

# IMPORTANT CAMPAIGN INFORMATION

**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 Truck North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090

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REF #: ICI22-050  
Effective: 12/09/2022  
Release: 12/09/2022

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

**SUBJECT: FL957 – Interim Recall Notice**

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This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL957 ~Thomas Built Bus Roof Sheet Joint*. The interim notices will be mailed by 12/09/2022. A copy follows for your reference.

**This notice is for your information only. There is no action for customers or dealers to take.** If customers inquire, please refer them to the interim notice.

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 Truck  
North America LLC**

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800.547.0712 Phone

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle(s), See enclosed VIN list**

**December 2022**

**FL957**

**Interim Recall Notice**

**NHTSA #22V762 (School Bus)**

### **Subject: Thomas Built Bus Roof Sheet 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, has decided that certain 2021-2023 Thomas Built EFX and HDX school buses manufactured March 1, 2010, through August 1, 2022 fail to conform to Federal Motor Vehicle Safety Standard No. 221, School Bus Body Joint Strength.

The roof exterior joint was manufactured with insufficient strength may separate during a crash and could increase the risk of injury in the event of a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Truck is currently securing replacement parts. **There is no action for you to take at this time.**

The second notice will inform you when the final, free remedy is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the Recall for your vehicle.

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](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. 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 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

**Daimler Truck  
North America LLC**

Daimler Truck North America LLC  
Warranty Campaigns Department  
P.O. Box 4090  
Portland, OR 97208-4090  
800.547.0712 Phone

**December 2022  
FL957  
Interim Recall Notice  
Transport Canada #2022-577 (School Bus)**

**Subject: Thomas Built Bus Roof Sheet Joint**

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that certain 2021-2023 Thomas Built EFX and HDX school buses manufactured March 1, 2010, through August 1, 2022 fail to conform to Federal Motor Vehicle Safety Standard No. 221, School Bus Body Joint Strength.

The roof exterior joint was manufactured with insufficient strength may separate during a crash and could increase the risk of injury in the event of a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Trucks is currently securing replacement parts. **There is no action for you to take at this time.**

The second notice will inform you when the final, free remedy is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the Recall for your vehicle.

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](mailto: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

**Daimler Truck  
North America LLC**

Daimler Truck North America LLC  
Service des campagnes de garantie  
C.P. 4090  
Portland, OR 97208-4090  
800.547.0712 Téléphone

**décembre 2022**

**FL957**

**Avis provisoire de rappel**

**Transports Canada #2022-577 (Autobus scolaire)**

### **Objet: Thomas Built Bus Joint de toiture**

Daimler Truck North America LLC (DTNA), au nom de sa filiale à part entière, Thomas Built Buses, a décidé que certains autobus scolaires Thomas Built EFX et HDX 2021-2023 fabriqués du 1er mars 2010 au 1er août 2022 ne sont pas conformes à la Federal Motor Vehicle Safety Standard no 221, Résistance des joints de carrosserie des autobus scolaires.

Le joint extérieur du toit a été fabriqué avec une résistance insuffisante, peut se séparer lors d'une collision et augmenter le risque de blessure en cas d'écrasement.

Il s'agit du premier de deux avis que vous recevrez à ce sujet. La présente vise à vous informer d'un rappel à venir pour corriger le problème susmentionné. Daimler Trucks sécurise actuellement les pièces de rechange. **Il n'y a aucune mesure à prendre pour le moment.**

Le deuxième avis vous informera lorsque le dernier recours gratuit sera disponible. **Lorsque vous recevez le deuxième avis**, veuillez communiquer avec votre concessionnaire autorisé Daimler Truck North America pour planifier le rappel de votre véhicule.

Si vous n'êtes pas propriétaire du véhicule correspondant au (x) numéro (s) d'identification figurant sur l'avis de rappel, veuillez retourner l'avis au Service des campagnes de garantie avec tous les renseignements que vous pouvez fournir pour nous aider à localiser le propriétaire actuel. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez cet avis au locataire dans les 10 jours. Si vous êtes un fabricant à une étape ultérieure, la loi fédérale exige que vous transmettiez cet avis à vos distributeurs et points de vente au détail dans un délai de cinq jours ouvrables.

Si vous avez des questions au sujet de ce rappel, veuillez communiquer avec le Service des campagnes de garantie au (800) 547-0712, de 7 h à 16 h, heure du Pacifique, du lundi au vendredi, à l'adresse courriel [DTNA.Warranty.Campaigns@Daimlertruck.com](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). Pour toute autre question, vous pouvez communiquer avec le Centre d'assistance à la clientèle au (800) 385-4357. Si vous avez des préoccupations en matière de sécurité concernant ce rappel, vous pouvez communiquer avec Transports Canada — Sécurité des véhicules automobiles au 80, rue Noël, Gatineau (Québec) J8Z 0A1 ou téléphoner au (800) 333-0510.

Nous regrettons tout inconvénient que cette mesure pourrait causer, mais nous sommes certains que vous comprenez notre intérêt pour la sécurité des véhicules automobiles.

**SERVICE DES CAMPAGNES DE GARANTIE**  
Enceinte