

## Defect Information Report

(Section 573.6)

### **FL-904**

**Date of Submission:** February 11, 2021

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

**Type of Report:**       **Safety Defect**               **Non-Compliance**

### **Vehicle Information**

**Model Yr. Start:**              2020                              **Model Yr. End:** 2022

**Make:** *Thomas Built Buses*

**Model:** *Saf-T-Liner HDX, Saf-T-Liner EFX*

**Production Dates:**      **Begin:** *10/01/2019*              **End:** *08/19/2021*

**Descriptive Information:** *Certain EFX & HDX model school busses manufactured 10/01/2019 and 08/19/2021.*

**Number potentially involved:** *1434*      **Estimated percentage of involve with defect:** *1%*

### **Defect / Noncompliance Description**

**For this Defect/Noncompliance:**

**Describe the defect or noncompliance:**

*On the affected vehicles, the nut for the power cable stud on the alternator may not have been torqued properly.*

**Describe 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.*

**Identify any warning which can precede or occur:**

The battery charge light on the dash instrument cluster may indicate a problem with the alternator and cable connection.

**If applicable, identify the manufacture of the defective or noncompliant component.:** N/A

There are no defective components on the bus. The defect is related to the installation at Thomas Built Buses

## Involved Components

**Component Name:** Nut

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

**Component Part Number:** 23-13861-105

## Chronology of Defect / Noncompliance Determination

**Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision:**

*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.

## Identify the Remedy

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

*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.*

## 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:** 12/27/2021

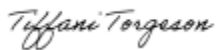
**Planned Dealer Notification End Date:** 12/27/2021

**Planned Owner Notification Begin Date:** 12/27/2021

**Planned Owner Notification End Date:** 12/27/2021

**Manufacture's identification code for this recall (if applicable):** FL-904

**DTNA Representative;**



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Manager, Compliance and Regulatory Affairs