



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 6, 2019

Mr. Andy Jones  
Daimler Trucks North America LLC  
4747 N. Channel Ave.  
Portland, OR 97217

NEF-150MR  
19V-831

**Subject:** Flex Plate Fasteners Improperly Torqued

Dear Mr. Jones:

This letter serves to acknowledge Daimler Trucks North America LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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 HDX/2018-2020

**Mfr's Report Date:** November 19, 2019

**NHTSA Campaign Number:** 19V-831

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION:TORQUE CONVERTER

**Potential Number of Units Affected:** 30

**Problem Description:**

Daimler Trucks North America LLC (DTNA) is recalling certain 2018-2020 Thomas Built Saf-T-Liner HDX school buses equipped with Detroit DD8 Engines and Allison Transmissions. The Flex-Plate/Torque Converter fasteners may have been insufficiently tightened.

**Consequence:**

The loose bolts can become lodged in the starter, disabling the bus, resulting in an evacuation in an uncontrolled traffic situation, increasing the risk of an injury.

**Remedy:**

DTNA will notify owners, and dealers will inspect and tighten the fasteners, as necessary, free of charge. The recall is expected to begin January 17, 2020. Owners may contact DTNA customer service at 1-800-547-0712. DTNA's number for this recall is FL-839.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

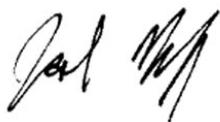
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement