

October 2023  
FL968A-B  
NHTSA #23V-209 (School Bus)

## Subject: Automatic Low Voltage Disconnect Switch

**Models Affected: Specific model year 2021-2023 Thomas Built Buses Saf-T-Liner C2 Jouley electric school buses, manufactured between December 11, 2019, through October 12, 2022.**

### General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

On the affected vehicles, the automatic low voltage disconnect switch could fail, resulting in a loss of power without warning. This may result in loss of drive power with inability to restart, loss of lights, and loss of power steering, which can increase the risk of a crash.

The automatic low voltage disconnect switch will be removed. Vehicles equipped with a wheelchair lift (FL968-B) require the installation of a new jumper cable.

There are approximately 381 vehicles involved in this campaign.

### Additional Repairs

Dealers must complete all outstanding recall and field service campaigns prior to the sale or delivery of a vehicle. A dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

### Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

### Replacement Parts

Replacement parts are now available and can be obtained by ordering the part number listed below from your facing Parts Distribution Center (PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL968, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this recall.

**Table 1** - Replacement Parts for FL968

Campaign Number	Part Description	Part Number	Qty.
FL968B	CABLE-BATTERY,JUMPER,POS,4/0	A66-19607-012	1 ea
	BLANK COMPLETION STICKER	WAR260	1 ea

**Table 1**

### Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

October 2023  
FL968A-B  
NHTSA #23V-209 (School Bus)

## Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL968A	Remove automatic low voltage disconnect switch	0.6	996-R216A	12-Repair Recall/Campaign
FL968B	Remove automatic low voltage disconnect switch and install new jumper cable	0.6	996-R216A	12-Repair Recall/Campaign

**Table 2**

**IMPORTANT:**When the recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

## Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (e.g. **FL968-A** or **FL968-B**).
- In the Primary Failed Part Number field, enter **25-FL968-000**.
- In the Parts field, enter the appropriate part number as shown in the Replacement Parts table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- **U.S. and Canada -- Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following:
  - Accept the documentation of the previous repair.
  - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines.)
  - Submit an OWL Recall Pre-Approval request for a decision.
  - Include the approved amount on your claim in the Other Charges section.
  - Attach the documentation to the pre-approval request.
  - If approved, submit a based-on claim for the pre-approval.
  - Reimburse the customer the appropriate amount.

**IMPORTANT:** OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, if you need additional information, contact the Warranty Campaigns Department using the WSC (Warranty Support Center) app on the DTNA Portal. Export distributors, submit a WSC ticket or contact your International Service Manager.

**November 2023  
FL968A-B  
NHTSA #23V-209 (School Bus)**

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

**IMPORTANT SAFETY RECALL**  
**This notice applies to your vehicle, see enclosed VIN list**

**October 2023**  
**FL968A-B**  
**Final Recall Notice**  
**NHTSA #23V-209 (School Bus)**

**Subject: Automatic Low Voltage Disconnect Switch**

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 subsidiary, Thomas Built Buses, has decided that a defect, which relates to motor vehicle safety, exist on certain model year 2021-2023 Thomas Built Buses Saf-T-Liner C2 Jouley electric school buses, manufactured between December 11, 2019, through October 12, 2022.

On the affected vehicles, the automatic low voltage disconnect switch could fail, resulting in a loss of power without warning. This may result in loss of drive power with inability to restart, loss of lights, and loss of power steering, which can increase the risk of a crash.

A Daimler Truck North America authorized service facility will remove the automatic low voltage disconnect switch. The Recall will take approximately one hour and will be **performed free of charge**.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [Daimler-TruckNorthAmerica.com/Contact-us](https://DaimlerTruckNorthAmerica.com/Contact-us). Scroll down to "Locate a Dealer" and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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 paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

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](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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.

## **Reimbursement to Customers for Repairs Performed Prior to Recall**

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter

October 2023  
FL968A-B  
NHTSA #23V-209 (School Bus)

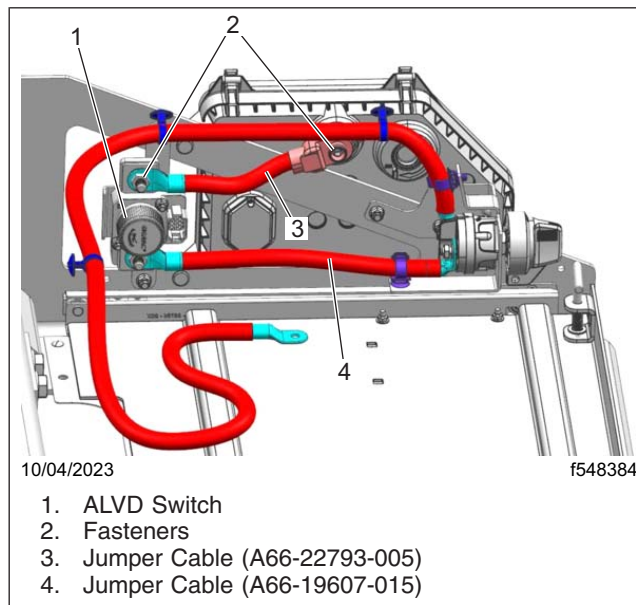
## Work Instructions

### Subject: Automatic Low Voltage Disconnect Switch

**Models Affected:** Specific model year 2021-2023 Thomas Built Buses Saf-T-Liner C2 Jouley electric school buses, manufactured between December 11, 2019, through October 12, 2022.

## Removal of the Automatic Low Voltage Disconnect (ALVD) Switch

1. Park the vehicle on a level surface, place the vehicle in neutral, shut down the vehicle, and set the park brake. Chock the tires.
2. Turn off the manual battery disconnect switch.
3. Disconnect the positive and negative battery cables on the batteries.
4. Remove the fasteners from the jumper cable (A66-22793-005) that connects the ALVD switch to the power distribution module (PDM/PDC), then remove the jumper cable. See [Fig. 1](#).

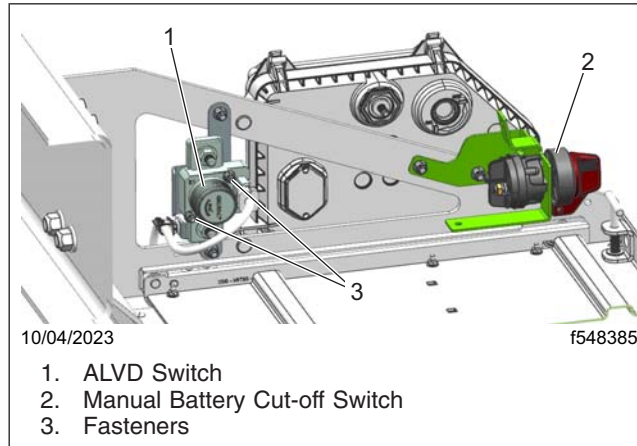


**Fig. 1, Location of the Jumper Cables**

5. Remove the fastener that attaches the jumper cable (A66-19607-015) to the ALVD switch, then remove the jumper cable from the ALVD switch.

October 2023  
FL968A-B  
NHTSA #23V-209 (School Bus)

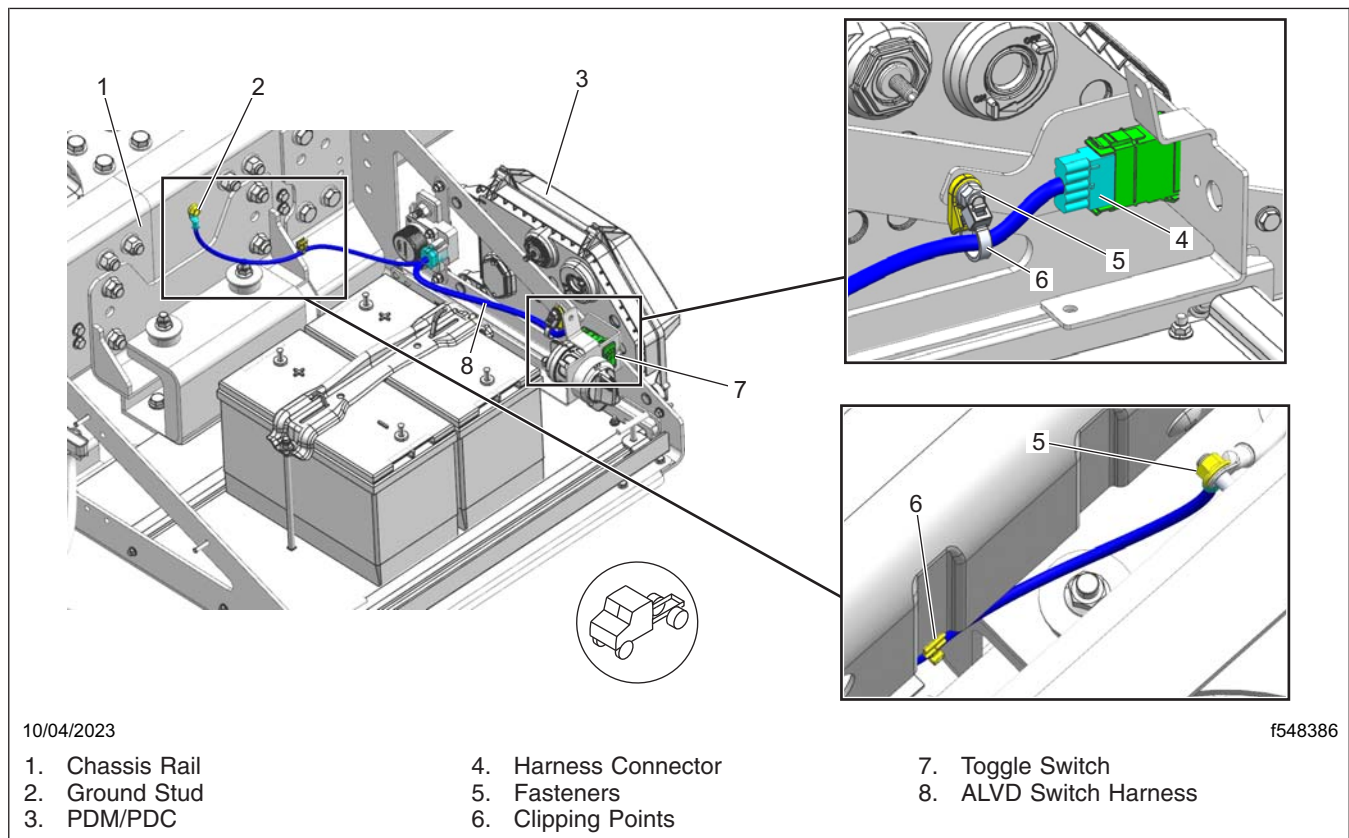
6. Remove the fasteners that hold the ALVD switch in place, then remove the ALVD switch. See [Fig. 2](#).



