

## Defect Information Report

(Section 573.6)

**FL-849**

Date of Submission: *May 5, 2020*

Manufacturer: Daimler Trucks North America LLC  
P.O. BOX 3849  
Portland, Oregon 97208

Type of Report:  Safety Defect  Non-Compliance

### Vehicle Information

Model Yr. Start: 2010 Model Yr. End: 2020

Make: *Thomas Built Buses*

Model: *Saf-T-Liner HDX*

Production Dates: Begin: *04/20/2009*

End: *12/10/2018*

### Descriptive Information:

*On the affected Saf-T-Liner HDX School Buses with a specific rear emergency exit window.*

Number potentially involved: 7,979 Estimated percentage involved with defect: 100%

### Defect / Noncompliance Description

#### For this Defect/Noncompliance:

#### Describe the defect or noncompliance:

*On the affected school buses, letters on the instruction label for the rear emergency exit window measure less than the required 1cm. As per the requirements of FMVSS 217 5.5.3(b), these instructions shall be in letters at least 1 centimeter high.*

#### If a noncompliance, provide the applicable FMVSS:

*FMVSS 217*

**Describe the safety risk:**

*A non-compliance with FMVSS 217 Bus emergency exits and window retention and release may delay the reaction time for certain people to open the exit.*

**Chronology of Defect / Noncompliance Determination****Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision:**

*End of March 2020, DTNA received a notification from NHTSA about a potential non-compliant emergency exit window label. Beginning of April 2020, TBB opened an investigation to determine the root cause and identify potential field exposure. End of April 2020, DTNA completed a review of warranty and field reports, and no reports or complaints were identified, however, DTNA was able to confirm there was a population of vehicles that may contain the issue. April 30, 2020, DTNA decided to conduct a voluntary non-compliance recall on certain school buses built with incorrect emergency exit window labels.*

**Identify the Remedy****Describe the defect/noncompliance remedy program, including the manufacture's plan for reimbursement.**

*Customers will be mailed a new label to attach to the exit window. Copies of the reimbursement plan will be submitted as a supplemental report when available. Customer notification will be done by first class mail using Daimler Trucks North America records to determine the customers affected.*

**Identify the Recall Schedule****Describe the recall schedule for notifications.:**

*Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.*

**Planned Dealer Notification Begin Date:** 07/03/2020

**Planned Dealer Notification End Date:** 07/03/2020

**Planned Owner Notification Begin Date:** 07/03/2020

**Planned Owner Notification End Date:** 07/03/2020

**Manufacture's identification code for this recall (if applicable):** FL-849

**DTNA Representative;**



Andy Jones  
Manager  
Compliance and Regulatory Affairs