

**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  
Detroit Diesel Distributors – U.S. and Canada  
Thomas Built Buses Dealers – 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 DTNAConnect](#)

REF #: ICI20-028

Effective: 09/02/2020

Release: 09/02/2020

**SUBJECT: TBB FL849 – Emergency Push-out Window Labels**

This letter is to inform you that new labels on emergency push-out windows for certain school buses are required. The labels with instructions are being sent directly to bus owners during September 2020.

**This letter is for information only, and there is no action for dealers to take.** Should your location receive questions regarding this recall, please refer to the recall notices that follow.

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

*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

September 2020  
FL849A  
NHTSA #20V-252

## **IMPORTANT SAFETY RECALL** See enclosed VIN list

### **Subject: TBB Emergency Push-out Window Labels**

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, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner HDX school buses with certain rear emergency exit windows manufactured April 20, 2009, through December 10, 2018.

The lettering on instruction labels for certain rear emergency exit windows measures less than 1 centimeter, as required per FMVSS 217.5.5.3(b), *Bus Emergency Exits and Window Retention and Release/Emergency Exit Identification*. Non-compliance with FMVSS 217 may delay the reaction time for certain people to open the exit, increasing the risk of injury in the event of a crash.

This is the second notice which includes the new, corrected label(s) for your bus(es) with instructions for application.

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 any questions about this recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a. m to 4:00 p. m, 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) 327-4236 (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.

WARRANTY CAMPAIGNS DEPARTMENT  
Enclosure

# Daimler Trucks North America LLC

September 2020  
FL849A  
NHTSA #20V-252

## Application Instructions Emergency Push-out Window Labels

### Label Part Numbers

- U.S. Label TBB 185947
- Canadian Label TBB 226657

### Instructions

1. Park the vehicle on a level surface. Shut down the engine, place the bus in park, and set the parking brake.
2. Locate the rear emergency push-out window. The label will be applied inside the bus on the glass, near the inside handle.
3. Clean a 10-inch x 10-inch area on the glass, near the inside handle. See **Figure 1** below for label location (U.S. label used for illustration purposes).
4. Apply enclosed label to the window.
5. Use a squeegee to remove any air bubbles.
6. Return the bus to service.

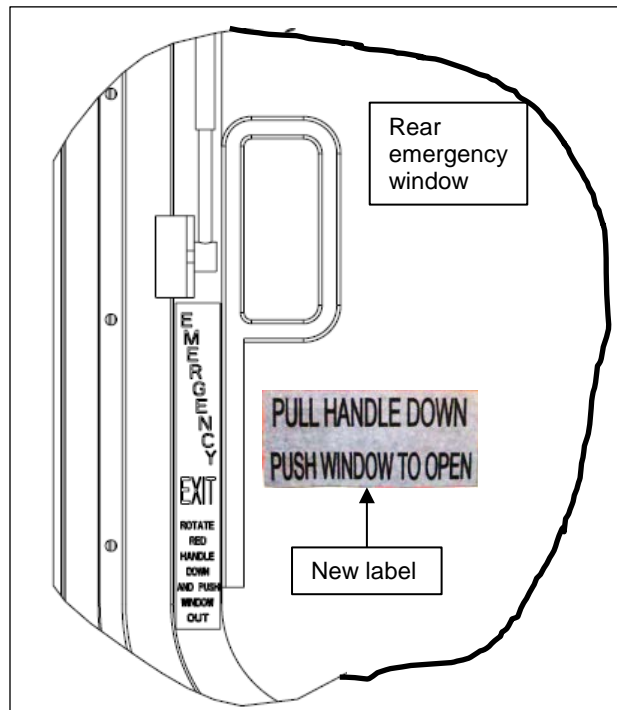


Figure 1: Area of Window with New Label Applied

# 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

September 2020  
FL849A  
Transport Canada #2020-196

## Subject: TBB Emergency Push-out Window Labels

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 Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner HDX school buses with certain rear emergency exit windows manufactured April 20, 2009, through December 10, 2018.