**Fig. 2, Location of the ALVD Switch**

7. Disconnect the ALVD switch harness from the toggle switch, located beside the manual battery cut-off switch.

8. Remove the fasteners and the clipping points from the harness, then remove the toggle switch. See [Fig. 3](#).



**Fig. 3, Location of the Toggle Switch**



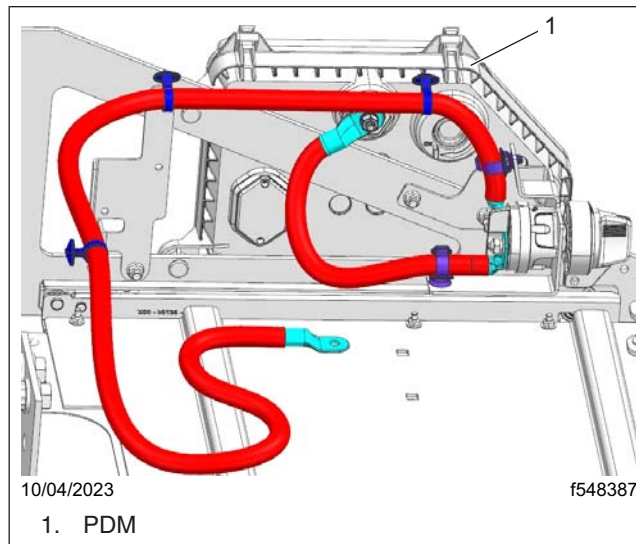
October 2023  
FL968A-B  
NHTSA #23V-209 (School Bus)

9. Remove the harness from the ground stud on the chassis rail. Install the fastener and tighten 37 lbf·ft (50 N·m). Apply varnish on the ground stud that is on the rail.
10. Is the vehicle equipped with a wheelchair lift?  
**YES** → Instead of the existing jumper cable (A66-19607-015), use the new one (A66-19607-012).  
**NO** → Use the existing jumper cable (A66-19607-015).
11. Install the jumper cable on the PDM using the original lock washer and fastener. Tighten the fastener 24 lbf·ft (33 N·m).

IMPORTANT: Battery cable installation should correspond with the illustrations shown in the drawing **D66-35173**.

NOTE: Grease all the ring terminal connections.

12. Connect the positive and negative battery cables to the batteries. See **Fig. 4**.

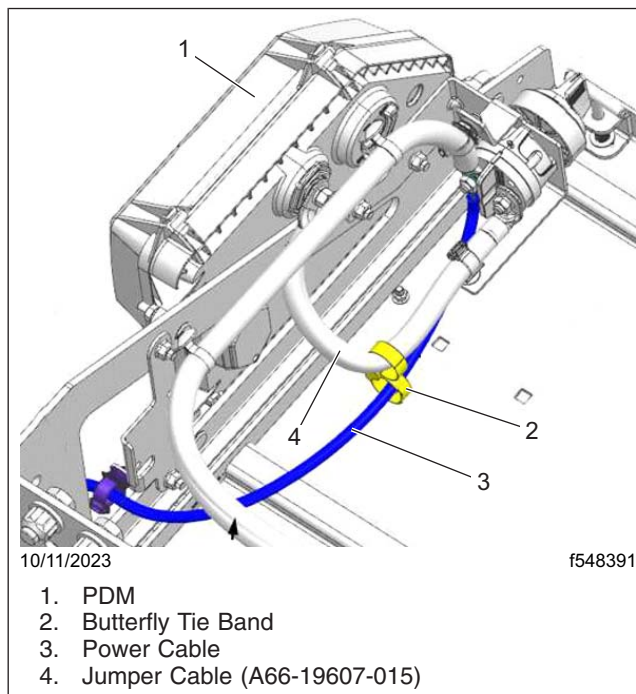


**Fig. 4, Location of the PDM**



October 2023  
FL968A-B  
NHTSA #23V-209

13. Use a butterfly tie band to secure the jumper cable (A66-19607-015) with the power cable connected to the chassis harness inside the battery box, as shown in **Fig. 5**.



**Fig. 5, Securing Jumper Cable with the Power Cable**

14. Turn on the manual battery disconnect switch.  
15. Verify the vehicle operation and ensure that no malfunction indicator lamps (MILs) are illuminated.