

December 2023
FL982A-D
NHTSA #23V-669 (School Bus)
NHTSA #23V-670 (Non-School Bus)
Transport Canada #2023-539 (Non-School Bus)
Transport Canada #2023-540 (School Bus)

Subject: Thomas Built Bus Emergency Exit Door Latch

Models Affected: Specific model years 2019-2024 Thomas Built Buses SAF-T-LINER C2 and SAF-T-LINER Jouley school buses manufactured January 2, 2018, through December 15, 2023.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

On the affected vehicles, the fasteners for the emergency exit door may loosen and detach from the latch mechanism, which can allow the emergency exit door to open unexpectedly. An emergency exit door opening unexpectedly can increase the risk of an injury.

A Daimler Truck North America authorized service facility will inspect the functionality and stability of the rear door latch mechanism and tighten the bolts that attach the door latch as needed. The Recall will take approximately one-half hour and will be performed free of charge.

There are approximately 22,749 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.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL982A-D	Inspect and torque door latch fastener	0.1	996-R219A	06-Inspect

Table 1

December 2023

FL982A-D

NHTSA #23V-669 (School Bus)

NHTSA #23V-670 (Non-School Bus)

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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 condition code (**FL982-A**).
- In the Primary Failed Part Number field, enter **25-FL982-000**.
- 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 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.
 - 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. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, if you need additional information, contact the Warranty Campaigns Department using the WSC (Warranty Support Center) app on the DTNA Portal. Export distributors, submit a WSC ticket 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.

December 2023
FL982A-D
Transport Canada #2023-539 (Non-School Bus)
Transport Canada #2023-540 (School Bus)

Copy of Notice to Owners

Subject: Thomas Built Bus Emergency Exit Door Latch

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, has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2024 Thomas Built Buses SAF-T-LINER C2 school buses manufactured between January 2, 2018, and December 15, 2023.

On the affected vehicles, the fasteners for the emergency exit door may loosen and detach from the latch mechanism, which can allow the emergency exit door to open unexpectedly. An emergency exit door opening unexpectedly can increase the risk of an injury.

A Daimler Truck North America authorized service facility will inspect the functionality and stability of the rear door latch mechanism and tighten the bolts that attach the door latch as needed. The Recall will take approximately one-half hour and will be performed free of charge.

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 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 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.

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 other concerns, you may contact the Customer Assistance Center at (800) 385-4357. 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

December 2023
FL982A-D
NHTSA #23V-669 (School Bus)
NHTSA #23V-670 (Non-School Bus)

Copy of Notice to Owners

Subject: Thomas Built Bus Emergency Exit Door Latch

This notice is sent to you in accordance with the National Traffic and 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 2019-2024 Thomas Built Buses SAF-T-LINER C2 school buses manufactured between January 2, 2018, and September 26, 2023, and 2020-2024 Thomas Built Buses SAF-T-Liner Jouley school buses manufactured between October 31, 2019, and August 30, 2023.

On the affected vehicles, the fasteners for the emergency exit door may loosen and detach from the latch mechanism, which can allow the emergency exit door to open unexpectedly. An emergency exit door opening unexpectedly can increase the risk of an injury.

A Daimler Truck North America authorized service facility will inspect the functionality and stability of the rear door latch mechanism and tighten the bolts that attach the door latch as needed. The Recall will take approximately one-half hour and will be performed free of charge.

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 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 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. 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 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

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FL982A-D
NHTSA #23V-669 (School Bus)
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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.

December 2023
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Work Instructions

Subject: Thomas Built Bus Emergency Exit Door Latch

Models Affected: Specific model years 2019-2024 Thomas Built Buses SAF-T-LINER C2 and SAF-T-LINER Jouley school buses manufactured January 2, 2018, through December 15, 2023.

Inspection of Emergency Door Latch Fastener Securement

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Turn the main power disconnect switch (MPDS) to the OFF position.

NOTE: The MPDS is located in the battery box compartment.

3. Disconnect the negative terminals on the batteries.
4. Locate the emergency exit door latch with a specific vandallock as shown in [Fig. 1](#).

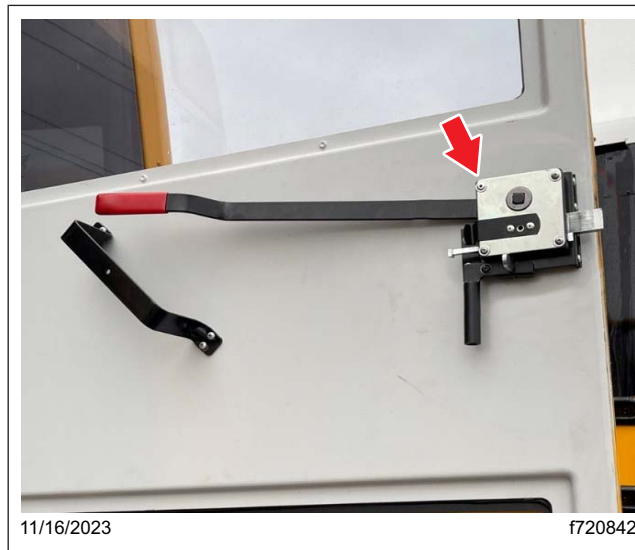


Fig. 1, Location of the Vandalock Door Latch

December 2023
FL982A-D
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NHTSA #23V-670 (Non-School Bus)
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5. Inspect the vandallock door latch mechanism for any loose or missing parts.
6. The door latch mechanisms have three 10-24 x 3/8-inch attachment bolts as shown in **Fig. 2**, fastened with Keps nuts as shown in **Fig. 3**.

