

F1030 A-D

Creation Date: April 2026

Revised Date: April 2026

NHTSA #26V-087

NHTSA School Bus #26V-086

Transport Canada #2026-066

Subject: Heater Hose Clamps

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Thomas Built Buses	Saf-T-Liner EFX	2023	2026	August 29, 2022	December 14, 2024
Thomas Built Buses	Saf-T-Liner HDX	2023	2026	August 29, 2022	December 13, 2024

General Information

REVISION: SRT 996-R262C - CLAMPS, HEATER HOSE, INSPECT AND REPLACE ALL CLAMPS AND HOSES (F1030) has been increased from eight hours to twelve hours.

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA) has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

- Wholly owned subsidiary Thomas Built Buses.

PROBLEM: One or more heater hose clamps in the bus body may not have been installed in accordance with the required manufacturing procedures. If a heater hose clamp is not properly installed and tightened, the heater hose could disconnect from the joint, resulting in a sudden release of hot heating coolant into the vehicle's occupant compartment and increasing the risk of injury to nearby occupants.

SOLUTION: The heater hose clamps will be inspected and repaired or replaced as needed.

There are approximately 2,910 vehicles involved.

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.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

Work Instructions

Replacement Parts

Replacement parts are now available and can be obtained by ordering the part number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign number F1030, a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this recall.

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Group	Part Description	Part Number	Qty.
A ~ D	CLAMP 13/16 1 - 1/2	BRZ 62016H C	As needed per Clamp

Table 1, Replacement Parts for F1030 A-D

Removed Parts

- For U.S. and Canadian Dealers, use the part disposition in OWL to determine how to manage removed parts (scrap). Dispositions are available at the date of the repair.
- For Export Dealers, destroy removed parts unless otherwise advised.

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.

Claim Reimbursement — Labor Allowance

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed.

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.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP, component code, cause, corrective action and SRT code.

Claim Type	Recall Campaign
Campaign	F1030 A - D
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-F1030–000

Table 2, Claim Reimbursement Table

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Gro-ups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A - D	CLAMPS, HEATER HOSE, INSPECTION ONLY, (F1030)	1.0	996-R262A	12-Repair Recall/ Campaign
A - D	CLAMPS, HEATER HOSE, INSPECT AND REPLACE ALL CLAMPS, (F1030)	1.0	996-R262B	12-Repair Recall/ Campaign
A - D	CLAMPS, HEATER HOSE, INSPECT AND REPLACE ALL CLAMPS AND HOSES (F1030)	12.0	996-R262C	12-Repair Recall/ Campaign

Table 3, Labor Allowance for F1030 A - D

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (F1030-A, F1030-B, etc.).
- In the Primary Failed Part field, enter 25-F1030-000.
- In the Parts section, enter the part number(s) as shown in the Replacement Parts Table.
- 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.
 - Include the approved amount on your OWL claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a ‘based on claim’ for the pre-approval.
 - The Dealer is required to 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.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal.com/PNA, 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.

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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 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: Heater Hose Clamps

For Notice to U.S. Customers: This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. **For Notice to Canadian Customers:** This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 to 2026 Thomas Built Buses Saf-T-Liner EFX and HDX buses. See below for additional details:

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Thomas Built Buses	Saf-T-Liner EFX	2023	2026	August 29, 2022	December 14, 2024
Thomas Built Buses	Saf-T-Liner HDX	2023	2026	August 29, 2022	December 13, 2024

One or more heater hose clamps in the bus body may not have been installed in accordance with the required manufacturing procedures. If the heater hose clamp is not properly installed and tightened, it could disconnect from the joint and suddenly release hot heating coolant into the occupant compartment of the vehicle, increasing the risk of injury to occupants in the vicinity

A Daimler Truck North America authorized service facility will inspect the heater hose clamps and repair or replace them as needed. The Recall will take approximately one to eight hours 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 at the dealership. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us>. 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 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 10 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. **For Notice to US Customers:** If you have paid to have this recall service 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 Campaign, 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-War-Campaigns@Daimler-truck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. **For Notice to US Customers:** 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

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(TTY: 800-424-9153); or go to <http://www.nhtsa.gov>. **For 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 Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

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Inspection and Replacement of the Heater Hose Clamps

REVISION: SRT 996-R262C - CLAMPS, HEATER HOSE, INSPECT AND REPLACE ALL CLAMPS AND HOSES (F1030) has been increased from eight hours to twelve hours.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Locate the heater hoses on the interior of the bus and remove the protective cover.
3. Inspect the clamps and hoses at all heater-hose connections.
 - 3.1 Verify that each clamp is tightened 60 lbf·in (678 N·cm).
 - 3.2 Inspect each clamp at its installation location and confirm the correct positioning on the hose fitting. See [Fig. 1](#).

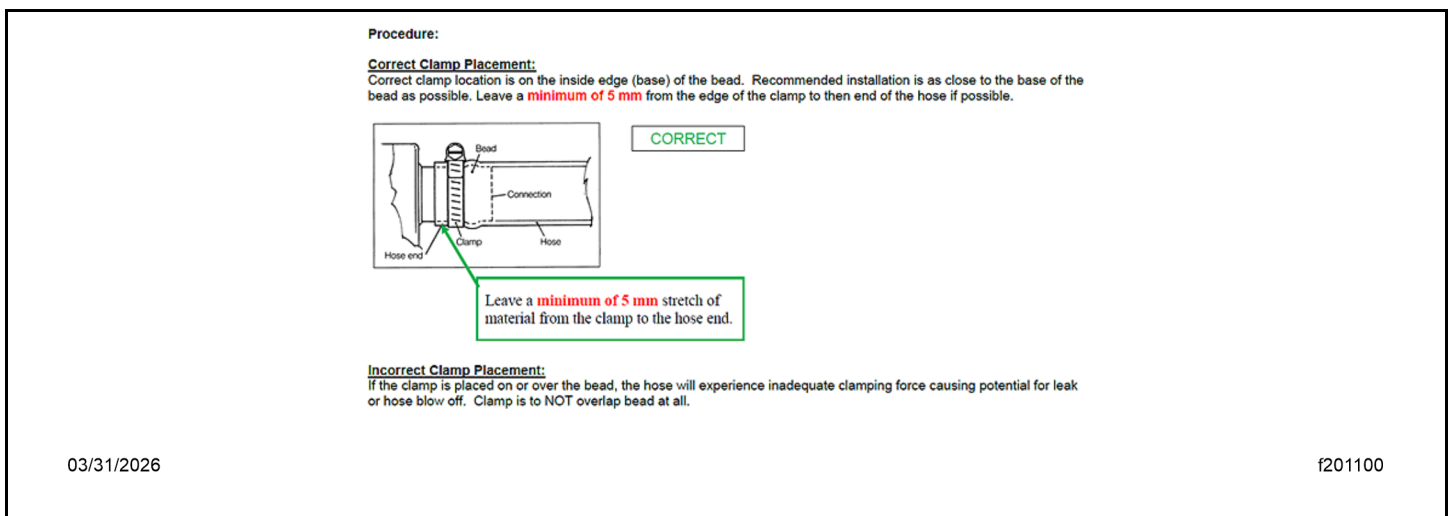


Fig 1, Clamp Placement

NOTE: If a clamp is damaged or loose, replace the clamp. Tighten the new clamp 60 lbf·in (678 N·cm).

- 3.3 Inspect the heater hoses at all connection points for the following:

- Hoses are cut cleanly and square to the tube, stem, or fitting.
- Hoses do not extend past the clamp band.
- Hoses show no damage from previous installations.

NOTE: To verify proper hose and clamp installation, pull the hose axially at the connection to confirm adequate clamping.

4. If any hose shows signs of damage, remove the hose and install a new hose.
5. If any hoses or clamps are replaced, start the engine and turn on the dashboard heat and body heat systems until warm. Verify that no leaks are present.
6. Install the protective cover on the heater hoses.