

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 #: ICI19-063
Effective: 12/13/2019
Release: 12/09/2019

SUBJECT: TBB FL839 – Interim Recall Notice

This letter is to inform you that an interim recall notice will be sent to affected customers for upcoming Thomas Built Buses recall *FL839 ~ TBB Torque Converter Bolts*. The interim notices mail by 12/13/2019. A copy of the notice follows 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

December 2019
FL839
Interim Recall Notice
NHTSA #19V-831

IMPORTANT SAFETY RECALL

See enclosed VIN list

Subject: TBB Torque Converter Bolts

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 Model Year 2018-2020 Thomas Built Buses Saf-T-Liner HDX school buses manufactured May 3, 2017, through April 17, 2019, equipped with a Detroit Diesel DD8 engine and an Allison transmission.

On certain school buses, the flex plate/torque converter fasteners may not have been properly torqued at the plant. Improperly torqued fasteners may diminish the clamp load and become broken or dislodged. Loose/broken bolts may cause illumination of the CEL, damage to the flex plate, or become lodged in the starter, which may disable the school bus. This could result in an evacuation in an uncontrolled traffic situation and increase 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. The repair is being validated and parts are being procured. There is no action for you to take at this time. You may continue to operate your vehicle.

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 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 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) 3274236 (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