

**Daimler Truck
North America LLC**

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

IMPORTANT SAFETY RECALL
See enclosed VIN list

November 2022
FL953
NHTSA # 22V-688 (School Bus)

Subject: Thomas Built Buses Saf-T-Liner HDX Exterior Side Joint

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

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that certain model years 2020-2023 Thomas Built Buses Saf-T-Liner HDX vehicles manufactured March 25, 2019, through July, 11, 2022 fail to conform to Federal Motor Vehicle Standard No. 221, "School bus body joint strength."

The rear exterior side body panel joints on certain Thomas Built Buses Saf-T-Liner HDX school buses built with 20-gauge side sheet panels and certain fastener configurations were manufactured with insufficient joint strength.

Additional mechanical fasteners will be added to the joints on affected vehicles. Repairs will be performed by Daimler Truck North America authorized service facilities.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. The Recall will take approximately a half hour and will be performed at no charge to you. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com/Contact-us. Scroll down to "Locate a Dealer" and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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 paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

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

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Truck North America LLC dealer. Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter