



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 8, 2019

Mr. Andy Jones  
Daimler Trucks North America LLC  
4747 N. Channel Ave.  
Portland, OR 97217

NEF-150MR  
19V-686

**Subject:** Insufficiently Tightened Flex Plate Fasteners

Dear Mr. Jones:

This letter serves to acknowledge Daimler Trucks North America LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

THOMAS BUILT BUSES/SAF-T-LINER C2/2017-2020

**Mfr's Report Date:** September 27, 2019

**NHTSA Campaign Number:** 19V-686

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION:TORQUE CONVERTER

**Potential Number of Units Affected:** 618

**Problem Description:**

Daimler Trucks North America LLC (DTNA) is recalling certain 2017-2020 Saf-T-Liner C2 school buses equipped with Detroit DD5 engines and Allison transmissions. The Flex-Plate/Torque Converter fasteners may have been insufficiently tightened.

**Consequence:**

The loose bolts may lead a disabled school bus and result in a school bus evacuation procedure in an uncontrolled traffic situation, increasing the risk of an injury.

**Remedy:**

DTNA will notify owners, and dealers will inspect and tighten the fasteners, as necessary, free of charge. The recall is expected to begin November 25, 2019. Owners may contact DTNA customer service at 1-800-547-0712. DTNA's number for this recall is FL-828.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received DTNA's proposed owner notification letter and have approved it for distribution.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement