

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
NHTSA #19V-549 (Non-School Buses)
#19V-550 (School Buses)

IMPORTANT SAFETY RECALL

See enclosed VIN list

Subject: TBB SMI Prolo Roof Hatches

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 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 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