

January 2024  
FL987 A-B  
NHTSA #23V-879  
NHTSA #23V-846 (School Bus)  
Transport Canada #2023-696  
(Revised January 2024)

## **Subject: High Voltage Junction Box Inverter Cable**

**Models Affected: Specific model years 2021-2025 Freightliner Custom Chassis (FCCC) MT50E chassis and Thomas Built Buses (TBB) Saf-T-Liner C2 Jouley electric school buses, manufactured December 11, 2019, through October 18, 2023.**

### **General Information**

**Revision:** Additional vehicles have been added to the population.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries Freightliner Custom Chassis Corporation (FCCC) and Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

On the affected vehicles, fasteners at the joint connecting the high voltage inverter cable to the associated junction box hardware may not have been secured properly, which could lead to loss of drive power without prior warning, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will repair the affected vehicles by inspecting and tightening the fasteners.

There are approximately 714 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**

No parts are required for this repair.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL987, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL.

### **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.

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## Labor Allowance

**Table 1** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL987 A-B	Torque Fasteners (Inverter Cable)	1.0	996-R224A	12-Repair Recall/Campaign

**Table 1**

**IMPORTANT (For FCCC vehicles only):**When the recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (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 group code (**FL987-A** or **FL987-B**).
- In the Primary Failed Part Number field, enter **25-FL987-000**.
- In the Parts field, no entry is necessary as no parts are required for this repair.
- 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 (0.4 hours for RVs).
- 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. For FCCC vehicles, 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.

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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.

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## Copy of Notice to Owners

### Subject: High Voltage Junction Box Inverter Cable

**For the Notice to U.S. Customers:** This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** 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 contain a defect that could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Freightliner Custom Chassis Corporation (FCCC) and Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists on specific model years 2021-2025 FCCC MT50E chassis and TBB Saf-T-Liner C2 Jouley electric school buses, manufactured December 11, 2019, through October 18, 2023.

On the affected vehicles, fasteners at the joint connecting the high voltage inverter cable to the associated junction box hardware may not have been secured properly, which could lead to loss of drive power without prior warning, increasing the risk of a crash.

A Daimler Truck North America authorized service facility will repair the affected vehicles by inspecting and tightening the fasteners. 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. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.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 the following URL: <https://dtna-dlrinfo.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 in the postage-paid envelope 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 the Notice to U.S. Customers:** If you are not able to have the defect remedied 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>. **For the Notice to Canadian Customers:** If you wish to submit a complaint about this recall, you can contact Transport Canada - Road Safety, 80 Rue Noel, Gatineau, Quebec J8Z 0A1, or call (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

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## **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.

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## Work Instructions

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## Repairing High-Voltage (HV) Cable Connections

**Revision:** Additional vehicles have been added to the population.

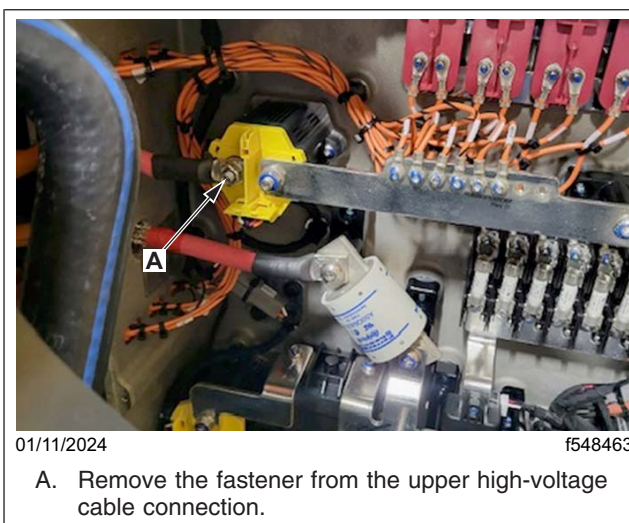
1. For FCCC vehicles only, inspect the base label (Form WAR259) for a campaign completion sticker for FL987 (Form WAR260). The base label is usually located on the front wall under the dash. If a sticker is present for FL987, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, place the vehicle in neutral, shut down the vehicle, and set the parking brake. Chock the tires.
3. Decommission the vehicle. For instructions, see **Section 08.04** of the applicable workshop manual.

### DANGER

**Ensure that the high voltage system is decommissioned before performing the following procedure. Failure to do so could cause severe personal injury or death, or damage to the electric system.**

NOTE: Wait at least five minutes before proceeding to the next step to allow the voltage to be bled off.

4. Repair the upper high-voltage (HV) cable connection.
  - 4.1 Remove the fastener from the upper HV cable connection (yellow device), located inside the high-voltage junction box (HVJB). See [Fig. 1](#).
  - 4.2 Apply Loctite® 243 (blue) to the fastener threads.
  - 4.3 Install the fastener on the upper HV cable connection, and tighten 89 lbf-in (1005 N-cm).



**Fig. 1, High-Voltage Junction Box (inside view)**

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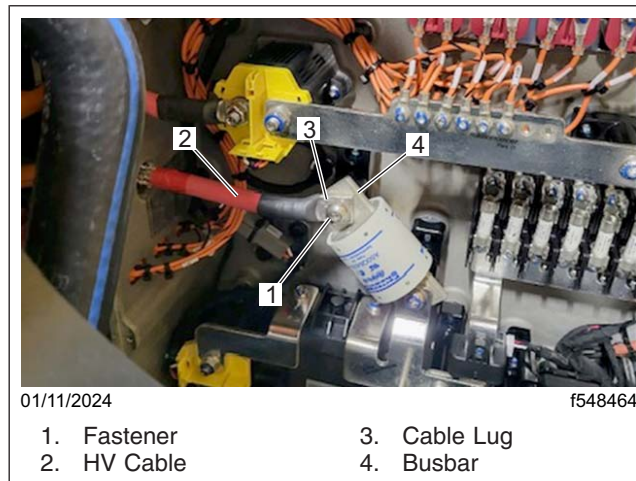
5. Repair the lower HV cable connection.

5.1 Remove the fastener from the lower HV cable connection. See [Fig. 2](#).

NOTE: Do not let any excess Loctite get on the cable lug or the busbar during the application process.

5.2 Apply Loctite 243 (blue) to the fastener threads.

5.3 Install the fastener on the lower HV cable connection, and tighten 31 lbf-ft (42 N·m).



**Fig. 2, Lower High-Voltage Cable Connection**

6. Commission the vehicle. For instructions, see **Section 08.04** of the applicable workshop manual.

7. Make sure no malfunction indicator lamps (MIL) are illuminated.

8. For FCCC vehicles only, clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL987 (Form WAR260), indicating this work has been completed.