The lettering on instruction labels for certain rear emergency exit windows measures less than 1 centimeter, as required per CMVSS 217, *Bus Window Retention, Release and Emergency Exits Identification*. Non-compliance with CMVSS 217 may delay the reaction time for certain people to open the exit, increasing the risk of injury in the event of a crash.

This is the second notice which includes the new, corrected label(s) for your bus(es) with instructions for application.

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@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have questions about this recall, you may wish to contact Transport Canada - Motor Vehicle Safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (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

# Daimler Trucks North America LLC

September 2020

FL849A

Transports Canada n° 2020-196

## Application Instructions Emergency Push-out Window Labels

### Label Part Numbers

- U.S. Label TBB 185947
- Canadian Label TBB 226657

### Instructions

7. Park the vehicle on a level surface. Shut down the engine, place the bus in park, and set the parking brake.
8. Locate the rear emergency push-out window. The label will be applied inside the bus on the glass, near the inside handle.
9. Clean a 10-inch x 10-inch area on the glass, near the inside handle. See **Figure 1** below for label location (U.S. label used for illustration purposes).
10. Apply enclosed label to the window.
11. Use a squeegee to remove any air bubbles.
12. Return the bus to service.

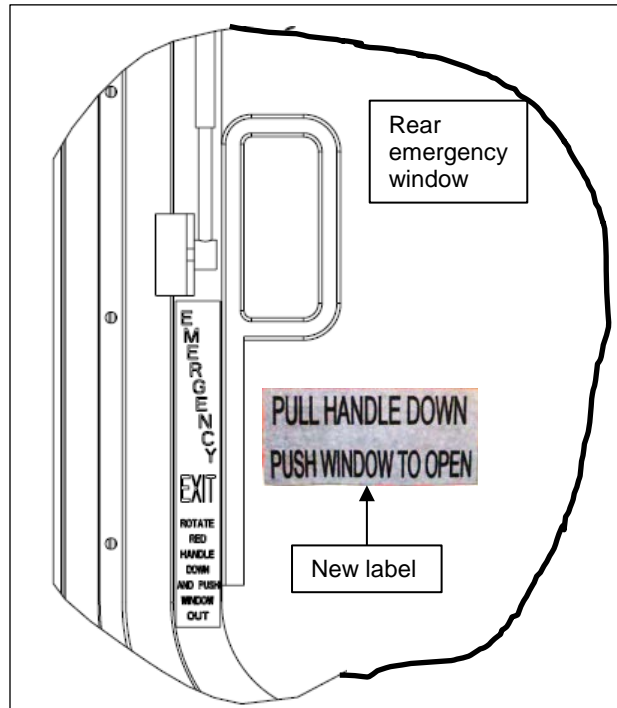


Figure 1: Area of Window with New Label Applied

**Septembre 2020  
FL849A  
Transports Canada n° 2020-196**

## **Objet : Étiquettes pour fenêtres de secours TBB**

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d'être non conforme aux exigences du *Règlement sur la sécurité des véhicules automobiles* et que la non-conformité pourrait porter atteinte à la sécurité humaine.

Au nom de sa filiale à part entière Thomas Built Buses, Inc., Daimler Trucks North America LLC a déterminé qu'une défectuosité liée à la sécurité des véhicules à moteur existe sur certains autobus scolaires Saf-T-Liner HDX équipés de certaines fenêtres de secours arrière construits entre le 20 avril 2009 et le 10 décembre 2018.

Les inscriptions sur les étiquettes d'instructions de certaines fenêtres de sortie de secours arrière mesurent moins de 1 centimètre de hauteur, contrairement aux exigences du paragraphe 217 du règlement NSVAC – *Identification, fixation et ouverture des fenêtres d'autobus et issues de secours*. La non-conformité au paragraphe 217 du règlement NSVAC peut retarder le temps d'action de certaines personnes à ouvrir l'issue de secours, ce qui augmenterait le risque de blessure en cas d'accident.

Ceci est le deuxième avis sur le sujet et il comprend la ou les nouvelles étiquettes corrigées pour votre/vos autobus avec des instructions sur comment les installer.

