

Daimler Trucks North America LLC

Daimler Trucks North America LLC
Thomas Built Buses, Inc.
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High Point, NC 27260
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March 2020

FL801AB

NHTSA #18V-877 (School Buses)

#18V-878 (Non-School Buses)

IMPORTANT SAFETY RECALL

See enclosed VIN list

Subject: TBB Saf-T-Liner C2 Roof Header Adhesive

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, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Thomas Built Buses Saf-T-Liner C2 school buses and non-school buses manufactured June 1, 2016, through June 8, 2018.

The adhesive used to support the roof header may not have been installed correctly on certain vehicles. Improper bonding of the roof header joint may affect the structure of the bus in a roll over event, increasing the risk of injury.

The roof header joints will be inspected and mechanical fasteners will be added to the joints as necessary.

This is the second notice regarding this recall. The repair is now available. **To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair should take between approximately two and seven hours, depending on your vehicle, and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have any questions about this recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a. m to 4:00 p. m, Monday through Friday. If you are not able to have the defect remedied without charge and within a reasonable time, 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>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Thomas Built Buses dealer.

Please speak with your Thomas Built Buses authorized dealer concerning this matter.