

August 2024
F1004 A
NHTSA School Bus #24V-478
Transport Canada School Bus #2024-366

Subject: Emergency Window and Hatch

Models Affected: Specific model years 2023-2025 Thomas Built Buses Saf-T-Liner C2, and Saf-T-Liner C2 Jouley buses, manufactured October 25, 2022, through May 29, 2024.

General Information

Daimler Truck North America LLC, on behalf of its wholly owned subsidiary 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, due to a software issue the audible emergency warning alarm sounds may not activate when the emergency window or hatch are open. An inaudible alarm that fails to warn the driver that the vehicle's emergency exit features are open, increases the risk of injury to vehicle occupants in the event of a crash.

A Daimler Truck North America authorized service facility will update the software parameters.

There are approximately 250 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 required for this repair.

Table 1 - Replacement Parts for F1004

25-F1004-000

Campaign Number	Part Description	Part Number	Qty.
F1004 A	BLANK COMPLETION STICKER	WAR260	1 ea

Table 1

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 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
F1004 A	Parameter Update	0.3	996-R240A	12-Repair Recall/Campaign

Table 2

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 (e.g. **F1004-A**).
- In the Primary Failed Part field, enter **25-F1004-000**.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours for all vehicles.
 - 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.
 - 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 questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at DTNACconnect.com / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

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

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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: Emergency Window and Hatch

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 subsidiary, Thomas Built Buses (TBB), has decided that a defect, which relates to motor vehicle safety, exists in certain model years 2023-2025 Freightliner TBB Saf-T Liner C2, and Saf-T Liner C2 Jouley buses, manufactured October 25, 2022, through May 29, 2024.

On the affected vehicles, due to a software issue the audible emergency warning alarm sounds may not activate when the emergency window or hatch are open. An inaudible alarm that fails to warn the driver that the vehicle's emergency exit features are open, increases the risk of injury to vehicle occupants in the event of a crash.

A Daimler Truck North America authorized service facility will update the software parameters. 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/>. 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 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 ten 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. **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 to <http://www.safercar.gov>. **For the Notice to Canadian Customers:** 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

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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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Programming the Bulkhead Module (BHM)

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle, located under the dash.
3. Connect the other end of the RP1210B-compliant vehicle diagnostic adaptor to the laptop.
4. Open DiagnosticLink®.

IMPORTANT: Make sure that DiagnosticLink is updated to the latest version (8.20 at the time of publication, or newer) before programming the vehicle.

5. Turn the ignition key to the ON position.
6. Make sure the 'J1939' databus communicates with DiagnosticLink, and is visible in the 'Connections' panel at the bottom-left of the screen. See [Fig. 1](#).

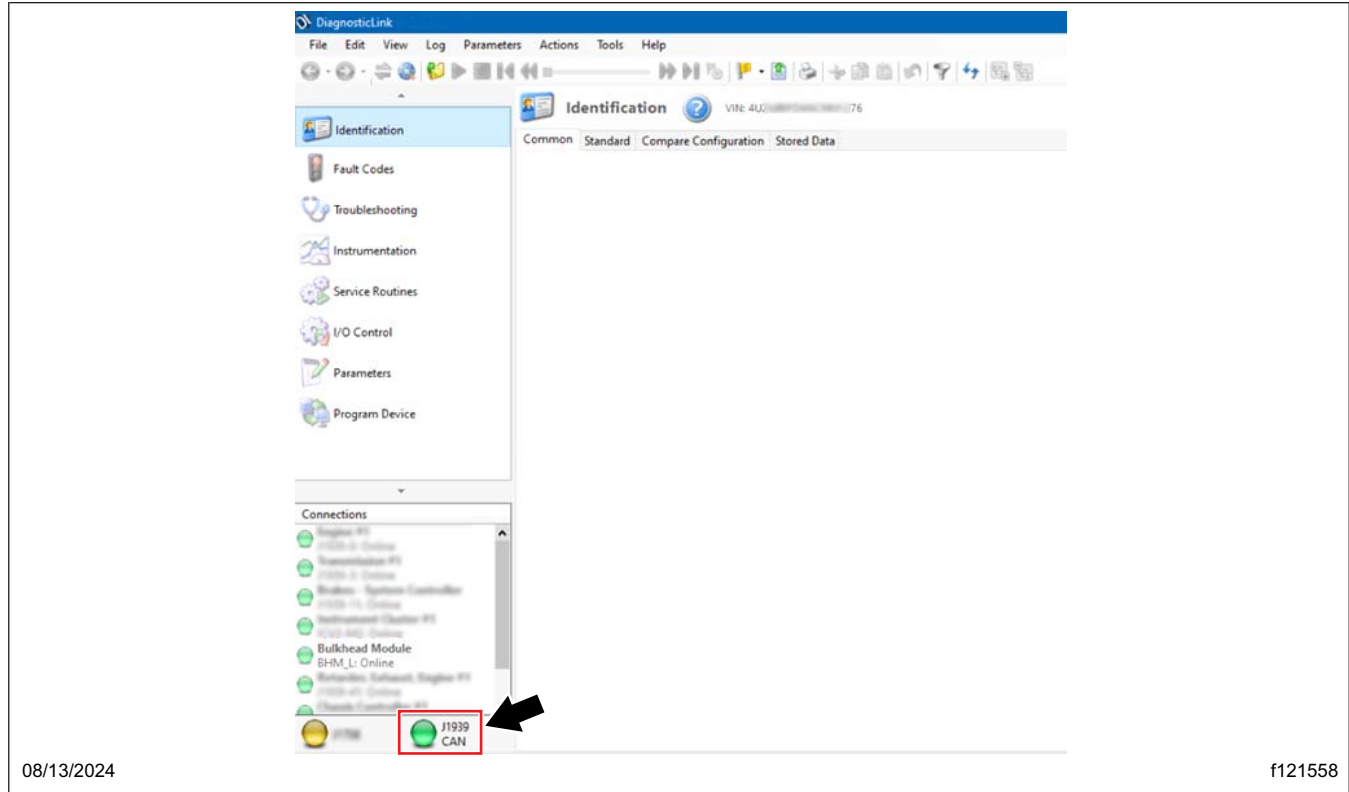


Fig. 1, J1939 Online

7. Go to the 'Program Device' tab.

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8. Under the 'Gather server data' tab, make sure the radio button against the vehicle identification number (VIN) is selected. Select 'Next.' See [Fig. 2](#).

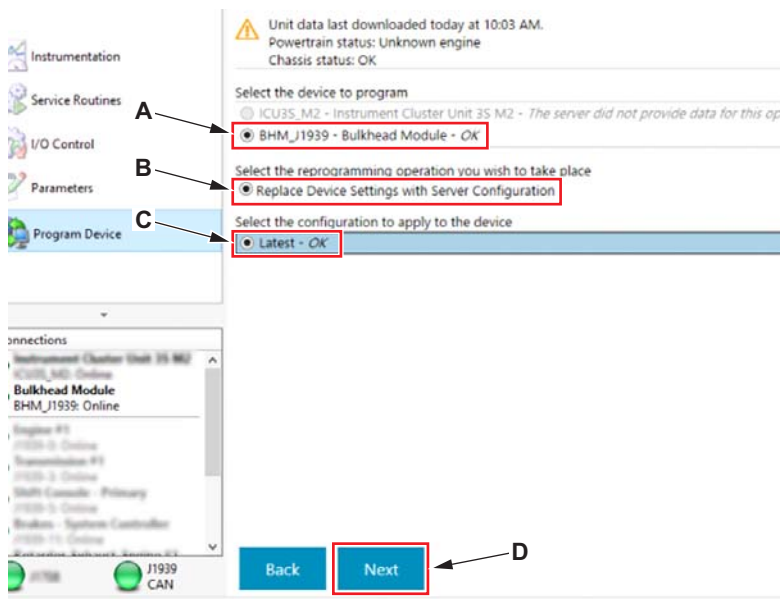
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A. Go to the 'Program Device' tab.
B. Make sure the radio button against the VIN is selected.

Fig. 2, Gathering the Server Data

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9. Under the 'Select operation' tab, select 'BHM_J1939' as the device to program. See [Fig. 3](#).
10. Make sure the reprogramming operation is selected as 'Replace Device Settings with Server Configuration,' and the configuration to apply to the device is 'Latest - OK.' Select 'Next.' See [Fig. 3](#).



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- A. Select 'BHM_J1939' as the device to program.
- B. Select 'Replace Device Settings with Server Configuration' as the reprogramming operation.
- C. Select 'Latest - OK' as the configuration to apply to the device.
- D. Select 'Next.'

Fig. 3, Selecting the Operation for Programming

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11. Review the information shown on the screen, and select 'Start' to begin the programming. See [Fig. 4](#).

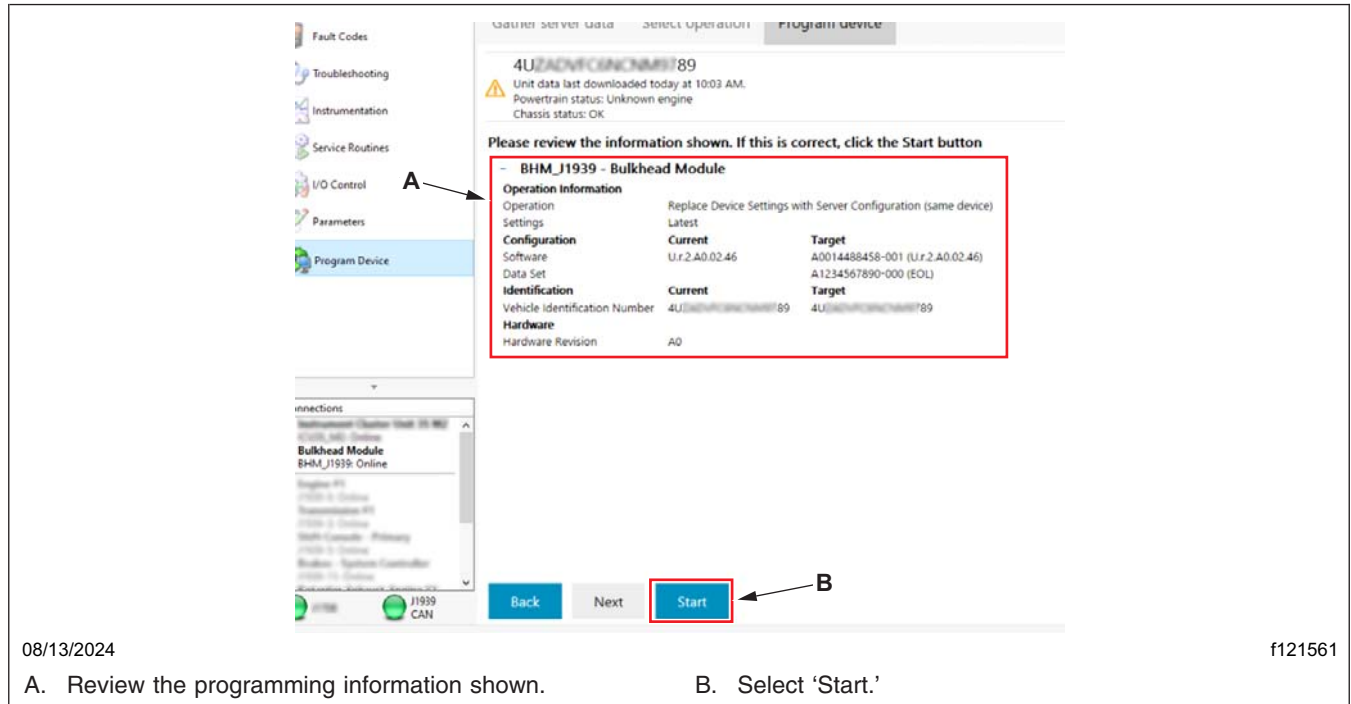


Fig. 4, Starting to Program the BHM

12. Once the programming is successfully completed, the progress bar on the right-hand side of the window turns green. Select 'Finish.' See [Fig. 5](#).

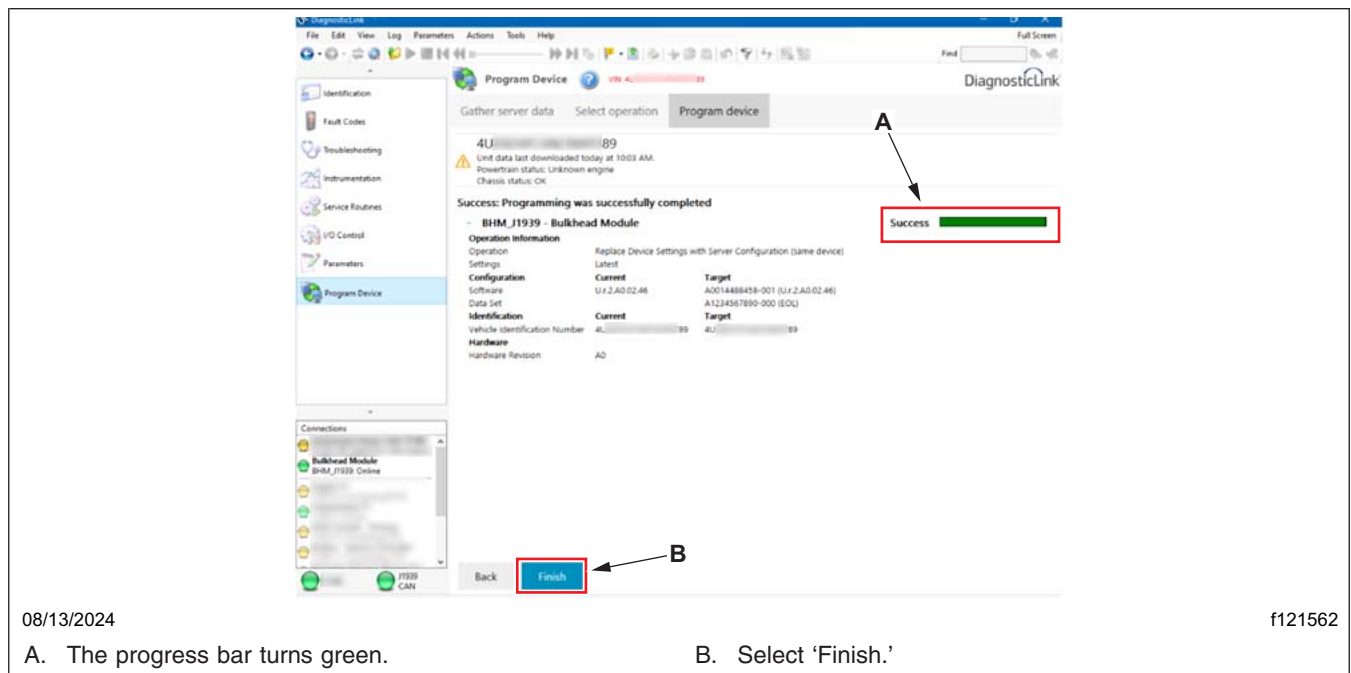


Fig. 5, Programming Successfully Completed

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13. Disconnect the vehicle from DiagnosticLink.
14. With the keyswitch in the ON position, activate the stop features.
15. Verify the emergency window and hatch buzzer operation.