

IMPORTANT CAMPAIGN INFORMATION

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager

Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada

Daimler Truck North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI23-002

Effective: 01/19/2023

Release: 01/19/2023

SUBJECT: FL960 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL960 ~Foil Pack Harness*. The interim notices were mailed on 01/17/2023. A copy follows for your reference.

This notice is for your information only. There is no action for customers or dealers to take. If customers inquire, please refer them to the interim notice.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

**Daimler Truck
North America LLC**

Daimler Truck North America LLC
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN list

**January 2023
FL960
Interim Recall Notice
NHTSA #22V-877**

Subject: Foil Pack Harness

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Freightliner Custom Chassis Corporation, has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 Freightliner Custom Chassis MT50e vans manufactured between April 20, 2022, and June 24, 2022.

On the affected vehicles, due to a defect in the foil harness, battery packs may lose communication with Battery Management System resulting in a loss of vehicle power. This may result in an increased risk of a crash without any prior warning.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Battery packs will be replaced. Daimler Truck is currently securing replacement parts. **There is no action for you to take at this time.**

The second notice will inform you when the final, free remedy is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the Recall for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <http://www.nhtsa.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN list

**January 2023
FL960
Interim Recall Notice
NHTSA #22V-876**

Subject: Foil Pack Harness

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Thomas Built Buses, has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 Thomas Built Saf-T-Liner C2 Jouley school buses manufactured December 21, 2021, through August 21, 2022.

On the affected vehicles, due to a defect in the foil harness, battery packs may lose communication with Battery Management System resulting in a decrease of vehicle power. This may result in an increased risk of possibility of a crash without any prior warning.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. The repair is currently under development. **There is no action for you to take at this time.**

The second notice will inform you when the final, free remedy is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the Recall for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <http://www.nhtsa.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

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**January 2023
FL960
Interim Recall Notice
Transport Canada #2022-674 (School Bus)**

Subject: Foil Pack Harness

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Freightliner Custom Chassis Corporation and Thomas Built Buses, has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 Freightliner Custom Chassis MT50e vans and Thomas Built Saf-T-Liner C2 Jouley school buses manufactured December 21, 2021, through August 21, 2022.

Due to a potential defect in the foil harness, battery packs may lose communication with the Battery Management System resulting in a decrease in vehicle power.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Truck is currently securing replacement parts. **There is no action for you to take at this time.**

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the Recall for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Janvier 2023

FL960

Avis provisoire de rappel

Transports Canada #2022-674 (autobus scolaire)

Objet: Harnais en aluminium

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Daimler Truck North America LLC (DTNA), au nom de ses filiales à part entière, Freightliner Custom Chassis Corporation et Thomas Built Buses, a décidé qu'il existe un défaut relatif à la sécurité des véhicules automobiles dans certains autobus scolaires Freightliner Custom Chassis MT50e 2023 et Thomas Built Saf-T-Liner C2 Jouley fabriqués du 21 décembre 2021 jusqu'au 21 août 2022.

En raison d'un défaut potentiel du harnais en aluminium, les blocs-batteries risquent de perdre la communication avec le système de gestion des batteries, ce qui entraîne une diminution de la puissance du véhicule.

Il s'agit du premier de deux avis que vous recevrez à ce sujet. La présente vise à vous informer d'un rappel à venir pour corriger le problème susmentionné. Daimler Truck sécurise actuellement les pièces de rechange. **Il n'y a aucune mesure à prendre pour le moment.**

Le deuxième avis vous informera lorsque le recours final sera disponible. **Lorsque vous recevez le deuxième avis**, veuillez communiquer avec votre concessionnaire autorisé Daimler Truck North America pour planifier le rappel de votre véhicule.

Si vous n'êtes pas propriétaire du véhicule correspondant au (x) numéro (s) d'identification figurant sur l'avis de rappel, veuillez retourner l'avis à la garantie Campagnes Department avec tous les renseignements que vous pouvez fournir qui nous aideront à localiser le propriétaire actuel. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez cet avis au locataire dans les 10 jours. Si vous êtes un fabricant subséquent, la loi fédérale exige que vous transmettiez cet avis à vos distributeurs et points de vente au détail dans un délai de cinq jours ouvrables.

Si vous avez des questions au sujet de ce rappel, veuillez communiquer avec le Service des campagnes de garantie au (800) 547-0712, de 7 h à 16 h, heure du Pacifique, Monday à Friday, adresse courriel DTNA.Warranty.Campaigns@Daimlertruck.com. Pour toute autre question, vous pouvez communiquer avec le Centre d'assistance à la clientèle au (800) 385-4357. Si vous avez des préoccupations en matière de sécurité relativement à ce rappel, vous pouvez communiquer avec Transports Canada — Sécurité des véhicules automobiles au 80, rue Noel, Gatineau (Québec) J8Z 0A1 ou téléphoner au (800) 333-0510.

Nous regrettons tout inconvénient que cette mesure pourrait causer, mais nous sommes certains que vous comprenez notre intérêt pour la sécurité des véhicules automobiles.

SERVICE DES CAMPAGNES DE GARANTIE
Enceinte