

# Part 573 Safety Recall Report

# 23V-669

**Manufacturer Name :** Daimler Trucks North America, LLC**Submission Date :** OCT 03, 2023**NHTSA Recall No. :** 23V-669**Manufacturer Recall No. :** FL982**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 :** 21,365**Estimated percentage with defect :** 1 %**Vehicle Information :****Vehicle 1 :** 2019-2024 Thomas Built Busses 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 - OCT 03, 2023**VIN Range 1 : Begin :**

NR

**End :** NR Not sequential

Vehicle 2 : 2022-2024 Thomas Built Buses SAF-T-Liner Jouley  
Vehicle Type : BUSES, MEDIUM & 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 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.

Production Dates : OCT 31, 2019 - OCT 03, 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 :

On or about September 22, 2023, TBB was notified, through a third party dealer, of an incident in a vehicle built in model year 2019, the rear emergency door inadvertently opened. The dealer shared with TBB a general inspection report prepared by the owner/operator of the subject vehicle that identified potentially loose or missing fasteners (with no inspection criteria) in an additional population of its vehicles. On September 26, 2023, TBB inspected the subject bus, and found three bolts missing and not present in the bus. On October 3, 2023, TBB was informed by the dealer of the inspection criteria used by the customer and that there were three buses that the customer believed had at least one missing fastener.

TBB conducted an additional warranty review of its product and found warranty claims which appear to allege missing fasteners, but TBB is unable to verify the validity of these claims. Nevertheless, based on the dealer's statement that there were three busses with missing fasteners on a single customer, TBB decided to conduct a voluntary safety recall on certain vehicles built within the above-mentioned manufacturing date range, that were equipped with Emergency Door vandal lock latch.

The summary of warranty claims, field or service reports, and other information is as follows: TBB searched warranty claims for the last ten years (January 1, 2013 and September 28, 2023) by primary failed part numbers for the latch mechanism assembly and found thirteen warranty claims and one field report with an injury (related to the bus involved in the subject incident) reported and no deaths reported.

The population is subject to verification and may be amended based on TBB additional investigation.

## Description of Remedy :

Description of Remedy Program : DTNA is currently developing the repair strategy. 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 : DEC 02, 2023 - DEC 02, 2023

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

\* NR - Not Reported