

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**

Freightliner Dealers – U.S. and Canada

Western Star and Sterling Dealers – U.S. and Canada

FCCC Dealers – U.S. and Canada

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

FAX 503-745-9009

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REF #: ICI16-018

Effective: 07/06/2016

Release: 07/01/2016

If you have questions about this Letter, please submit your inquiry on the Web using the **WSC Link on DTNAConnect**

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**SUBJECT: TBB FL708 & FL709 – Interim Recall Notices**

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This letter is to inform you that interim recall notices are being mailed for two Thomas Built Buses recalls:

- FL708 ~ TBB HDX Heater Hose Plumbing.
- FL709 ~ TBB HDX Heater Hoses

The interim notices will be mailed on July 6, 2016. Copies follow for your reference.

**This notice is for your information only. There is no action for customers or dealers to take at this time.** If customers inquire, please let them know the recall will begin when all preparations are complete.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through [www.AccessFreightliner.com](http://www.AccessFreightliner.com) / Support / My Tickets and Submit an Inquiry from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday.

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Thomas Built Buses  
1408 Courtesy Road  
High Point, NC 27260  
336.889.4871 Phone

July 2016  
FL708  
Interim Recall Notice  
NHTSA # 16V-324 Non-School Buses  
NHTSA # 16V-323 School Buses

## IMPORTANT SAFETY RECALL See enclosed VIN list

### Subject: TBB HDX Heater Hose Plumbing

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc. (TBB), has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner HDX EPA 2013 buses manufactured November 29, 2012, through February 4, 2016.

On certain vehicles, a rubber elbow may have been used in place of a glass-filled nylon fitting. The elbow may restrict coolant flow and increase the stresses in the elbow and may lead to premature failure of the elbow. Failure of the rubber elbow may lead to a coolant leak inside the bus, increasing the risk of injury to passengers.

Rubber elbows will be replaced with a brass fitting.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Thomas Built Buses dealer to schedule the Recall for your vehicle. You may continue to operate your buses in the interim.

If you do not own the vehicle that corresponds to the identification number(s), which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner.

We apologize for any inconvenience this may have caused. If you have any questions or require further information, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. You may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosure

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Thomas Built Buses  
1408 Courtesy Road  
High Point, NC 27260  
336.889.4871 Phone

July 2016  
FL708  
Interim Recall Notice  
Transport Canada # 16-223 Non-School Buses  
Transport Canada # 16-222 School Buses

## Subject: TBB HDX Heater Hose Plumbing

This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc. (TBB), has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner HDX EPA 2013 buses manufactured November 29, 2012, through February 4, 2016.

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If you do not own the vehicle that corresponds to the identification number(s), which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner.

We apologize for any inconvenience this may have caused. If you have any questions or require further information, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday.

THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosure

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Autobus Thomas Built  
1408 Courtesy Road  
High Point, NC 27260, États-Unis  
Téléphone : (336) 889-4871

**Juillet 2016**

**FL708**

**Avis de rappel intérimaire**

**Transport Canada n° 16-223 autobus non scolaires**

**Transport Canada n° 16-222 autobus scolaires**

## **Objet : Tuyau de chauffage sur les TBB HDX**

Cet avis vous a été envoyé conformément à la Loi sur la sécurité automobile du Canada.

Au nom de sa filiale à cent pour cent Thomas Built Buses, Inc. (TBB), Daimler Trucks North America LLC (DTNA) a déterminé qu'une défectuosité liée à la sécurité des véhicules à moteur existe sur certains autobus Saf-T-Liner HDX EPA 2013 construits entre le 29 novembre 2012 et le 4 février 2016.

Sur certains véhicules, un coude en caoutchouc a été utilisé au lieu d'un raccord en nylon rempli de verre. Le coude risque de limiter débit de liquide de refroidissement et l'augmentation des contraintes dans le coude peut entraîner une défaillance prématurée du coude. Une telle défaillance du coude en caoutchouc peut provoquer une fuite de liquide de refroidissement à l'intérieur de l'autobus et augmenter le risque de blessure pour les passagers.

Le coude en caoutchouc sera remplacé par un raccord en laiton.

Ceci est le premier de deux avis que vous recevrez à ce sujet. Le but de cette lettre est de vous informer d'un rappel à venir pour corriger le problème mentionné ci-dessus. Le deuxième avis vous informera quand le remède final sera disponible. **Lorsque vous recevrez le deuxième avis**, veuillez contacter votre concessionnaire Thomas Built Buses autorisé pour programmer le rappel pour votre véhicule. En attendant, vous pouvez continuer à utiliser votre autobus.

Si vous ne possédez pas de véhicule qui correspond au(x) numéro(s) d'identification apparaissant sur l'Avis de rappel, veuillez retourner l'avis au Service des campagnes de garanties avec tous les renseignements dont vous disposez qui pourraient nous aider à identifier le propriétaire actuel.

