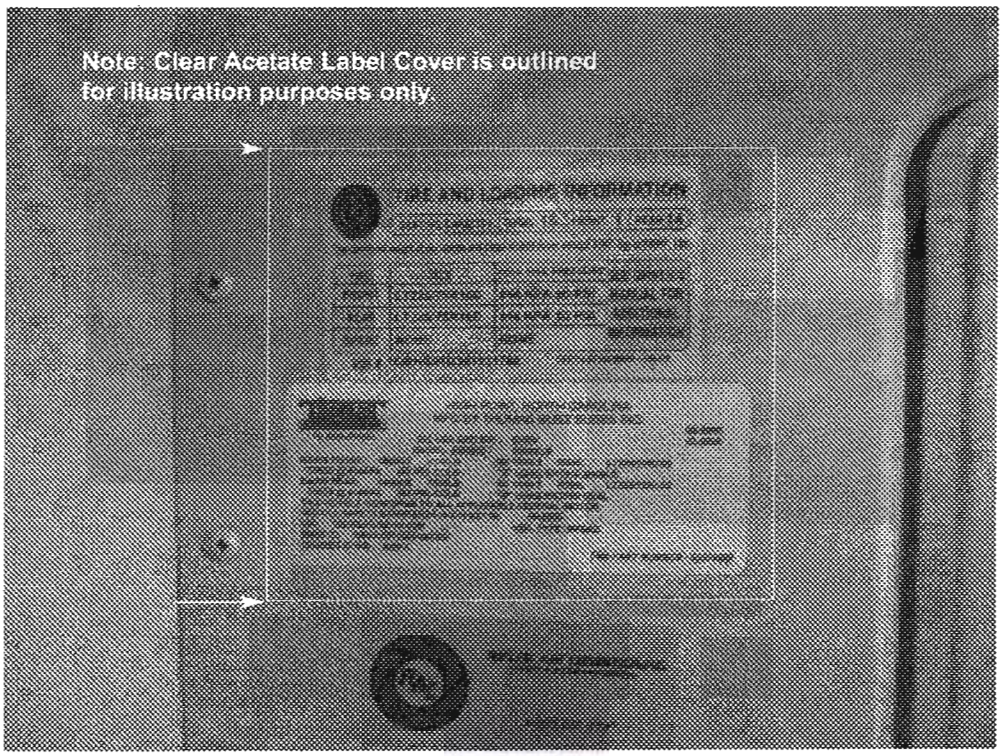


Figure 5