



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 30, 2021

Tiffani Torgeson  
Daimler Trucks North America, LLC  
4747 N Channel Ave  
Portland, OR 97217

NEF-107MR  
21V-914

**Subject:** Missing Electronic Stability Control/FMVSS 136

Dear Tiffani Torgeson:

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 HDX/2020

**Mfr's Report Date:** November 22, 2021

**NHTSA Campaign Number:** 21V-914

**Components:**

ELECTRONIC STABILITY CONTROL  
SERVICE BRAKES, AIR:DISC

**Potential Number of Units Affected:** 1

**Problem Description:**

Daimler Trucks North America, LLC. (DTNA) is recalling one 2020 Thomas Built Buses Saf-T-Liner HDX transit bus. The chassis was assembled without the electronic stability control hardware and software. As such, this vehicle fails to comply with the requirements of Federal Motor Vehicle Safety Standard number 136, "Electronic Stability Control Systems on Heavy Vehicles."

**Consequence:**

In certain driving situations, a missing electronic stability control system can increase the risk of a crash.

**Remedy:**

A dealer will install an electronic stability control system, free of charge. The owner notification letter is expected to be mailed January 16, 2022. Owners may contact DTNA customer service at 1-800-547-0712. DTNA's number for this recall is FL909.

**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.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**AMENDED 573 REQUIRED.**

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).

As stated in Part 573.7, submission of the first of eight 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