

Defect Information Report

(Section 573.6)

FL-828

Date of Submission: *September 27, 2019*

Manufacturer: Daimler Trucks North America LLC
P.O. BOX 3849
Portland, Oregon 97208

Type of Report: Safety Defect Non-Compliance

Vehicle Information

Model Yr. Start: *2017* Model Yr. End: *2020*

Make: Thomas Built Buses

Model: *Saf-T-Liner C2*

Production Dates: Begin: *6/29/2016*

End: *4/4/2019*

Descriptive Information: *Certain Thomas Built Buses Saf-T-Liner C2 School Buses equipped with a Detroit DD5 Engine and Allison Transmission.*

Number potentially involved: *596* Estimated percentage of involve with defect: *13%*

Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance:

On certain school buses, the Flex-Plate/Torque Converter fasteners may not have been properly torqued at the plant. Improperly torqued fasteners at the flex plate may diminish the clamp load and can become broken or dislodged within the flywheel housing.

If a noncompliance, provide the applicable FMVSS: *N/A*

Check if this recall only affects products in certain geographic regions.

Describe the safety risk:

If the torque converter bolts are loose or cross threaded, bolts may fall into the flywheel housing. The loose bolts may lead to illumination of the CEL, damage to the flex plate, or become lodged into the starter, which could result in a disabled school bus and result in a school bus evacuation procedure in an uncontrolled traffic situation, increasing the risk of an injury.

If applicable, identify the manufacture of the defective or noncompliant component: N/A

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:

March 2019, DTNA received two reports from the field of loose fasteners in the flywheel housing that resulted in the school buses becoming disabled. The issue was communicated to the chassis plant requesting an inspection to identify potential scope. March to April 2019, the Chassis plant performed an inspection of 183 school bus chassis, still on the premises before being shipped to Thomas Built Buses. The inspection revealed that on certain school buses, the specified torque process might not have been followed, so proper torque cannot be guaranteed. April 2019, the chassis plant improved the parts and tooling for proper torqueing of the Flex-Plate/Torque Converter fasteners. May 2019 – August 2019, DTNA was notified of three additional reports from the field. These reports raised concerns about school buses shutting down while transporting children with potential of being transferred to another vehicle in an uncontrolled environment. A warranty seek was reviewed to determine the scope of the issue. The review indicated an elevated failure rate on Thomas Built Buses Saf-T-Liner C2 School buses configured with a Detroit DD5 Engine and an Allison Transmission. DTNA therefore concluded that the issue was limited to these vehicles with this particular configuration. September 2019, DTNA with an abundance of caution, decided to conduct a voluntary recall campaign on certain school buses that may have incorrectly torqued Flex-Plate/Torque Converter fasteners.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.

The Flex Plate/Torque Converter fasteners will be inspected and repaired if necessary on the identified School buses. Repairs will be performed by Daimler Trucks North America authorized service facilities. Customer notification will be done by first class mail using Daimler Trucks North America records to determine the customers affected.

Identify the Recall Schedule

Describe the recall schedule for notifications.:

Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.

Planned Dealer Notification Begin Date:	11/25/2019
Planned Dealer Notification End Date:	11/25/2019
Planned Owner Notification Begin Date:	11/25/2019
Planned Owner Notification End Date:	11/25/2019

Manufacture's identification code for this recall (if applicable): FL-828

DTNA Representative;



Andy Jones
Manager
Compliance and Regulatory Affairs