

Part 573 Safety Recall Report

21V-850

Manufacturer Name : Daimler Trucks North America, LLC**Submission Date :** FEB 11, 2022**NHTSA Recall No. :** 21V-850**Manufacturer Recall No. :** FL904**Manufacturer Information :****Population :****Manufacturer Name :** Daimler Trucks North America, LLC**Number of potentially involved :** 1,434**Address :** 4747 N. Channel Avenue**Estimated percentage with defect :** 1 %

Portland OR 97217-3849

Company phone : 800-745-8000**Vehicle Information :****Vehicle 1 :** 2020-2022 Thomas Built Buses EFX**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** ALL**Power Train :** DIESEL**Descriptive Information :** Certain HDX model school busses manufactured 10/01/2019 and 08/19/2021.**Production Dates :** OCT 01, 2019 - AUG 19, 2021**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential**Vehicle 2 :** 2020-2022 Thomas Built Buses HDX**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :** OTHER**Power Train :** DIESEL**Descriptive Information :** Certain HDX model school busses manufactured 10/01/2019 and 08/19/2021.**Production Dates :** OCT 01, 2019 - AUG 19, 2021**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential**Description of Defect :****Description of the Defect :** On the affected vehicles, the nut for the power cable stud on the alternator may not have been torqued properly.**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** Arcing due to a loose cable connection on an unfused power cable may increase the risk of a fire. To date, however, there are no reported injuries or deaths related to this issue.**Description of the Cause :** There are no defective components on the bus. The defect is related to the installation at Thomas Built Buses

Identification of Any Warning The battery charge light on the dash instrument cluster may indicate a problem that can Occur : with the alternator and cable connection.

Involved Components :

Component Name 1 : Nut

Component Description : NUT-HEX,FLG,LOCK, 5/16-18,ZN AL

Component Part Number : 23-13861-105

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

At the end of July 2021, DTNA received a notification from a dealer of a bus with a loose power cable at the alternator. The dealer reported they inspected four additional units and found the nut that secures the cable to the alternator was not fully torqued. In August, DTNA began an investigation to determine the scope of the issue. At approximately the same time and thru October 2021, DTNA undertook a detailed review of warranty and field reports. Additional instances were identified that may be related to possible loose cable connections at the alternator. In total, 17 instances were identified potentially related to loose positive cable connections at the alternator. There was one occurrence, found in a warranty claim, where the dealer linked the alternator cable connection to a loose cable connection. On October 28, 2021, DTNA with an abundance of caution, decided to conduct a voluntary recall campaign on certain Thomas Built Buses Saf-T-Liner HDX and EFX school buses that may have a loose power cable connections at the alternator. There are no reported injuries or deaths related to this issue.

In February 2022, NHTSA asked for updated information on warranty claims, field service reports, and other things such as the number of deaths and injuries. The response is:

- In July 2021, DTNA received a dealer notification, described above. Also that month, DTNA received seven claims, within the 17 cited above.
- In August 2021, DTNA discovered five claims where the alternator cable was loose or detached from the power stud on the alternator, as part of the investigation described above.
- In September 2021, DTNA received three additional claims, also within the 17 cited above.
- Subsequent warranty searches revealed other claims, with potentially similar failure modes although

the link cannot be verified--one in December 2020 and another in March of 2021.

- There were no injuries or deaths reported.

Description of Remedy :

Description of Remedy Program : The alternator power cable connection will be inspected and torqued if necessary. Repairs will be performed by Daimler Trucks North America authorized service facilities. Details of the reimbursement plan will be included in the owner's notification letter.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Customer notification will be made by first class mail using Daimler Trucks North America records to determine the customers affected.

Planned Dealer Notification Date : DEC 31, 2021 - DEC 31, 2021

Planned Owner Notification Date : DEC 31, 2021 - DEC 31, 2021

* NR - Not Reported