

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN list.

February 2026

F1028

NHTSA # 25V-849 (School Bus)

Subject: Wheelchair Restraint

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Thomas Built Buses, has decided that a defect, which relates to motor vehicle safety, exists in certain 2025-2027 Thomas Built Bus Saf-T-Liner C2 Jouley, Saf-T-Liner C2, Saf-T-Liner EFX and HDX, and Minotour DRW buses manufactured June 13, 2024, through November 24, 2025 vehicles. See below for additional details:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Thomas Built Buses	SAF-T-LINER C2 JOULEY	2026	2026	April 21, 2025	April 21, 2025
Thomas Built Buses	SAF-T-LINER C2	2026	2027	November 04, 2024	November 24, 2025
Thomas Built Buses	SAF-T-LINER EFX	2025	2025	September 24, 2024	September 24, 2024
Thomas Built Buses	SAF-T-LINER HDX	2026	2026	December 03, 2024	December 09, 2024
Thomas Built Buses	MINOTOURL DRW	2025	2027	June 13, 2024	November 03, 2025

The wheelchair retractors installed in the above vehicles may not lock. If the retractor does not lock and does not properly secure the wheelchair, there is an increased risk of injury to the wheelchair occupant.

A Daimler Truck North America authorized service facility will inspect and replace any affected retractors. 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 and to ensure that parts are available.

To locate an authorized dealer, go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

You may also confirm your vehicle's involvement in this Recall at the following URL:
<https://dtna-dlinfo.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.

To locate an authorized dealer, go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

You may also confirm your vehicle's involvement in this recall at this URL:
<https://dtna-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address: dtna-war-campaigns@daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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.