

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
Thomas Built Buses Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada
Detroit Diesel Distributors
Export Distributors

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 using the **WSC app on the DTNA Portal.**

REF #: ICI23-019

Effective: 05/24/2023

Release: 05/24/2023

SUBJECT: FL968 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall FL968~Automatic Low Voltage Disconnect Switch. The interim notices will be mailed on 05/24/2023. A copy follows for your reference.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry using the Warranty Support Center (WSC) app, located on the DTNA Portal.

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.

IMPORTANT SAFETY RECALL

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

May 2023

FL968A

Interim Recall Notice

NHTSA #23V209 (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.

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 validating the final repair and/or securing replacement parts. **There is no action for you to take at this time.**

A 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 repair 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 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.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure