

January 2024
FL986A
NHTSA #23V-843
Transport Canada #2023-660

Subject: Rear Bulkhead Joint

Models Affected: Specific model years 2024-2025 Thomas Built Buses (TBB) Saf-T-Liner C2 and Saf-T-Liner C2 Jouley school buses manufactured from September 1, 2023, through November 13, 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 rear interior joint formed by the bulkhead and window panel may have insufficient joint strength, increasing the risk of injury in a crash.

A DTNA authorized service facility will add additional mechanical fasteners to the rear interior joint to bring the vehicles into compliance.

There are approximately 383 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.

Replacement Parts

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

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL986, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL986

Campaign Number	Part Description	Part Number	Qty. per pack
FL986A	SCREW, TAPPING NO. 10 X 5/8, TRUSS HEAD,	TBB 121121	24 ea

Table 1

Removed Parts

There are no removed parts for this repair.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL986A	Rear Bulkhead Joint Repair	0.3	996-R221	12-Repair Recall/Campaign

Table 2

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Claims for Credit

You will be reimbursed for your parts, labor, and handling 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 (e.g. **FL986-A**).
- In the Primary Failed Part Number field, enter **25-FL986-000**.
- In the Parts field, enter the appropriate part number as shown in the Replacement Parts table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance 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 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.

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.

U.S. and Canadian Dealers: To return excess 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.

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.

IMPORTANT SAFETY RECALL

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

**January 2024
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Subject: Rear Bulkhead Joint

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 subsidiary, Thomas Built Buses (TBB), has decided certain 2024 and 2025 TBB Saf-T-Liner C2 and C2 Jouley school buses manufactured between September 1, 2023, through November 13, 2023, , the rear interior joint may fail to conform to the Federal Motor Vehicle Safety Standard No. 221 "School bus body joint strength."

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Thomas Built Bus	Saf-T-Liner C2	2024	2025	September 1, 2023	November 13, 2023
Thomas Built Bus	Saf-T-Liner C2 Jouley	2024	2024	September 1, 2023	September 18, 2023

On the affected vehicles, a body joint that does not meet the joint strength requirement of Federal Motor Vehicle Safety Standards (FMVSS) 221 may increase the risk of injury in a crash.

A DTNA authorized service facility will add additional mechanical fasteners to the joints on affected vehicles. The Recall will take approximately one-half 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 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 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

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.

IMPORTANT SAFETY RECALL

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

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Subject: Rear Bulkhead Joint

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 be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided certain 2024 and 2025 TBB Saf-T-Liner C2 manufactured between September 1, 2023, through October 30, 2023, may fail to conform to the Canada Motor Vehicle Safety Standard No. 221 "School bus body joint strength."

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Thomas Built Bus	Saf-T-Liner C2	2024	2025	September 1, 2023	October 30, 2023

On the affected vehicles, a body joint that does not meet the joint strength requirement of Canada Motor Vehicle Safety Standards (CMVSS) 221 may increase the risk of injury in a crash.

A DTNA authorized service facility will affix additional mechanical fasteners to the joints on affected vehicles. The Recall will take approximately one-half 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 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 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

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Work Instructions

Subject: Rear Bulkhead Joint

Models Affected: Specific model years 2024-2025 Thomas Built Buses (TBB) Saf-T-Liner C2 and Saf-T-Liner C2 Jouley school buses manufactured from September 1, 2023, through November 13, 2023.

Repair of the Rear Bulkhead Joint

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

NOTE: The main power disconnect switch (MPDS) is located in the battery box compartment.

2. Turn the MPDS to the OFF position.
3. Disconnect the negative battery cables from the batteries.
4. The rear bulkhead panel joint repair needs to be performed on both left-hand and right-hand sides of the vehicle, as shown in **Fig. 1**.

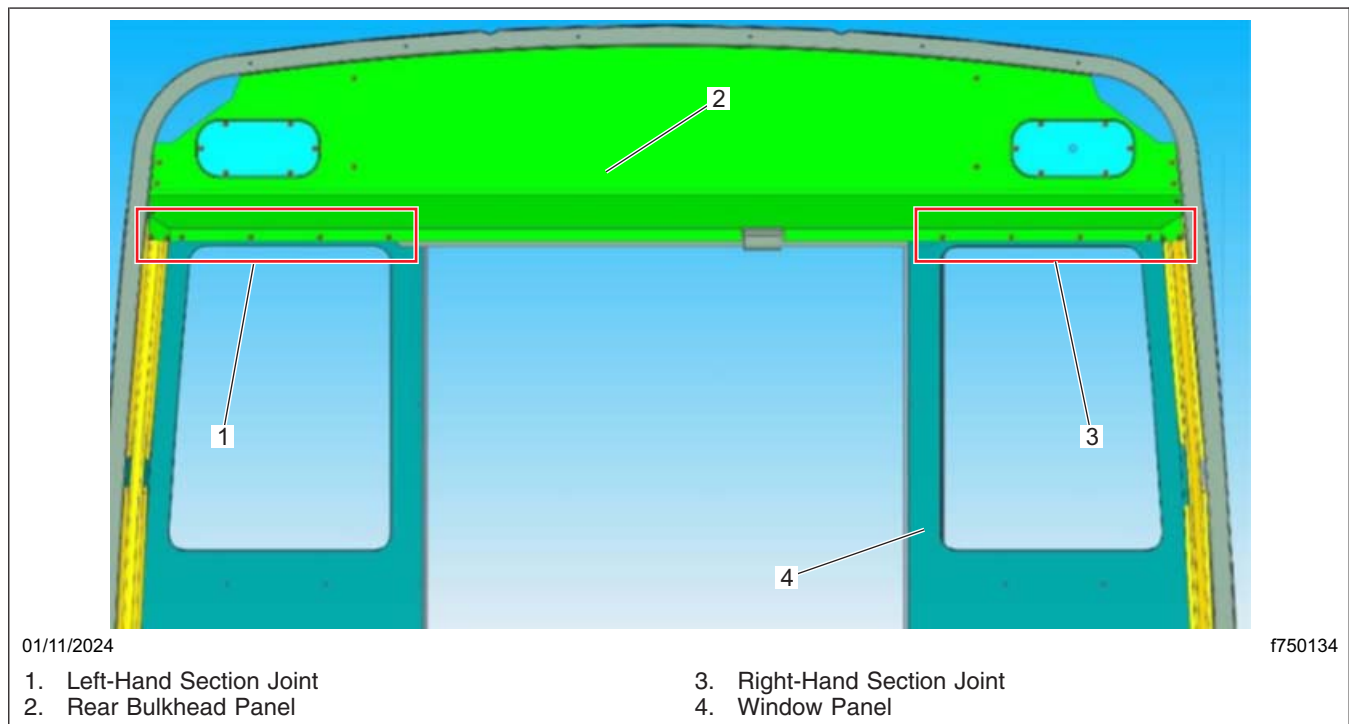


Fig. 1, Rear Bulkhead Panel

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5. To identify the correct installation location of the new fasteners, locate the original factory installed fastener that is closest to the isle way, as shown in **Fig. 2**.

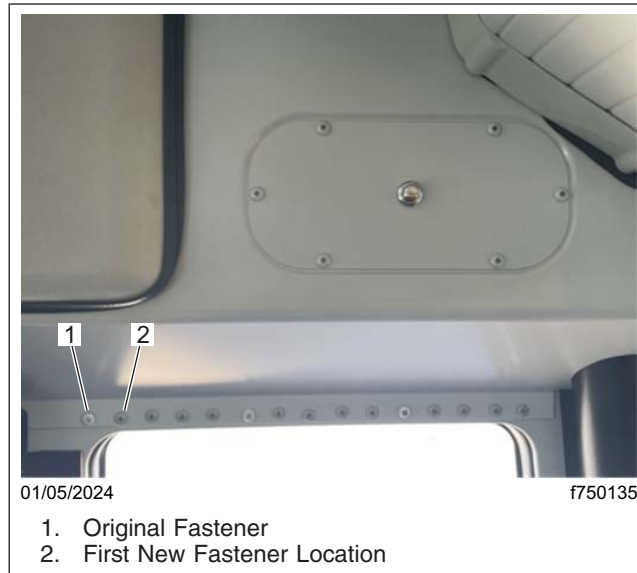


Fig. 2, Fastener Placement in the Rear Bulkhead Panel

NOTE: The vehicles equipped with rear air conditioners (A/C) have three original fasteners while non-A/C equipped vehicles have four original fasteners, as shown in **Fig. 3**.

- 5.1 For the first new fastener location, measure 1-1/8 inch towards the side outside window, as shown in **Fig. 2**.

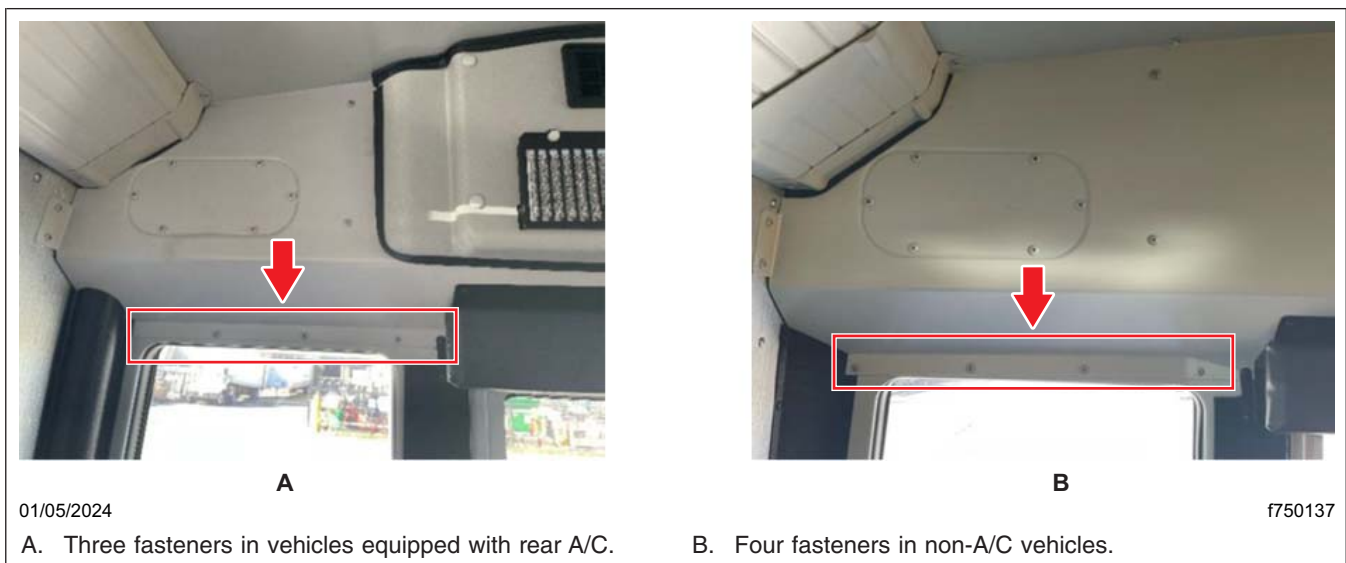


Fig. 3, Original Fasteners

NOTE: To easily identify the location of the new fasteners, a template made from Magnet-Mount®, 1/16-inch thick, general adhesive-backed magnet may be created and used with the measurements.

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- 5.2 For the second and subsequent fasteners, continue to measure 1-1/8 inch from the first fastener for a total of 12 locations, as shown in **Fig. 4** and **Fig. 5**.

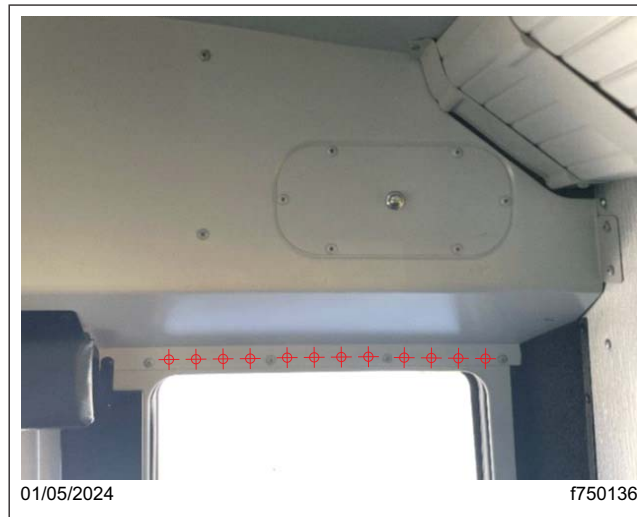


Fig. 4, Location of the Second and the Subsequent Fasteners

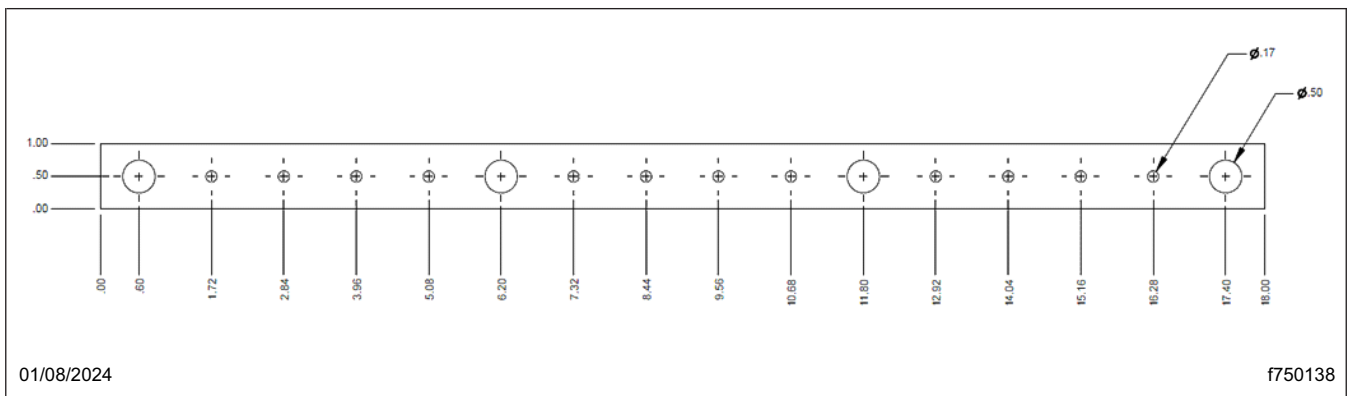


Fig. 5, Fastener Template

6. Repeat step 5 on the other side of the vehicle.
7. Use a 1/8-inch (#19) drill bit to pre-drill a hole at each location identified in the previous step.
8. Install the fastener (TBB 121121) in each pre-drilled hole.
9. Remove any metal chips, and clean the surface with a clean cloth.
10. Connect the negative battery cables to the battery.
11. Turn the MPDS to the ON position.