

# Part 573 Safety Recall Report

# 23V-669

**Manufacturer Name :** Daimler Trucks North America, LLC**Submission Date :** NOV 13, 2023**NHTSA Recall No. :** 23V-669**Manufacturer Recall No. :** FL982**Manufacturer Information :****Population :**

Manufacturer Name : Daimler Trucks North America, LLC

Number of potentially involved : 20,668

Address : 4747 N. Channel Avenue

Estimated percentage with defect : 1 %

Portland OR 97217-3849

Company phone : 800-745-8000

**Vehicle Information :**

Vehicle 1 : 2020-2024 Thomas Built Buses SAF-T-Liner Jouley

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

**Descriptive Information :** A defect, which relates to motor vehicle safety, exists in certain Thomas Built Buses SAF-T-LINER C2 vehicles and SAF-T-Liner Jouley. The affected vehicles are equipped with an Emergency Exit Door latch with a specific vandal lock variant where the latch fasteners may fully detach from the latch mechanism. If all three fasteners are fully detached from the latch mechanism and direct heavy pressure is applied to the door, the Emergency Exit Door could open unexpectedly, which can increase the risk of an injury. Vehicles built in the above manufacturing date range and are equipped with an Emergency Exit Door latch with a specific vandal lock variant where the latch fasteners may fully detach from the latch mechanism.

Production Dates : OCT 31, 2019 - AUG 30, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2024 Thomas Built Buses SAF-T-LINER C2  
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES  
Body Style : OTHER  
Power Train : DIESEL

**Descriptive Information :** A defect, which relates to motor vehicle safety, exists in certain Thomas Built Buses SAF-T-LINER C2 vehicles and SAF-T-Liner Jouley. The affected vehicles are equipped with an Emergency Exit Door latch with a specific vandal lock variant where the latch fasteners may fully detach from the latch mechanism. If all three fasteners are fully detached from the latch mechanism and direct heavy pressure is applied to the door, the Emergency Exit Door could open unexpectedly, which can increase the risk of an injury. Vehicles built in the above manufacturing date range and are equipped with an Emergency Exit Door latch with a specific vandal lock variant where the latch fasteners may fully detach from the latch mechanism.

Production Dates : JAN 02, 2018 - SEP 26, 2023

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 Buses SAF-T-LINER C2 and SAF-T-LINER Jouley vehicles. The affected vehicles are equipped with an Emergency Exit Door latch with a specific vandal lock variant where the latch fasteners may fully detach from the latch mechanism. If all three fasteners are fully detached from the latch mechanism and direct heavy pressure is applied to the door, the Emergency Exit Door could open unexpectedly, which can increase the risk of an injury. Vehicles built in the above manufacturing date range and are equipped with an Emergency Exit Door latch with a specific vandal lock variant where the latch fasteners may fully detach from the latch mechanism.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the Emergency Exit Door latch with a specific vandal lock variant has three missing fasteners, and direct heavy pressure is applied to the door, the Emergency Exit Door could open unexpectedly, which can increase the risk of an injury.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** The vehicle cannot be driven until the driver manually disengages the vandal lock. Additionally, the Emergency Exit Door must be opened and closed as part of the daily pre-trip inspection. During either of these inspections, a driver would be expected to notice any missing bolts and should notice that the force required to open the door is diminished.

## Involved Components :

Component Name 1 : Emergency Door Latch w/ vandal lock

Component Description : Emergency Door Latch w/ vandal lock

Component Part Number : 138588

Component Name 2 : Emergency Door Latch w/ vandal lock

Component Description : Emergency Door Latch w/ vandal lock

Component Part Number : 138589

## Supplier Identification :

### Component Manufacturer

Name : Thomas Built Buses

Address : 1408 Courtesy Road  
High Point North Carolina 27260

Country : United States

## Chronology :

Refer attached pdf for chronology.

## Description of Remedy :

Description of Remedy Program : A Daimler Truck North America authorized service facility will inspect the functionality and stability of the rear door latch mechanism, ensure proper operation, and tighten the bolts that attach the door latch as needed. The Recall will take approximately one-half hour and will be performed free of charge. 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 NR  
from Recalled Component :

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

**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 : DEC 02, 2023 - DEC 02, 2023

Planned Owner Notification Date : DEC 02, 2023 - DEC 02, 2023

\* NR - Not Reported