

Defect Information Report

(Section 573.6)

FL-839

Date of Submission: **November 19, 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: 2018 Model Yr. End: 2020

Make: *Thomas Built Buses*

Model: *Saf-T-Liner HDX*

Production Dates: Begin: 05/03/2017 End: 04/17/2019

Descriptive Information: *Certain Thomas Built Buses Saf-T-Liner HDX School Buses equipped with a Detroit DD8 Engine and an Allison Transmission.*

Number potentially involved: 30 Estimated percentage of involve with defect: 100%

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.

Chronology of Defect / Noncompliance Determination

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

July 2019, DTNA received two reports from the field of broken fasteners in the flywheel housing on school buses being delivered from the school bus manufacturing plant to the dealership. The issue was communicated to the school bus manufacturing plant requesting an inspection to identify potential scope of the issue. July - August 2019, 33 school buses were inspected at the plant. The inspection indicated all school buses had correctly torqued flex plate/torque converter bolts. August 2019, Thomas Built Buses updated the manufacturing process to ensure the correct torque and loc-tite was being applied on the flex plate/torque converter bolts as per vehicle specification. August – November 2019, DTNA began evaluating the process to determine if the bolts were properly installed and backed out or if the bolts were not properly installed on the reported busses. DTNA evaluated torque sequence, loc-tite application, and continued to monitor warranty claims and field reports for additional complaints. The review of field complaints indicated no additional claims outside of the initial two school buses reported with broken flex-plate/torque converter fasteners. November 12, 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. Details of the reimbursement plan will be included in the owner's notification letter.

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: 01/17/2020

Planned Dealer Notification End Date: 01/17/2020

Planned Owner Notification Begin Date: 01/17/2020

Planned Owner Notification End Date: 01/17/2020

Manufacture's identification code for this recall (if applicable): FL-839

DTNA Representative;



Andy Jones

Manager

Compliance and Regulatory Affairs