

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager

Freightliner Dealers – U.S. and Canada
 Western Star and Sterling Dealers – U.S. and Canada
 FCCC Dealers – U.S. and Canada
 Thomas Built Buses Dealers – U.S. and Canada
 Direct Warranty Customers – U.S. and Canada
 Detroit Diesel Distributors
 Export Distributors

Daimler Truck North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
 Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI22-025

Effective: 06/20/22

Release: 06/20/22

SUBJECT: FL928 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL928~TBB HDX Battery Cables*. The interim notices were mailed on 06/20/2022. A copy (with French translation) follows for your reference.

This notice is for your information only. There is no action for dealers to take. If customers inquire, please refer them to the interim notice.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC link on DTNAConnect.

OBJET : FL928 – Avis de rappel provisoire

Cette lettre a pour but de vous informer qu'un avis de rappel provisoire est envoyé aux clients concernés pour le rappel *FL928 ~ Câbles de batterie TBB HDX*. Les avis intermédiaires seront postés avant le 06/20/2022. Une copie (avec traduction française) suit pour votre référence.

Cet avis est pour votre information seulement. Il n'y a aucune action à prendre par les revendeurs. Si les clients se renseignent, veuillez les référer à l'avis intermédiaire.

Si vous avez des questions ou avez besoin de plus amples informations, contactez le service des campagnes de garantie en soumettant une demande via le lien WSC sur DTNAConnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

IMPORTANT SAFETY RECALL
See enclosed VIN list

June 2022
FL928A
Interim Recall Notice
NHTSA #22V-271 School Bus
#22V-272 Non-School Bus

Subject: TBB HDX Battery Cables

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Freightliner Custom Chassis Corporation and Thomas Built Buses, has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2019-2023 HDX model buses manufactured March 8, 2018, through March 24, 2022.

On certain HDX model buses, the battery cables may rub on the transmission oil cooler hoses, which can cause an electrical short circuit, increasing the risk of a fire.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. DTNA is currently validating the repair and securing replacement parts. In the interim, please continue performing pre-trip inspections as instructed in your vehicle's driver and maintenance manuals.

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized DTNA dealer to schedule the Recall for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <http://www.nhtsa.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Daimler Trucks North America LLC

Daimler Trucks North America LLC
Warranty Campaigns Department
P. O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

June 2022

FL928A

Interim Recall Notice

Transport Canada #2022-207 Non-School Bus
#2022-208 School Bus

Subject: TBB HDX Battery Cables

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Freightliner Custom Chassis Corporation and Thomas Built Buses, has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2019-2023 HDX model buses manufactured March 8, 2018, through March 24, 2022.

On certain HDX model buses, the battery cables may rub on the transmission oil cooler hoses, which can cause an electrical short circuit, increasing the risk of a fire.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. DTNA is currently validating the repair and securing replacement parts. In the interim, please continue performing pre-trip inspections as instructed in your vehicle's driver and maintenance manuals.

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized DTNA dealer to schedule the Recall for your vehicle

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Juin 2022

FL928A

Avis de rappel provisoire

Transports Canada #2022-207 Autobus non scolaire

#2022-208 Autobus scolaire

Objet: Câbles de batterie TBB HDX

Cet avis vous est envoyé conformément aux exigences de la Loi sur la sécurité automobile. La présente vise à vous informer que votre véhicule peut contenir une défectuosité qui pourrait nuire à la sécurité d'une personne.

Daimler Trucks North America LLC (DTNA), au nom de ses filiales à part entière, Freightliner Custom Chassis Corporation et Thomas Built Buses, a décidé qu'il existe une défectuosité liée à la sécurité des véhicules automobiles sur les autobus scolaires modèles et les véhicules construits pour l'année de modèle 2019-2023 HDX Du 8 mars 2018 au 24 mars 2022.

Sur certains autobus modèles HDX, les câbles de batterie peuvent se frotter sur les tuyaux du refroidisseur d'huile de transmission, ce qui peut causer un court-circuit électrique et augmenter le risque d'incendie.

Il s'agit du premier des deux avis que vous recevrez à ce sujet. La présente a pour but de vous informer d'un rappel à venir afin de corriger le problème susmentionné. DTNA est en train de valider la réparation et l'arrimage des pièces de rechange. Entre-temps, veuillez continuer d'effectuer des inspections avant le voyage conformément aux directives du conducteur et des manuels d'entretien de votre véhicule.

Le deuxième avis vous informera lorsque la réparation finale sera disponible. **Lorsque vous recevez le deuxième avis**, veuillez communiquer avec votre concessionnaire DTNA autorisé pour planifier le rappel de votre véhicule.

Si vous ne possédez pas le véhicule qui correspond au (x) numéro (s) d'identification qui apparaît sur la Notification de rappel, veuillez retourner la notification aux campagnes de garantie Service avec toute information que vous pouvez fournir qui nous aidera à localiser le présent le propriétaire. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez le présent avis à le locataire dans un délai de 10 jours. Si vous êtes un fabricant subséquent, la loi fédérale exige que vous transmettiez ce avis à vos distributeurs et points de vente au détail dans un délai de cinq jours ouvrables.

Si vous avez des questions sur ce rappel, veuillez communiquer avec la Département des campagnes de garantie au (800) 547-0712, de 7 h à 16 h 00 p.m. Pacific Time, Monday à Friday, adresse courriel DTNA.Warranty.Campaigns@Daimlertruck.com. Pour toute autre question, vous pouvez communiquer avec le Centre d'assistance à la clientèle au (800) 385-4357. Si vous avez des préoccupations en matière de sécurité relativement à ce rappel, vous pouvez communiquer avec Transports Canada – Sécurité des véhicules automobiles au 80, rue Noel, Gatineau (Québec) J8Z 0A1 ou par téléphone au (800) 333-0510.

Nous regrettons tout inconfort que cette mesure pourrait causer, mais nous estimons que vous comprenez notre intérêt pour la sécurité des véhicules automobiles.

Département des campagnes de garantie
Enceinte