

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

If you have questions
about this Letter, please
submit your inquiry on the
Web using the [WSC Link](#)
on DTNACconnect

REF #: ICI18-033

Effective: 11/08/2018

Release: 11/08/2018

SUBJECT: TBB FL797 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for upcoming recall *FL797 ~ TBB Minotour Emergency Doors*. The interim notices will be mailed by 11/16/2018. A copy follows for your reference.

This notice is for your information only. There is no action for customers or dealers to take at this time. If customers inquire, please refer them to the interim notice and let them know the recall will begin when all preparations are complete.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNACconnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

Daimler Trucks North America LLC

Daimler Trucks North America LLC
Thomas Built Buses, Inc.
1408 Courtesy Road
High Point, NC 27260
336.889.4871 Phone

November 2018
FL797
Interim Recall Notice
NHTSA #18V-698

IMPORTANT SAFETY RECALL

See enclosed VIN list

Subject: TBB Minotour Emergency Doors

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

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists specific Thomas Built Buses Minotour model buses manufactured March 14, 2014, through June 28, 2018.

On certain buses, the rear door may not open wide enough to meet the unobstructed emergency egress area requirements of FMVSS 217 – Bus Emergency Exits and Window Retention and Release. If a rear door does not open wide enough, it will not meet the requirements of the standard. If the emergency exit door does not open wide enough, it may limit the ability to exit the bus, increasing the risk of injury in the event of an emergency.

The rear door slide systems will be modified to increase the opening angle of the doors.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall. Thomas Built Buses is currently validating the repair and securing parts and will notify you when the repair is available. **When you receive the second notice**, please contact your authorized Thomas dealer to schedule the recall for your vehicle. You may continue to operate your vehicle in the interim.

If you have any questions about this recall, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. 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) 3274236 (TTY: (800) 424-9153); or to <http://www.safercar.gov>.

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

THOMAS BUILT BUSES WARRANTY DEPARTMENT
Enclosure