

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

August 2020
FL839A
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, has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2018-2020 Thomas Built Buses Safe-T-Liner HDX school buses manufactured May 3, 2017, through April 17, 2019, and 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 or 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.

The torque converter bolts, located at the engine/transmission mating point, will be replaced.

This is the second letter regarding this recall to let you know the repair is now available. **To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair should take approximately an hour, and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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

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 Daimler Trucks North America LLC dealer.

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