



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 10, 2021

Mr. Andy Jones  
Daimler Trucks North America, LLC  
4747 N. Channel Ave.  
Portland, OR 97217  
Daimler Trucks North America, LLC

NEF-107MR  
21V-120

**Subject:** Engine Control Module Calibrated Incorrectly

Dear Mr. Jones:

This letter serves to acknowledge Daimler Trucks North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

THOMAS BUILT BUSES/SAF-T-LINER C2/2019-2021

**Mfr's Report Date:** February 25, 2021

**NHTSA Campaign Number:** 21V-120

**Components:**

ENGINE

ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM):SOFTWARE

**Potential Number of Units Affected:** 159

**Problem Description:**

Daimler Trucks North America, LLC (DTNA) is recalling certain 2019-2021 Thomas Built Buses Saf-T-Liner C2 school buses equipped with Cummins B6.7N engines. The engine control module software may be calibrated incorrectly, causing the engine to not limit engine speed or torque as intended for certain safety-related functions such as vehicle braking, traction and stability control, speed control, or collision avoidance.

**Consequence:**

If safety-related functions such as vehicle braking, stability, speed, and collision avoidance do not function properly, it can increase the risk of a crash.

**Remedy:**

DTNA will work with the engine manufacturer Cummins Inc. to notify owners, and Cummins dealers will recalibrate the engine control module, free of charge. The recall is expected to begin April 25, 2021. Owners may contact DTNA customer service at 1-800-547-0712. DTNA number for this recall is FL-879.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Daimler Trucks North America, LLC's contact for this recall will be Michelle Rice who may be reached by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement