

July 2023
FL960AB
NHTSA #22V-876 (School Bus)
NHTSA #22V-877
Transport Canada #2022-674 (School Bus)

Subject: Foil Pack Harness

Models Affected: Specific model year 2023 Freightliner Custom Chassis MT50e vans and Thomas Built Saf-T-Liner C2 Jouley school buses manufactured December 21, 2021, through September 2, 2022.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries, Freightliner Custom Chassis and Thomas Built Buses has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

On the affected vehicles, due to a defect in the foil harness, battery packs may lose communication with the Battery Management System resulting in a loss of vehicle power. This may result in an increased risk of a crash without any prior warning.

A Daimler Truck North America authorized service facility will inspect the school buses, and the battery pack will be replaced if necessary. All MT50e's will require a battery pack replacement.

There are approximately 160 vehicles involved in this campaign.

Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Parts

Replacement parts are now available and can be obtained by ordering the kit and/or part number(s) listed below from your facing Parts Distribution Center.

Note: Battery replacement is only required for MT50e vans. The Jouley buses require an inspection and only replace if failed. Ship the used battery pack to Proterra, Attn: Kelly Irving, 1605 Poplar Dr. Ext, Greer, SC 29651.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL960, a list of the customers and vehicle identification numbers will be available on DTNAPortal. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL960

Campaign Number	Part Description	Part Number	Qty.
FL960B	BATTERY-HV,PROTERRA,MT50E	66-25763-000	1 ea
FL960AB	BLANK COMPLETION STICKER	WAR260	1 ea

Table 1

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Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL960A	Inspect harness foil pack	0.4	996-R206A	06-Inspect
FL960B	Replace harness foil pack	3.5	996-R206B	12-Repair Recall/Campaign

Table 2

IMPORTANT: When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**FL960-A & FL960-B**).
- In the Primary Failed Part Number field, enter **25-FL960-000**.
- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- **U.S. and Canada -- Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following:
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - Reimburse the customer the appropriate amount.

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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FL960A

Transport Canada #2022-674 (School Bus)

Copy of Notice to Owners

Subject: Foil Pack Harness

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 Truck 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 in certain 2023 Thomas Built Saf-T-Liner C2 Jouley school buses manufactured December 21, 2021.

On the affected vehicles, due to a defect in the foil harness, battery packs may lose communication with the Battery Management System resulting in a loss of vehicle power. This may result in an increased risk of a crash without any prior warning.

A Daimler Truck North America authorized service facility will inspect the school buses and battery pack will be replaced if required. The Recall will take approximately one half hour and will be performed free of charge.

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. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.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 the following URL: <https://dtna-dlinfo.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 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.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

July 2023
FL960A
NHTSA #22V-876 (School Bus)

Copy of Notice to Owners

Subject: Foil Pack Harness

This notice is sent to you in accordance with 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 a defect, which relates to motor vehicle safety, exists in certain 2023 Thomas Built Saf-T-Liner C2 Jouley school buses manufactured December 21, 2021, through September 2, 2022.

On the affected vehicles, due to a defect in the foil harness, battery packs may lose communication with the Battery Management System resulting in a loss of vehicle power. This may result in an increased risk of a crash without any prior warning.

A Daimler Truck North America authorized service facility will inspect the school buses and battery pack will be replaced if required. The Recall will take approximately one half hour and will be performed free of charge.

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. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.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 the following 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 your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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

July 2023
FL960B
NHTSA #22V-877

Copy of Notice to Owners

Subject: Foil Pack Harness

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

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 Freightliner Custom Chassis MT50e vans manufactured between April 20, 2022, and November 16, 2022.

On the affected vehicles, due to a defect in the foil harness, battery packs may lose communication with Battery Management System resulting in a loss of vehicle power. This may result in an increased risk of a crash without any prior warning.

A Daimler Truck North America authorized service facility will replace the battery pack. The Recall will take approximately three hours and will be performed free of charge.

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. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.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 the following 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 your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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

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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.

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Work Instructions

Subject: Foil Pack Harness

Models Affected: Specific model year 2023 Freightliner Custom Chassis MT50e vans and Thomas Built Saf-T-Liner C2 Jouley school buses manufactured December 21, 2021, through September 2, 2022.

FL960A – eB2/Jouley Bus Fault Code Inspection

IMPORTANT: Prior to starting work, order a battery pack sticker to be sent to the desired location by calling Freightliner Custom Chassis Corporation (FCCC) Service at 1-800-385-4357.

1. Park the vehicle on a level surface, turn the keyswitch to the OFF position, place the transmission in neutral or park, and set the parking brake. Chock the tires.
2. Turn the ignition to the ON position.
3. Connect the Jouley Proterra Diagnostics Tool® to the vehicle.
4. Once connected, go to the 'Diagnostics' tab.
5. Check the 'Active Codes' panel for the presence of the following suspect parameter numbers (SPNs). See [Fig. 1](#).
 - SPN 520194 FMI 2 DEM004_VOLTAGE_BRICK_SNA_S1P1
 - SPN 521102 FMI 2 DEM004_VOLTAGE_BRICK_SNA_S2P1

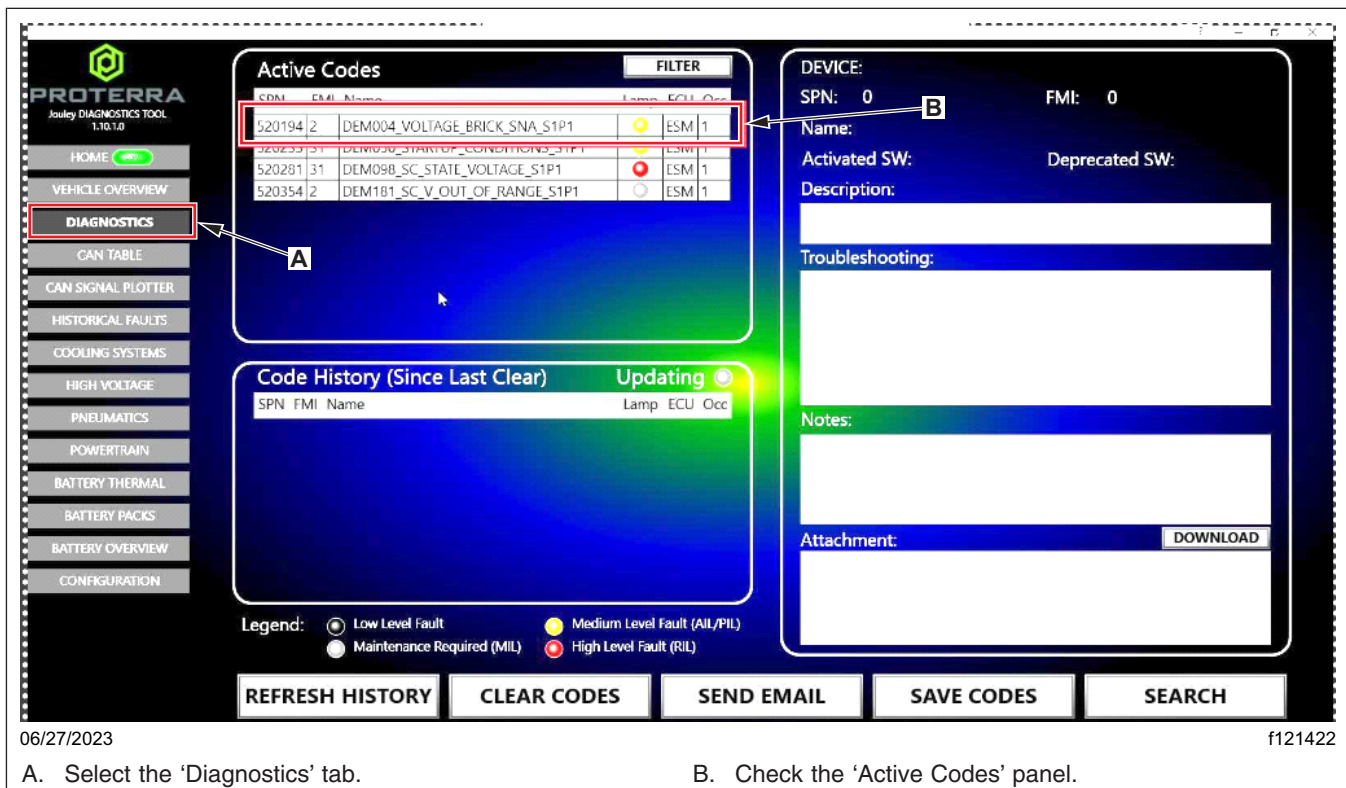


Fig. 1, Proterra Jouley Diagnostic Tool

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Are any of the two SPNs present under the 'Active Codes' panel?

YES → Contact the FCCC Service at 1-800-385-4357 for further instructions.

NO → The inspection is complete. Place the 'Battery Pack' sticker on the battery pack in a visible location, on the front of the battery pack.

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FL960B – MT50e Battery Replacement

1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL960 (Form WAR260). If a sticker is present for FL960, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle in a bay with a lift, turn the keyswitch to the OFF position, place the transmission in neutral or park, and set the parking brake. Chock the tires.

DANGER

Decommission the vehicle and verify the high voltage system is shut down. Failure to follow these steps could result in serious personal injury or death.

3. Decommission the vehicle.
4. Clamp the coolant lines that lead to the battery packs.

NOTE: One clamp can be placed at the outlet of the chiller, and the other clamp can be placed on the coolant line, above the battery packs. The clamp above the battery pack is easily accessible through a panel in the floor of the vehicle.

5. Remove the 12 fasteners from the rear of the cradle and 10 fasteners from the front of the cradle, then remove the cradle from under the battery. Retain the fasteners for installing the cradle in a later step.
6. Remove the coolant lines (total four) from each battery pack. See [Fig. 2](#).

NOTICE

Cover all the harness connections to keep them free of debris and moisture.

7. Disconnect the high-voltage (HV) cable connection (total two) from each battery in the pack. See [Fig. 3](#).

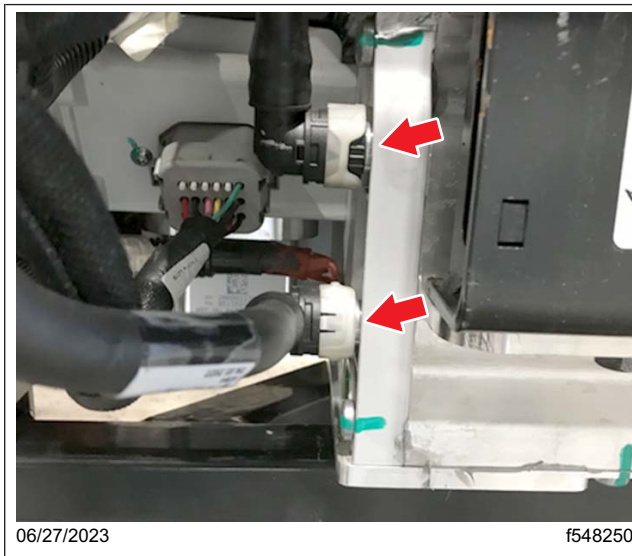


Fig. 2, Coolant Lines Location



Fig. 3, High-Voltage Cable Connection Location

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8. Remove the communication harness (total two) from each battery in the pack. See [Fig. 4](#).
9. Remove the ground cable connection (total two) from each battery in the pack. See [Fig. 5](#).

! WARNING

Never work around or under a vehicle that is supported only by a jack. Always support the vehicle with safety stands. Jacks can slip, allowing the vehicle to fall, which could result in serious injury or death.

10. Raise the vehicle high enough and place the jack table under the battery.
11. Lower the vehicle down to the point where the battery rests on the jack table, but the weight of the vehicle is not supported by the jack table.
12. To access the mounting fasteners, remove the three access panels from each side of the battery pack (total six), using a torch bit. See [Fig. 6](#).

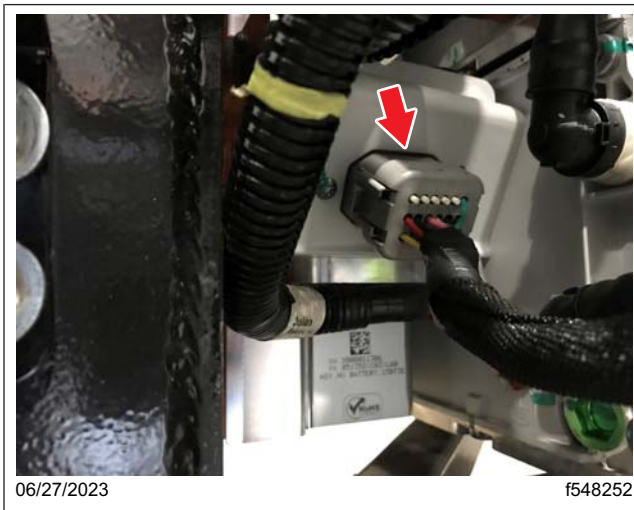


Fig. 4, Communication Harness Location

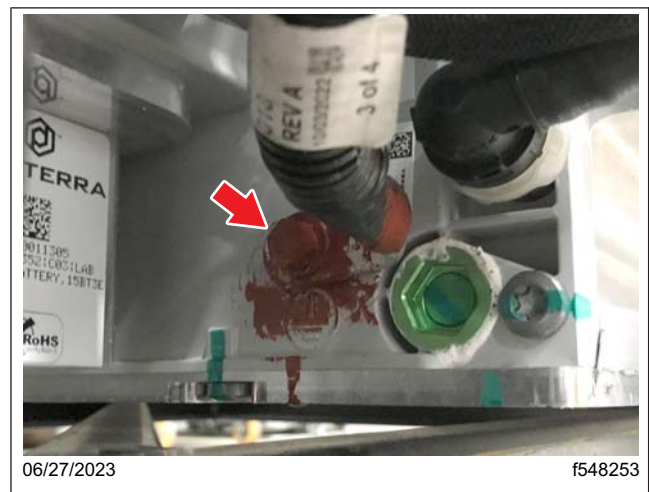


Fig. 5, Ground Cable Connection Location

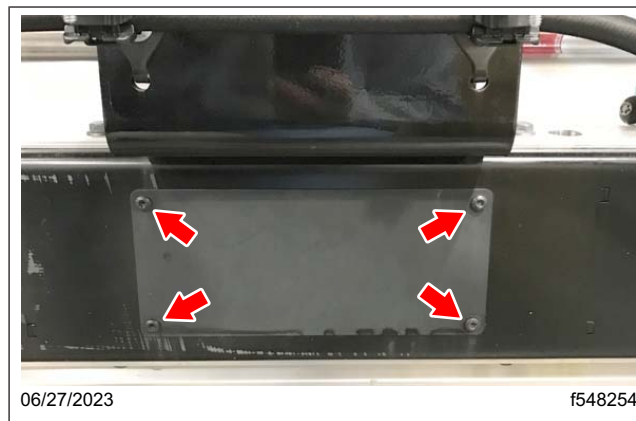


Fig. 6, Access Panel Mounting Fasteners Location

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13. Remove the 12 mounting fasteners located at six locations, with three locations on either side of the chassis. See [Fig. 7](#).



Fig. 7, Battery Pack Mounting Fastener Location

NOTE: There should be minimal resistance while lowering the battery pack away from the chassis. If there is any resistance, check that all mounting fasteners have been completely removed from all mounting locations.

14. Lower the battery pack slowly.
15. Remove the old battery pack from the jack table. Ship the used battery pack to Proterra, Attn: Kelly Irving, 1605 Poplar Dr. Ext, Greer, SC 29651.
16. Place the new battery pack on the jack table.
17. Roll the jack table in place, and align the mounting fasteners with the locations on the vehicle.

IMPORTANT: Inspect the battery mounting locations to ensure the battery pack is fully seated to the mounting brackets before tightening the bolts (23-11751-175) and nuts (23-12930-712).

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18. Raise the battery in place and secure the 12 fasteners at all mounting locations. Tighten the fasteners 63 lbf·ft (85 N·m).
 19. Install the six access panels on each battery pack. Tighten the fasteners 62 lbf·in (700 N·cm).
 20. Lower the jack table and remove from under the vehicle.
 21. Remove the protective covering from the harness connections, and make the connections.
 22. Install the coolant lines (total four) from each battery pack, and remove the line clamps.
 23. Install the cradle. Tighten the fasteners 118 lbf·ft (160 N·m).
 24. Lower the vehicle to the floor.
- NOTE: The tires will have to be chocked if the lift is not a tire-style lift.
25. Fill the coolant.
 26. Commission the vehicle.
 27. Test drive the vehicle for functionality of all normal operations.
 28. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for FL960 (Form WAR260), indicating this work has been completed.