Si vous n'êtes pas le propriétaire du ou des véhicules dont les numéros d'identification apparaissent sur l'avis de rappel, veuillez retourner l'avis au Service des campagnes de garanties avec tous les renseignements dont vous disposez qui pourraient nous aider à identifier le propriétaire actuel. Le loueur est également tenu par la loi fédérale de faire parvenir cet avis au locataire dans les 10 jours. Si vous êtes un fabricant secondaire, la loi fédérale exige que vous fassiez suivre cet avis à vos distributeurs et détaillants dans les cinq ouvrables.

Si vous avez des questions sur cet avis de rappel, veuillez communiquer avec le Service des campagnes de garantie au 1-800-547-0712 de 7 h à 16 h, heure du Pacifique, du lundi au vendredi ou par courriel à [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com). Pour toute autre question, vous pouvez communiquer avec le centre d'assistance à la clientèle en composant le 1-800-385-4357. Si vous avez des questions à propos de ce rappel, vous pouvez contacter Transports Canada - Direction de la sécurité routière, au 80 rue Noël, Gatineau, Québec J8Z 0A1, ou appeler le 1-800-333-0510.

Nous sommes désolés pour tout inconvénient pouvant résulter de cette activité, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules motorisés.

**SERVICE DES CAMPAGNES DE GARANTIE**  
Pièce jointe

Septembre 2020

FL849A

Transports Canada n° 2020-196

## **Instructions d'installation**

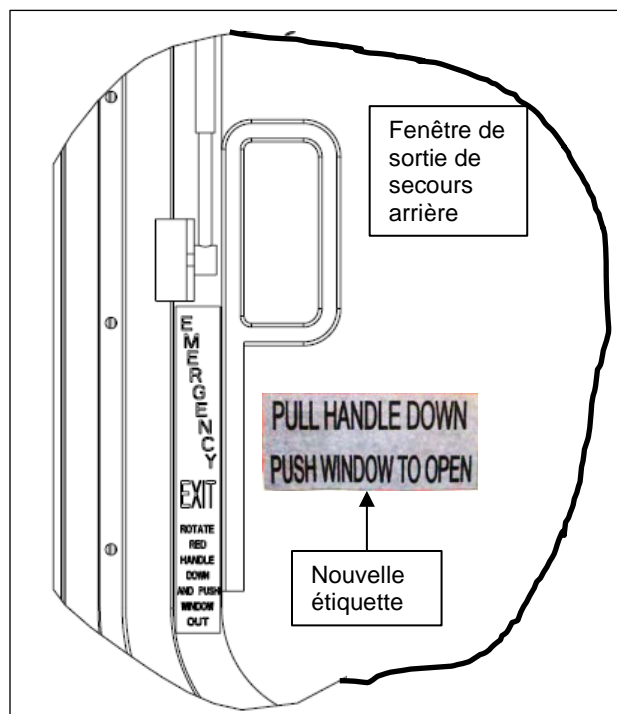
### **Étiquettes pour fenêtre de sortie de secours escamotable**

#### **Numéro de pièce des étiquettes**

- Étiquette pour les États-Unis TBB 185947
- Étiquette pour le Canada TBB 226657

#### **Instructions**

13. Stationnez le véhicule sur une surface de niveau. Arrêtez le moteur, placez le sélecteur de vitesse de l'autobus en position stationnement, puis serrez le frein de stationnement.
14. Localisez la fenêtre de sortie de secours escamotable. L'étiquette doit être apposée sur la vitre à l'intérieur de l'autobus, près de la poignée intérieure.
15. Nettoyez une zone de 25 x 25 cm (10 x 10 pouces) sur la vitre, près de la poignée intérieure. Reportez-vous à la Figure 1 ci-dessous pour comprendre où placer l'étiquette (étiquette pour les États-Unis utilisée aux fins de l'illustration).
16. Collez l'étiquette ci-jointe sur la vitre.
17. Utilisez une raclette pour éliminer les bulles d'air.
18. Remettez l'autobus en service.



**Figure 1 : Zone de la fenêtre avec une nouvelle étiquette apposée**