Nous nous excusons pour tout inconvénient que ceci aurait pu causer. Si vous avez des questions au sujet de ce rappel ou avez besoin de plus amples informations, veuillez contacter le Service de garantie au 1-336-889-4871, du lundi au vendredi de 8 h à 17 h, heure de l'Est.

**SERVICE DE GARANTIE THOMAS BUILT BUSES**

Pièce jointe

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Thomas Built Buses  
1408 Courtesy Road  
High Point, NC 27260  
336.889.4871 Phone

July 2016  
FL709  
Interim Recall Notice  
NHTSA # 16V-326 Non-School Buses  
NHTSA # 16V-325 School Buses

## IMPORTANT SAFETY RECALL See enclosed VIN list

### Subject: TBB HDX Heater Hoses

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc. (TBB), has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner HDX buses manufactured April 28, 2010, 2010, through April 15, 2016.

On certain vehicles with a transmission retarder, a bypass fitting may locally increase coolant system pressures beyond the application working pressure of the standard heater hoses. The maximum pressures do not exceed the burst-pressure of the standard heater hoses but, over time, hose fatigue may occur and lead to a premature failure of the heater hose. Failure of the heater hose may lead to a coolant leak inside the bus, increasing the risk of injury to passengers.

Affected heater hoses will be replaced.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Thomas Built Buses dealer to schedule the Recall for your vehicle. You may continue to operate your buses in the interim.

If you do not own the vehicle that corresponds to the identification number(s), which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner.

We apologize for any inconvenience this may have caused. If you have any questions or require further information, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. You may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosure

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1408 Courtesy Road  
High Point, NC 27260  
336.889.4871 Phone

July 2016  
FL709  
Interim Recall Notice  
Transport Canada # 16-225 Non-School Buses  
Transport Canada # 16-224 School Buses

## Subject: TBB HDX Heater Hoses

This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc. (TBB), has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner HDX buses manufactured April 28, 2010, 2010, through April 15, 2016.

On certain vehicles with a transmission retarder, a bypass fitting may locally increase coolant system pressures beyond the application working pressure of the standard heater hoses. The maximum pressures do not exceed the burst-pressure of the standard heater hoses but, over time, hose fatigue may occur and lead to a premature failure of the heater hose. Failure of the heater hose may lead to a coolant leak inside the bus, increasing the risk of injury to passengers.

Affected heater hoses will be replaced.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Thomas Built Buses dealer to schedule the Recall for your vehicle. You may continue to operate your buses in the interim.

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THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosure

**Juillet 2016**

**FL709**

**Avis de rappel intérimaire**

**Transport Canada n° 16-225 autobus non scolaires**

**Transport Canada n° 16-224 autobus scolaires**

## **Objet : Tuyau de chauffage sur les TBB HDX**

Cet avis vous a été envoyé conformément à la Loi sur la sécurité automobile du Canada.

Au nom de sa filiale à cent pour cent Thomas Built Buses, Inc. (TBB), Daimler Trucks North America LLC (DTNA) a déterminé qu'une défectuosité liée à la sécurité des véhicules à moteur existe sur certains autobus Saf-T-Liner HDX construits entre le 28 avril 2010 et le 15 avril 2016.

Sur certains véhicules équipés d'un ralentisseur de transmission, il peut arriver qu'un raccord de dérivation augmente localement la pression dans le circuit du liquide de refroidissement au-delà de la pression normale de fonctionnement des flexibles de chauffage standard. Bien que les pressions maximales ne dépassent pas la pression d'éclatement des flexibles de chauffage standard, avec le temps, les flexibles peuvent se fatiguer et défaillir de façon prématurée. Une telle défaillance du tuyau flexible de chauffage peut provoquer une fuite de liquide de refroidissement à l'intérieur de l'autobus et augmenter le risque de blessure pour les passagers.

Les tuyaux de chauffage flexibles concernés seront remplacés.

Ceci est le premier de deux avis que vous recevrez à ce sujet. Le but de cette lettre est de vous informer d'un rappel à venir pour corriger le problème mentionné ci-dessus. Le deuxième avis vous informera quand le remède final sera disponible. **Lorsque vous recevrez le deuxième avis**, veuillez contacter votre concessionnaire Thomas Built Buses autorisé pour programmer le rappel pour votre véhicule. En attendant, vous pouvez continuer à utiliser votre autobus.

Si vous ne possédez pas de véhicule qui correspond au(x) numéro(s) d'identification apparaissant sur l'Avis de rappel, veuillez retourner l'avis au Service des campagnes de garanties avec tous les renseignements dont vous disposez qui pourraient nous aider à identifier le propriétaire actuel.

Nous nous excusons pour tout inconfort que ceci aurait pu causer. Si vous avez des questions au sujet de ce rappel ou avez besoin de plus amples informations, veuillez contacter le Service de garantie au 1-336-889-4871, du lundi au vendredi de 8 h à 17 h, heure de l'Est.

**SERVICE DE GARANTIE THOMAS BUILT BUSES**  
Pièce jointe