



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 28, 2021

Ms. Larissa Stoffels  
Exec Mgr, Vehicle Safety  
Daimler Trucks North America, LLC  
4747 N. Channel Ave  
Portland, OR 97217

NEF-107MR  
21V-370

**Subject:** Loose Tie Rod Clamps

Dear Ms. Stoffels:

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 C2/2021-2022  
THOMAS BUILT BUSES/SAF-T-LINER HDX/2021-2022

**Mfr's Report Date:** May 19, 2021

**NHTSA Campaign Number:** 21V-370

**Components:**

STEERING:LINKAGES:TIE ROD ASSEMBLY

**Potential Number of Units Affected:** 479

**Problem Description:**

Daimler Trucks North America, LLC (DTNA) is recalling certain 2021-2022 Thomas Built Saf-T-Liner HDX School Buses and Saf-T-Liner C2 School Buses. The tie rod clamps may be loose, which could result in loose tie rod ends that could break or detach.

**Consequence:**

Detached or broken tie rod ends can result in steering loss, increasing the risk of a crash.

**Remedy:**

Dealers will replace the tie rod clamp bolts and nuts, free of charge. Owner notification letters are expected to be mailed July 17, 2021. Owners may contact DTNA customer service at 1-800-547-0712. DTNA's number for this recall is FL-888.

**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.nhtsa.gov](http://www.nhtsa.gov).



**Please ensure the following requirements are met:**

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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.

Daimler Trucks North America, LLC's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement