

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
Direct Warranty Customers – U.S. and Canada
Export Distributors

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

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

REF #: ICI19-048

Effective: 9/12/2019

Release: 9/12/2019

SUBJECT: TBB FL819 – Interim Recall Notice

This letter is to inform you that an interim recall notice will be sent to affected customers for upcoming recall *FL819 ~ TBB SMI Prolo Roof Hatches*. The interim notices will mail the week of September 12, 2019. Copies of the notices follow for reference.

This notice is for informational purposes only. There is no action for customers or dealers to take at this time. If customers inquire, please refer them to the interim recall notice and let them know the recall will begin when all preparations are completed.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

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, Inc.
1408 Courtesy Road
High Point, NC 27260
800.547.0712 Phone

September 2019
FL819AB
Interim Recall Notice
Transport Canada #2019-362 (School Buses)
#2019-363 (Non-School Buses)

Subject: TBB SMI Prolo Roof Hatches

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

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 Model Year 2019-2020 Thomas Built Buses Minotour and Saf-T-Liner C2, EFX, and HDX model buses manufactured September 10, 2018, through June 26, 2019, with certain Specialty Manufacturing, Inc. (SMI) Prolo Roof Escape Hatches.

Certain roof escape hatches may have external cast handles that contain a higher than allowed/specified level of porosity or voids. This may create failure points in the handle, leading to breakage under reasonable use. A failure of the external release handle may delay the evacuation of the vehicle during an emergency, increasing the risk of injury.

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. You may continue to operate your vehicle in the interim.

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. 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.

We apologize for any inconvenience this may have caused. 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. Pacific Time, Monday through Friday. If you have a complaint, you may wish to submit a complaint to Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

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

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Thomas Built Buses, Inc.
1408 Courtesy Road
High Point, NC 27260, États-Unis
Téléphone : 1-800-547-0712

Septembre 2019

FL819AB

Avis de rappel intermédiaire

Transport Canada n° 2019-362 (autobus scolaires)

n° 2019-363 (autobus non scolaires)

Objet : Trappes de toit Prolo SMI TBB

Cet avis vous a été envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. Cet avis vise à vous informer que votre véhicule peut présenter une défectuosité qui pourrait nuire à la sécurité des gens.

Au nom de sa filiale à part entière Thomas Built Buses (TBB), Daimler Trucks North America LLC a déterminé qu'une défaillance liée à la sécurité du véhicule à moteur existe sur certains modèles d'autobus de série 2019-2020, Thomas Built Buses Minotour, Saf-T-Liner C2, EFX et HDX, construits entre le 10 septembre 2018 et le 26 juin 2019. Cette défaillance concerne certaines trappes de toit Prolo Specialty Manufacturing, Inc. (SMI)

Certaines trappes d'évacuation de toit peuvent avoir des poignées externes coulées contenant un niveau de porosité ou de vide supérieur à celui autorisé / spécifié. Cela peut créer une défaillance dans certains points de la poignée, pouvant provoquer une rupture dans des conditions d'utilisation raisonnables. En cas d'urgence, une défaillance de la poignée de déverrouillage externe peut retarder l'évacuation du véhicule, augmentant le risque de blessure.

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, vous pouvez continuer à utiliser votre véhicule.

Le deuxième avis vous informera quand la solution définitive pour y porter remède 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 n'êtes pas le propriétaire du ou des véhicules dont les numéros d'identification apparaissent 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. Le loueur est également tenu par la loi fédérale de faire parvenir cet avis au locataire dans les 10 jours. Si vous êtes un fabricant secondaire, la loi fédérale exige que vous fassiez suivre cet avis à vos distributeurs et détaillants dans les cinq ouvrables.

Nous nous excusons pour tout inconvénient que cela aurait pu causer. Si vous avez des questions au sujet de ce rappel, veuillez contacter le Département des Services de garantie au (800) 547-0712, du lundi au vendredi de 7 h à 16 h, heure du Pacifique. Si vous avez des motifs de plainte, vous pouvez soumettre cette dernière à l'adresse suivante Transport Canada - Sécurité routière, au 80 rue Noël, Gatineau, Québec J8Z 0A1, ou appeler le 1-800-333-0510.

Nous sommes désolés pour tout inconvénient pouvant résulter de cette activité, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules motorisés.

SERVICE DES CAMPAGNES DE GARANTIE

Pièce jointe