

F1025A

Creation Date: March 2025

Subject: DTNA ZEP Label

Models Affected					
Make	Model	Model Year Start	Model Year End	Production Start Date	Production End Date
Thomas Built Buses	Saf-T-Liner C2 Jouley	2026	2026	December 18, 2024	August 19, 2025

General Information

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

- Wholly owned subsidiary Thomas Built Buses

PROBLEM: On the affected vehicles, the DTNA ZEP label contains an incorrect statement regarding compliance to US regulations and must read that it conforms with California Zero Emission (ZEP) powertrain certification standards.

SOLUTION: A DTNA authorized service facility will replace the incorrect label with the correct ZEP label.

There are approximately 414 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

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Parts

Replacement parts are now available and can be obtained by ordering the label listed below from your FCCC Customer Service Center at 1-800-206-3519. The label(s) will be shipped using next business day shipping.

If our records show your dealership has ordered any vehicle(s) involved in campaign number F1025, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this Campaign.

F1025A

Creation Date: March 2025

IMPORTANT – After Repair is Complete*

Attach a red completion sticker (WAR260) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

* TBB is exempt from the completion sticker process

Table 1 – Replacement Parts for F1025-A

Group	Part Type	Part Description	Part Number	Qty
A	Other	DTNA ZEP Label	24-02006-000	1 ea

Removed Parts

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

Claim Reimbursement – Labor Allowance

IMPORTANT: OWL must be viewed prior to performing the campaign to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

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, replacement parts, cause, corrective action and SRT code.

Table 2 – Claim Reimbursement Table

Claim Type	Recall Campaign
Campaign	F1025-A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-F1025-000

Table 3 – Labor Allowance for F1025-A

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	Replace DTNA ZEP Label	0.3	996-R260A	12-Repair Recall/Campaign

F1025A

Creation Date: March 2025

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (F1025-A).
- In the Primary Failed Part field, enter 25-F1025-000.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will auto-populate if applicable using SRT 939-6010A for 0.3 hours.
- 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 campaign to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via the Warranty Support Center at DTNAPortal.com/PNA if you have any questions. Export distributors, submit a PNA case 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 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.

F1025A

Creation Date: March 2025

Copy of Notice to Owners

Subject: DTNA ZEP Label

If you reside in the State of California, a Proof of Correction form will be provided to you by the service facility upon completion of the repair. Please retain it as it may be requested by the Department of Motor Vehicles (DMV) in order to register your vehicle. **Please understand that the California DMV will reject vehicle registration renewals if this emission related campaign has not been completed.**

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect, which relates to motor vehicle emissions, exists in certain model year 2026 SAF-T-LINER C2 JOULEY vehicles manufactured December 18, 2024 to August 19, 2025.

See below for additional details on vehicle applicability:

Make	Model	Model Year Start	Model Year End	Production Start Date	Production End Date
Thomas Built Buses	Saf-T-Liner C2 Jouley	2026	2026	December 18, 2024	August 19, 2025

On the affected vehicles, the DTNA ZEP label contains an incorrect statement regarding compliance to US regulations and must read that it conforms with California zero emission powertrain certification standards.

A DTNA authorized service facility will replace the incorrect label with correct ZEP label. The Campaign will take approximately one-half hour and will be **performed free of charge**. **IMPORTANT:** Advance arrangements are required for this Campaign in order to ensure the label is available for your vehicle at the dealership.

Please contact an authorized DTNA dealer to arrange to have the Repair 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 campaign 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 Campaign 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 Campaign 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 campaign 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 Campaign, 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

F1025A

Creation Date: March 2025

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.

F1025A

Creation Date: March 2025

Work Instructions

Subject: DTNA ZEP Label

Models Affected					
Make	Model	Model Year Start	Model Year End	Production Start Date	Production End Date
Thomas Built Buses	Saf-T-Liner C2 Jouley	2026	2026	December 18, 2024	August 19, 2025

Replacement of the DTNA ZEP Label

IMPORTANT: Please handle new label with care. Any defacing, intentional or unintentional, will render the label non-compliant and require a new label.

NOTE: Prior to starting work, contact FCCC Call Center at 1-800-206-3519 to have the new label shipped via next business day delivery to the dealership location.

1. Park the vehicle on a level surface, place the vehicle in neutral, shut down the vehicle, and set the parking brake. Chock the tires.

