

On or about September 22, 2023, TBB was notified, through a third party dealer, of an incident in a vehicle built in model year 2019, the rear emergency door inadvertently opened. The dealer shared with TBB a general inspection report prepared by the owner/operator of the subject vehicle that identified potentially loose or missing fasteners (with no inspection criteria) in an additional population of its vehicles. On September 26, 2023, TBB inspected the subject bus, and found three bolts missing and not present in the bus. On October 3, 2023, TBB was informed by the dealer of the inspection criteria used by the customer and that there were three buses that the customer believed had at least one missing fastener. TBB conducted an additional warranty review of its product and found warranty claims which appear to allege missing fasteners, but TBB is unable to verify the validity of these claims. Nevertheless on October 3, 2023, based on the dealer's statement that there were three busses with missing fasteners on a single customer, TBB decided to conduct a voluntary safety recall on certain vehicles built within the above-mentioned manufacturing date range, that were equipped with Emergency Door vandal lock latch. The summary of warranty claims, field or service reports, and other information is as follows: TBB searched warranty claims for the last ten years (January 1, 2013 and September 28, 2023) by primary failed part numbers for the latch mechanism assembly and found thirteen warranty claims and one field report with an injury (related to the bus involved in the subject incident) reported and no deaths reported. The population is subject to verification and may be amended based on TBB additional investigation. Subsequent to submitting its original report, TBB continued to review vehicle build and shipment data and identified a small number of affected vehicles that had been released to customers and were no longer in TBB's direct control. On October 12, 2023, DTNA continued to review build data and on October 12, 2023, DTNA TBB amended its report to update the population and to make clear the date on which TBB made the official decision to conduct a recall.

On November 13, 2023, DTNA amended its Defect Information Report to provide a description of the final remedy for this recall.