

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
Direct Warranty Customers – U.S. and Canada

Daimler Truck North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

REF #: ICI23-026
Effective: 06/30/2023
Release: 06/30/2023

If you have questions about this Letter, please submit your inquiry on the Web using the **WSC Link on DTNAConnect**

SUBJECT: FL973 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL973~TBB C2 Interior Side Sheet Joint*. The interim notices will be mailed on 07/05/2023. A copy follows for your reference.

This notice is for your information only. There is no action for customers or dealers to take. If customers inquire, please refer them to the interim notice.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAPortal.

REF #: ICI23-026
En vigueur: 30/06/2023
Date de sortie: 30/06/2023

OBJET: FL973 – Avis de Rappel Provisoire

Cette lettre a pour but de vous informer qu'un avis de rappel provisoire est envoyé aux clients concernés pour le rappel FL973~ Joint de tôle latérale intérieure TBB C2. Les avis intermédiaires seront postés le 05/07/2023. Une copie suit pour votre référence.

Cet avis est pour votre information seulement. Les clients ou les revendeurs n'ont aucune action à entreprendre. Si les clients demandent, veuillez les renvoyer à l'avis provisoire.

Si vous avez des questions ou avez besoin de plus amples informations, contactez le service des campagnes de garantie en soumettant une demande via le lien WSC sur DTNAPortal.

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.

July 2023

FL973

NHTSA #23V-333 (School Buses)

Interim Notice

Subject: TBB C2 Interior Side Sheet Joint

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 certain model years 2021-2024 Thomas Built Buses Saf-T-Liner C2 school buses manufactured January 24, 2020, through April 18, 2023, fail to conform to the Federal Motor Vehicle Safety Standard No. 221, "School bus body joint strength."

On the affected vehicles, the rear interior joint formed by the D-panel overlapping the side-sheet at the last rafter may have been manufactured incorrectly, resulting in insufficient joint strength, increasing the risk of injury in 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 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

IMPORTANT SAFETY RECALL

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

July 2023

FL973

Transport Canada #2023-276 (School Buses)

Interim Notice

Subject: TBB C2 Interior Side Sheet Joint

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the Motor Vehicle Safety Regulations and that the non-compliance could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that certain model years 2021-2024 Thomas Built Buses Saf-T-Liner C2 school buses manufactured January 24, 2020, through April 18, 2023, fail to conform to the Canadian Motor Vehicle Safety Standard No. 221, "School bus body joint strength."

On the affected vehicles, the rear interior joint formed by the D-panel overlapping the side-sheet at the last rafter may have been manufactured incorrectly, resulting in insufficient joint strength, increasing the risk of injury in 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 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 you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Rappel de sécurité important

Le présent avis s'applique à votre (vos) véhicule (s), voir la liste des NIV ci-jointe.

Juillet 2023

FL973

Transports Canada #2023-276 (Autobus scolaires)

Avis provisoire

Objet: Joint de feuille latérale intérieure TBB C2

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d'être non conforme aux exigences du *Règlement sur la sécurité des véhicules automobiles* et que la non-conformité pourrait porter atteinte à la sécurité humaine.

Daimler Truck North America LLC (DTNA), au nom de sa filiale à part entière, Thomas Built Buses, a décidé que certains autobus scolaires des années de modèle 2021-2024 Thomas Built Buses Saf-T-Liner C2 fabriqués du 24 janvier 2020 au 18 avril 2023 ne sont pas conformes à la Norme de sécurité des véhicules automobiles du Canada no 221, « Résistance des joints de carrosserie des autobus scolaires ».

Sur les véhicules touchés, le joint intérieur arrière formé par le panneau en D chevauchant la feuille latérale du dernier chevron peut avoir été mal fabriqué, ce qui a entraîné une résistance insuffisante de l'articulation, ce qui augmente le risque de blessures lors d'une collision.

Il s'agit du premier de deux avis que vous recevrez à ce sujet. La présente vise à vous informer d'un rappel à venir pour corriger le problème susmentionné. Daimler Truck est en train de valider la réparation finale et de sécuriser les pièces de rechange. **Il n'y a aucune mesure à prendre pour le moment.**

Un deuxième avis vous informera de la disponibilité du **recours définitif et gratuit**. **Lorsque vous recevez le deuxième avis**, veuillez communiquer avec votre concessionnaire autorisé Daimler Truck North America pour planifier la réparation de votre véhicule.

Si vous n'êtes pas propriétaire du véhicule correspondant au (x) numéro (s) d'identification figurant sur l'avis de rappel, veuillez retourner l'avis à la garantie Campagnes Department avec tous les renseignements que vous pouvez fournir qui nous aideront à localiser le propriétaire actuel. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez cet avis au locataire dans les jours. Si vous êtes un fabricant subséquent, la loi fédérale exige que vous transmettiez cet avis à vos distributeurs et points de vente au détail dans un délai de cinq jours ouvrables.

Si vous avez des questions au sujet de ce rappel, veuillez communiquer avec le Service des campagnes de garantie au (800) 547-0712, de 7 h à 16 h, heure du Pacifique, du lundi au vendredi, à l'adresse courriel DTNA.Warranty.Campaigns@Daimlertruck.com. Pour toute autre question, vous pouvez communiquer avec le Centre d'assistance à la clientèle au (800) 385-4357. Si vous avez des préoccupations en matière de sécurité relativement à ce rappel, vous pouvez communiquer avec Transports Canada — Sécurité des véhicules automobiles au 80, rue Noël, Gatineau (Québec) J8Z 0A1 ou téléphoner au (800) 333-0510.

Nous regrettons tout inconvénient que cette mesure pourrait causer, mais nous sommes certains que vous comprenez notre intérêt pour la sécurité des véhicules automobiles.