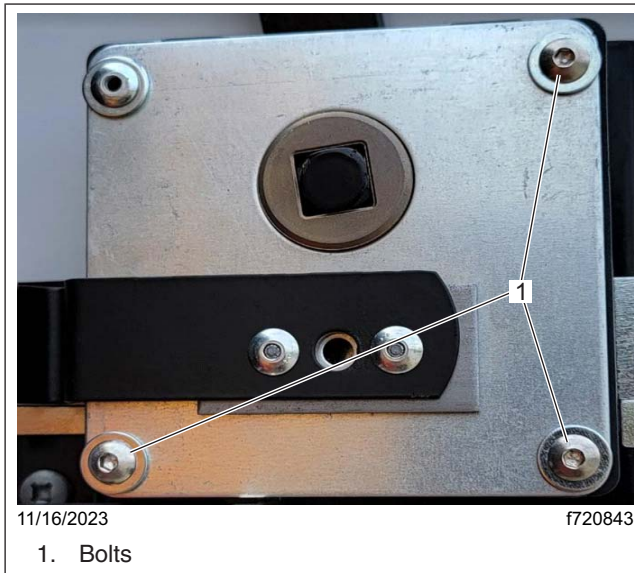


Fig. 2, Location of the Bolts

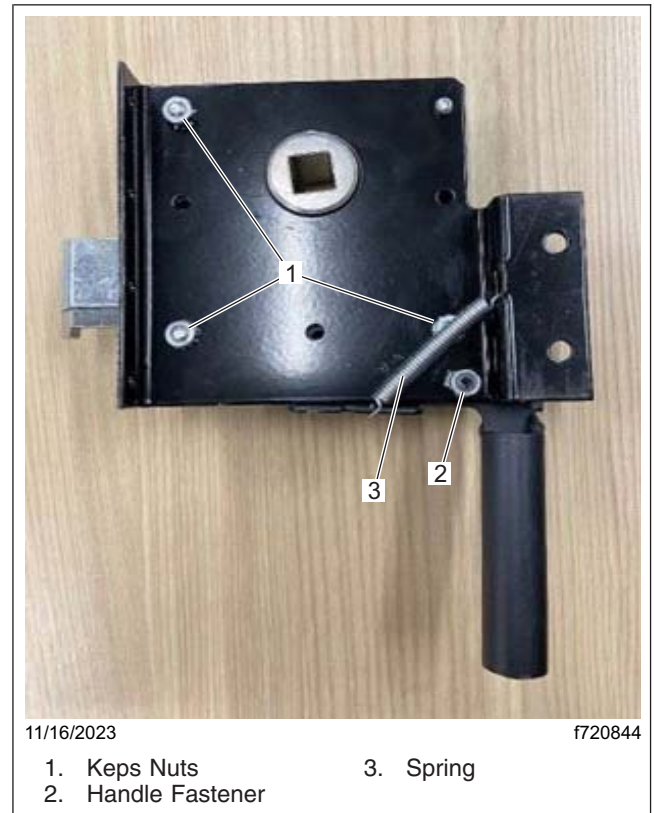


Fig. 3, Location of the Fasteners and Spring

December 2023

FL982A-D

NHTSA #23V-669 (School Bus)

NHTSA #23V-670 (Non-School Bus)

Transport Canada #2023-539 (Non-School Bus)

Transport Canada #2023-540 (School Bus)

7. Use an 1/8-inch Allen/hex head socket with an inch pound torque wrench to insert the Allen head to the head of the Allen bolt, and place a 3/8-inch box end wrench on the Keps nut, on the back side of the latch, to hold the nut stationary.
8. Tighten each fastener assembly 25 lbf-in (282 N-cm).
9. Once the mechanism bolts are tightened, inspect the operation of vandallock assembly to ensure it has not been disturbed.
10. Release the vandallock latch mechanism. Then, slide the locking mechanism to ensure that it moves smoothly. See [Fig. 4](#).



Fig. 4, Vandalock Latch

11. Release the handle to latch the lock again, and inspect whether the handle returns to the original position on its own under the spring force.

Does the handle return on its own with the spring force?

YES → No further action is needed. Go to step 12.

NO → The handle fastener may need to be adjusted, or the spring needs to be put back in place, if it was detached during the bolt tightening. See [Fig. 3](#).

12. If so equipped, repeat the procedure on each additional emergency exit door.
13. Connect the negative terminals to the battery.
14. Turn the MPDS to ON position.