F1025A

Creation Date: March 2025

2. Locate the DTNA ZEP label located on the radiator fan shroud. See Fig. 1.

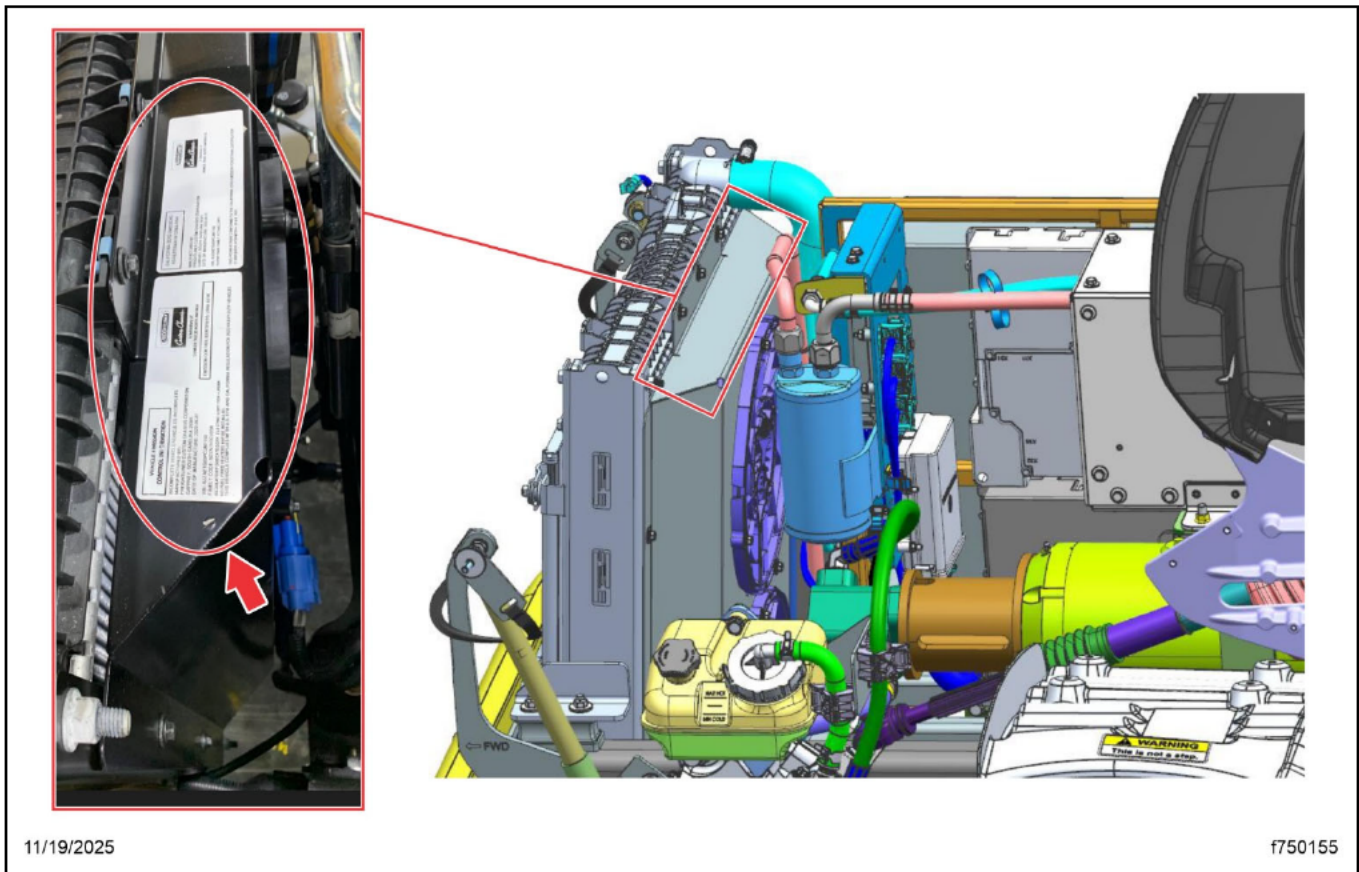


Fig. 1, DTNA ZEP Label on the Radiator Fan Shroud

3. Remove the existing DTNA ZEP label making sure not to leave any adhesive residue. Retain the removed label for the next steps.
4. If required, clean the surface with isopropyl alcohol to remove any excess adhesive. Be careful not to cause any damage to the painted surfaces.

IMPORTANT: The Certified Emission Label Check Sheet (CELCS) is required for claim to be accepted and must be filled out prior to claim submission.

5. Print a copy of the CELCS, fill in all the required information, and attach the removed label to the CELCS. Attach a copy of the CELCS to the campaign claim.
6. Apply the new sticker in the same location where the old sticker was located.

F1025A

Creation Date: March 2025

Certified Emission Label Check Sheet Daimler Truck

North America

I _____, an employee of _____

hereby certify the following:

I certify that the Emission Label has been removed and replaced with a new Certified Emission Label for this serial number.

VIN: _____

ESN: _____

	Qty	check '✓' box
Remove Emission Label	1	<input type="checkbox"/>
Apply New Certified Emission Label	1	<input type="checkbox"/>

Signature

Print Name



The dealer may make as many copies of this form as necessary

Attach image verification of the form and the removed label to the claim in OWL