

Defect Information Report

(Section 573.6)

FL-844

Date of Submission: *April 15, 2020*

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: *2020* **Model Yr. End:** *2021*

Make: *Thomas Built Buses*

Model: *Saf-T-Liner C2*

Production Dates: **Begin:** *01/02/2019* **End:** *02/13/2020*

Descriptive Information:

School Buses configured with a specific Switch Hub Module (P/N: 204803 and 216434) combined with a 500k Bulk Head Module and certain 3-position momentary switch warning light packages

Number potentially involved: *6,010* **Estimated percentage of involve with defect:** *5%*

Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance:

On the affected school buses the switch hub module (SHM) controlling the exterior warning lights and stop sign may experience a communication issue resulting in deactivation of the red warning lights, stop sign, and system indicator.

Describe the safety risk:

If the red exterior warning lights stop flashing, and the stop sign retracts, other drivers may be incorrectly signaled to stop driving before the school bus loading/unloading of students is complete therefore increasing the risk to injury.

If applicable, identify the manufacture of the defective or noncompliant component.

John Deere Electronic Solutions

Chronology of Defect / Noncompliance Determination

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

January 2020, DTNA received a dealer report concerning a specific exterior warning light option package working intermittently. DTNA began inspecting school buses at the School Bus Plant. The plant inspection of 25 vehicles revealed four vehicles had exterior warning lights turning off without additional driver input after operating continuously for an extended period of time. An inspection conducted by the dealer of 98 school buses revealed 53 school buses reporting a similar issue. February 2020, DTNA received an additional dealer report of a school bus exhibiting a similar issue manufactured prior to the parameter update. February 20, 2020 DTNA with an abundance of caution, decided to conduct a voluntary recall campaign on school buses equipped with the above configuration. February 2020 – April 2020, DTNA conducted an in-depth analysis of warranty and test data in conjunction with the SHM supplier. Findings indicated there were no warranty claims, reports from the field or testing that indicated the issue was present prior to Jan 2019. April 2020, DTNA amends the 573 defect report to modify the start date of the recall population to January 2, 2019. No incidents have been reported in the field. Only in unique circumstances could the issue be replicated.

Identify the Remedy

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

The software in the SHM will be updated -- Repairs will be performed by Daimler Trucks North America authorized service facilities. 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: 04/25/2020

Planned Dealer Notification End Date: 04/25/2020

Planned Owner Notification Begin Date: 04/25/2020

Planned Owner Notification End Date: 04/25/2020

Manufacture's identification code for this recall (if applicable): FL-844

DTNA Representative;



Andy Jones
Manager
Compliance and Regulatory Affairs