



Memorandum

To: All TBB Dealers
From: Michael Stotler
Date: 4/13/2020
Re: Information regarding recall FL844 SHM reprogramming

Recall FL844 SHM reprogramming release

The recall will be released onto DTNA Connect on 4/8/2020. I want to thank all of the dealers that reacted quickly to address this issue and get many of these done prior to the official release, due to the importance of this recall. Since we first announced this pending recall, a lot of work was still taking place behind the scenes, mainly to identify the cause of the issue. When we first reported this problem to the dealer network, we had over 26,000 buses in the population. We did not know the root cause and "erred on the side of caution". We have since been able to narrow the population down to just over 6,000 buses. The buses in the population that will require the programming were built 1/2/2019 to 2/13/2020.

Important: For units that have already been reprogrammed ahead of the release, using the original lists sent to you, please create a list of those units and provide them to your dealer manager. You will be reimbursed via policy for those units. The campaign will be open to accepting claims for units on the official population list beginning 04/8/2020. Remember that the claim repair date cannot be earlier than 04/8/2020 or the claim will be rejected by the system.