



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 29, 2024

Mr. Sam Geser  
CRA Manager  
Daimler Trucks North America, LLC  
4747 N Channel Ave  
Portland, OR 97217

NEF-107ES  
24V-555

**Subject:** Emergency Exit Label Print Too Small/FMVSS 217

Dear Mr. Geser:

This letter serves to acknowledge Daimler Trucks North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

THOMAS BUILT BUSES/MINOTOUR DRW/2019-2022  
THOMAS BUILT BUSES/MINOTOUR SRW/2020-2022  
THOMAS BUILT BUSES/SAF-T-LINER C2/2019-2022  
THOMAS BUILT BUSES/SAF-T-LINER C2 JOULEY/2020-2022  
THOMAS BUILT BUSES/SAF-T-LINER EFX/2019-2022  
THOMAS BUILT BUSES/SAF-T-LINER HDX/2019-2022

**Mfr's Report Date:** July 24, 2024

**NHTSA Campaign Number:** 24V-555

**Components:**

EQUIPMENT:OTHER:LABELS

**Potential Number of Units Affected:** 27,494

**Problem Description:**

Daimler Trucks North America, LLC (DTNA) is recalling certain Thomas Built Buses 2019-2022 Saf-T-Liner C2, Saf-T-Liner EFX, Saf-T-Liner HDX, Minotour DRW, 2020-2022 Saf-T-Liner C2 Jouley, and Minotour SRW school buses. The Emergency Exit Label lettering is too small and may be difficult to read. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 217, "Bus Emergency Exits and Window Retention and Release."

**Consequence:**

Emergency exit labels that are difficult to read can prevent or delay the use of the emergency exit, increasing the risk of injury.

**Remedy:**

The remedy is currently under development. Owner notification letters are expected to be mailed September 22, 2024. Owners may contact DTNA customer service at 1-800-547-0712. DTNA's number for this recall is FL918.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Daimler Trucks North America, LLC's contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement