

Part 573 Safety Recall Report

23V-209

Manufacturer Name : Daimler Trucks North America, LLC**Submission Date :** AUG 22, 2023**NHTSA Recall No. :** 23V-209**Manufacturer Recall No. :** FL-968**Manufacturer Information :**

Manufacturer Name : Daimler Trucks North America, LLC

Address : 4747 N. Channel Avenue

Portland OR 97217-3849

Company phone : 800-745-8000

Population :

Number of potentially involved : 380

Estimated percentage with defect : 5 %

Vehicle Information :

Vehicle 1 : 2021-2023 Thomas Built Bus SAF-T-LINER C2 JOULEY

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : All SAF-T-LINER C2 JOULEY busses built equipped with an automatic low voltage disconnect switch.

Production Dates : DEC 11, 2019 - OCT 12, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : A defect, which relates to motor vehicle safety, exists in certain Thomas Built Bus SAF-T-LINER C2 JOULEY 2021-2023 vehicles

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : **PROBLEM:** A defect, which relates to motor vehicle safety, exists in certain Thomas Built Bus SAF-T-LINER C2 JOULEY 2023 vehicles. On the affected vehicles, a defect in the automatic low voltage disconnect switch could potentially cause the switch to fail open, resulting in a loss of power without warning. Although DTNA has no evidence that this defect has occurred on a vehicle in motion or otherwise in route, this failure could theoretically result. This may result in loss of propulsion with inability to restart, loss of lights, and loss of power steering, which can increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : No warning exists prior to failure.

Involved Components :

Component Name 1 : DISC SW-AUTO,LOW,VOLT,EB2

Component Description : Automatic Low Voltage Disconnect Switch

Component Part Number : 06-96364-000 (DTNA) MXSL15BE (Supplier)

Supplier Identification :**Component Manufacturer**

Name : Proterra, Inc.

Address : 1 Whitlee Ct.

Greenville South Carolina 29607

Country : United States

Chronology :

Friday, March 3, DTNA learned that our supplier (Proterra, Inc.) was investigating a potential defect with the automatic low voltage disconnect switch (Gigavac Switch) used on our SAF-TLINER C2 JOULEY. DTNA immediately began an investigation into this topic, speaking to Engineering and QA and beginning a detailed warranty analysis. At this time, DTNA knew of no vehicle shutdowns when in motion or otherwise in route. Monday, March 13, DTNA completed a warranty analysis, finding no reports from the field from a shutdown while the vehicle was in motion. On or about that same time, DTNA questioned the supplier about possible shutdowns while in motion and continued DTNA's own internal investigation into possible failures while in motion; nonetheless, at this time, there continued to be no known occurrences of such a failure effect. However, DTNA continued to analyze the possibility that such a shutdown was possible. On March 28, DTNA decided that there exists a theoretical possibility of such a shutdown in motion and, out of an abundance of caution given the circumstances, decided to recall. On May 25, DTNA amended the DIR to update the remedy, stating it is currently under validation. Subsequent to submitting this Defect Information Report, in June 2023, DTNA was informed of two reports of vehicles in the recall population that had experienced a shutdown. Upon review, there was no evidence of water intrusion into the automatic low voltage disconnect switch and DTNA began to investigate further. In mid-June, DTNA received notice from a District Service Manager of some vehicles having a separate issue, one of which may have had a shutdown; DTNA promptly began investigating. Within that investigation, DTNA found 10 warranty claims (of which two are for one vehicle) and 4 field reports (of which one is ambiguous), no reported injuries nor deaths. On August 17, DTNA determined that on this same, exact vehicle population there...(chronology continued see attachment)

Description of Remedy :

Description of Remedy Program : Daimler Truck is currently validating the repair. DTNA's remedy will resolve each of the defect conditions described in this Defect Information Report. Repairs will be performed free of charge by Daimler Truck North America authorized service facilities. Details of the reimbursement plan will be included in the owner's notification letter. Owners are directed to seek reimbursement through authorized dealers.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.

Planned Dealer Notification Date : MAY 26, 2023 - MAY 26, 2023

Planned Owner Notification Date : MAY 26, 2023 - MAY 26, 2023

* NR - Not Reported