

# IMPORTANT CAMPAIGN INFORMATION

**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 #: ICI16-020  
Effective: 07/21/2016  
Release: 07/21/2016

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

**SUBJECT: TBB FL713 – Interim Recall Notice**

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This letter is to inform you that an Interim Recall Notice is being sent to affected customers for upcoming recall *FL713 ~ TBB Door Handle Stems*. The interim notices will be mailed by July 29, 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  
FL713  
Interim Recall Notice  
NHTSA #16V-407 Non-School Buses  
NHTSA #16V-395 School Buses

## IMPORTANT SAFETY RECALL This notice applies to your vehicle(s)

### Subject: TBB Door Handle Stems

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 Conventional, ER, MVP-EF, MVP ER, FS65, and C2 buses; Vista buses; CL-960 and TL-960 buses manufactured January 4, 1999, through August 8, 2012.

The stem which joins the outside door handle to the door opening mechanism may corrode. Excessive material loss of the stem due to corrosion could result in the outside handle separating from the door mechanism while trying to open the door from the exterior of the bus. In the event of an emergency, opening the door from outside the bus may cause the handle to separate from the opening mechanism, potentially delaying evacuation and increasing the risk of injury to vehicle occupants.

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. Until parts are available, TBB asks bus operators to follow federal and state mandated pre-trip and post-trip inspections and ensure the correct operation of the emergency doors, especially operation of the door from outside the bus. You may continue to operate your vehicle in the interim. Note, TBB vehicles are built with redundant exits, push out windows and roof hatches to aid passengers if an evacuation is required. The recall of the door stem does not impact the use of the interior door handle. The interior door handle will operate as designed.

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.

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  
Enclosures

# 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

FL713

Transport Canada #16-270 Non-School Buses

Transport Canada #16-269 School Buses

## Subject: TBB Door Handle Stems

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 Conventional, ER, MVP-EF, MVP ER, FS65, and C2 buses; Vista buses; CL-960 and TL-960 buses manufactured January 4, 1999, through August 8, 2012.

The stem which joins the outside door handle to the door opening mechanism may corrode. Excessive material loss of the stem due to corrosion could result in the outside handle separating from the door mechanism while trying to open the door from the exterior of the bus. In the event of an emergency, opening the door from outside the bus may cause the handle to separate from the opening mechanism, potentially delaying evacuation and increasing the risk of injury to vehicle occupants.

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. Until parts are available, TBB asks bus operators to follow federal and state mandated pre-trip and post-trip inspections and ensure the correct operation of the emergency doors, especially operation of the door from outside the bus. You may continue to operate your vehicle in the interim. Note, TBB vehicles are built with redundant exits, push out windows and roof hatches to aid passengers if an evacuation is required. The recall of the door stem does not impact the use of the interior door handle. The interior door handle will operate as designed.

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.

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 : 1-336-889-4871

**Juillet 2016**

**FL713**

**Avis de rappel intérimaire**

**Transport Canada n° 16-270 autobus non scolaires**

**Transport Canada n° 16-269 autobus scolaires**

## **Objet : Tiges de poignées de porte TBB**

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 (TBB), Daimler Trucks North America LLC a déterminé qu'une déféctuosité reliée à la sécurité d'un véhicule à moteur existe sur certains autobus Saf-T-Liner Conventional, ER, MVP-EF, MVP ER, FS65et C2, autobus Vista et autobus CL-960 et TL-960 construits entre le 4 janvier 1999 et le 8 août 2012.

Il existe un risque de corrosion de la tige qui relie la poignée extérieure de la porte au mécanisme d'ouverture de la porte. La perte excessive du matériau constituant la tige, à cause de la corrosion, peut provoquer la séparation de la poignée extérieure de la porte du mécanisme lors d'une tentative d'ouverture de la porte depuis l'extérieur de l'autobus. En cas de situation d'urgence, l'ouverture de la porte depuis l'extérieur du bus peut provoquer la séparation de la poignée du mécanisme d'ouverture, ce qui pourrait retarder l'évacuation et augmente le risque de blessure pour les occupants du véhicule.

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. En attendant que des pièces de rechange soient disponibles, TBB demande aux autocaristes de procéder aux inspections, avant départ et après retour, mandatées par les organismes fédéraux et des provinces, afin de s'assurer que les portes de secours sont en bon état de fonctionnement, notamment quand actionnées depuis l'extérieur. En attendant, vous pouvez continuer à utiliser votre véhicule. Veuillez noter que les véhicules TBB sont construits avec des sorties secondaires, des fenêtres de secours et des trappes de toit pour aider les passagers, si une évacuation est nécessaire. Le rappel de la tige de la porte n'a pas d'impact sur l'utilisation de la poignée intérieure de porte. La poignée intérieure de la porte intérieure continue à fonctionner comme prévu.

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.

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 (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