

# 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