

DAIMLER TRUCK

North America

Defect / Noncompliance Information Report

(Section 573.6)

FL968

Date of Submission: 03/28/2023 (amended 08/22/2023)

Manufacturer: Daimler Truck North America LLC
P.O. BOX 3849
Portland, Oregon 97208

Type of Report: **Safety Defect** **Non-Compliance**

Vehicle Information

Make	Model	Model Yr. Start	Model Yr. End	Prod. Begin Date	Prod. End Date
Thomas Built Bus	SAF-T-LINER C2 JOULEY	2021	2023	12/11/2019	10/12/2022

Descriptive Information:

All SAF-T-LINER C2 JOULEY busses built equipped with an automatic low voltage disconnect switch.

Basis for Determination of the Recall Population:

All SAF-T-LINER C2 JOULEY busses built equipped with an automatic low voltage disconnect switch.

Number potentially involved: 380

Estimated percentage of involved with defect: 5%

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Defect / Noncompliance Description

For this Defect/Noncompliance:

Describe the defect or noncompliance:

- A defect, which relates to motor vehicle safety, exists in certain Thomas Built Bus SAF-TLINER C2 JOULEY 2021-2023 vehicles

Describe the safety risk:

PROBLEM: A defect, which relates to motor vehicle safety, exists in certain Thomas Built Bus SAF-T-LINER C2 JOULEY 2023 vehicles. On the affected vehicles, a defect in the automatic low voltage disconnect switch could potentially cause the switch to fail open, resulting in a loss of power without warning. Although DTNA has no evidence that this defect has occurred on a vehicle in motion or otherwise in route, this failure could theoretically result. This may result in loss of propulsion with inability to restart, loss of lights, and loss of power steering, which can increase the risk of a crash.

Identify any warning which can precede or occur:

No warning exists prior to failure.

If applicable, identify the manufacture of the defective or noncompliant component.:

Proterra, Inc.

Involved Components

Component Name: DISC SW-AUTO,LOW,VOLT,EB2

Component Description: Automatic Low Voltage Disconnect Switch

Component Part Number: 06-96364-000 (DTNA) MXSL15BE (Supplier)

Component's country of origin: China

Business address: 1 Whitlee Ct. Greenville, SC 29607

Business Contact Information: Proterra, Inc.

First / Last Name: Kelly Irving

Position: Customer Quality Manager

Email: kirving@proterra.com

Phone: (864)641-6044

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Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision:

Friday, March 3, DTNA learned that our supplier (Proterra, Inc.) was investigating a potential defect with the automatic low voltage disconnect switch (Gigavac Switch) used on our SAF-TLINER C2 JOULEY. DTNA immediately began an investigation into this topic, speaking to Engineering and QA and beginning a detailed warranty analysis. At this time, DTNA knew of no vehicle shutdowns when in motion or otherwise in route. Monday, March 13, DTNA completed a warranty analysis, finding no reports from the field from a shutdown while the vehicle was in motion. On or about that same time, DTNA questioned the supplier about possible shutdowns while in motion and continued DTNA's own internal investigation into possible failures while in motion; nonetheless, at this time, there continued to be no known occurrences of such a failure effect. However, DTNA continued to analyze the possibility that such a shutdown was possible. On March 28, DTNA decided that there exists a theoretical possibility of such a shutdown in motion and, out of an abundance of caution given the circumstances, decided to recall. On May 25, DTNA amended the DIR to update the remedy, stating it is currently under validation. Subsequent to submitting this Defect Information Report, in June 2023, DTNA was informed of two reports of vehicles in the recall population that had experienced a shutdown. Upon review, there was no evidence of water intrusion into the automatic low voltage disconnect switch and DTNA began to investigate further. In mid-June, DTNA received notice from a District Service Manager of some vehicles having a separate issue, one of which may have had a shutdown; DTNA promptly began investigating. Within that investigation, DTNA found 10 warranty claims (of which two are for one vehicle) and 4 field reports (of which one is ambiguous), no reported injuries nor deaths.

Identify the Remedy

Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.

Daimler Truck is currently validating the repair. DTNA's remedy will resolve each of the defect conditions described in this Defect Information Report. 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.

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Identify the Recall Schedule

Describe the recall schedule for notifications.:

Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.

Planned Dealer Notification Begin Date: 5/26/2023

Planned Dealer Notification End Date: 5/26/2023

Planned Owner Notification Begin Date: 5/26/2023

Planned Owner Notification End Date: 5/26/2023

Does DTNA plan to file inconsequentiality petition? Yes No

Manufacturer's identification code for this recall (if applicable): FL-968

DTNA Representative;



Tiffani Torgeson

Manager, Compliance and Regulatory Affairs