



Memorandum

To: All Thomas Dealers

Subject: Interim Notice – HDX Heater Actuator

Date: April 29, 2010

The HDX Heater Actuator Interim Notice has been updated. The update includes protecting the connector / terminals with electrical tape and using a tie wrap to secure the loose actuator harness to the actuator.

If you have already performed the original instructions to any HDX units, please revisit these units to complete the additions to the repair. SRT code 80-02A has been added to the notice for the completing the repairs that have been made.

Thomas Built Buses
1408 Courtesy Road
High Point NC.

April 2010

INTERIM NOTICE

Dear Thomas Dealer,
Thomas Built has decided that a defect exists in the Bergstrom defroster units built between 11/15/2007 to 5/15/2009 and installed in HDX school buses built between 11/15/2007 and 6/15/2009.

Reason for this notice:

Some of our customers have recently experienced thermal events in the dash area of their HDX buses. Investigations determined there is a problem in the actuator for the dash defroster system which may be a contributor and needs to be disconnected. To prevent any future thermal events of this type, we have developed a simple repair procedure that will disable the actuator until a more permanent remedy is developed. Taking this action will prevent the temperature adjustment of the dash heaters but will not restrict their operation. Although this may be a temporary inconvenience to our customers, we believe that passenger safety must take precedence. For this reason, we are asking all of our dealers to proactively contact our mutual customers and support them in their efforts to have this work completed on an expedited basis. We will notify Customers when a final remedy is determined.

Actions you should take to prevent the occurrence of this defect in the interim:

1. Turn the ignition key to the "On" position.
2. Select desired "Full Time" temperature on heater controller. After performing this procedure, the temperature will be fixed at this one setting. If body heat is not required close the heater shutoff valves in the engine compartment.

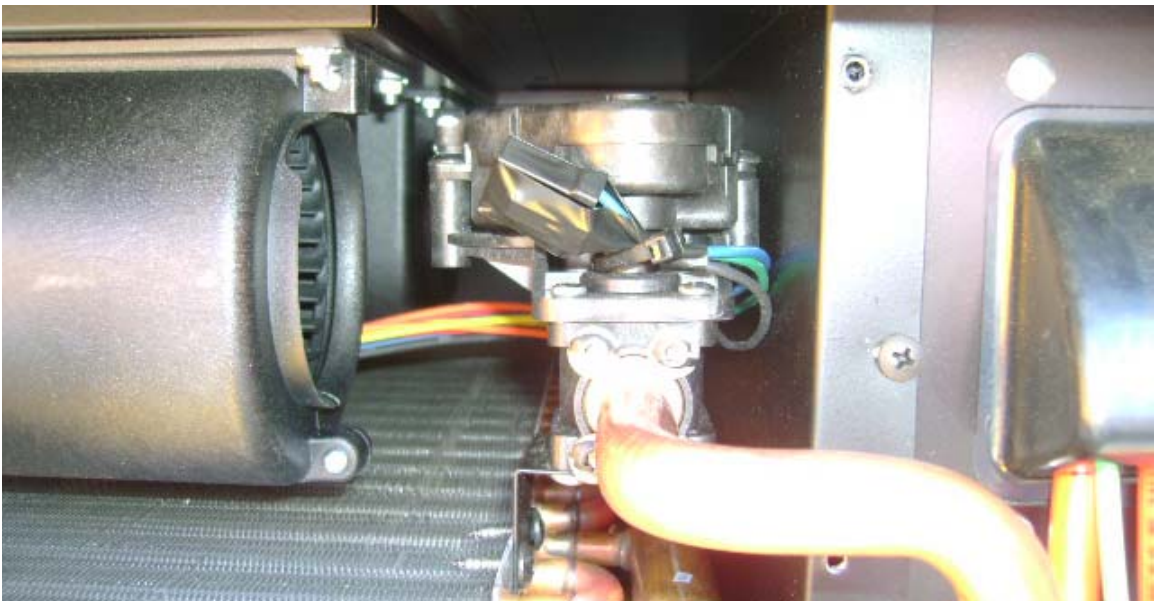


3. Wait 30 seconds after selecting, then turn ignition key "Off".
4. Remove heater access panel and locate the heater temperature actuator.



5. Disconnect the wire harness from the temperature actuator. The connector is behind the actuator body and has a lock button that must be depressed so it can be pushed up. Please be careful with the heater core fins.

6. Move the loose harness beside heater core, away from fan intakes. Protect the connector with electrical tape as power is still present in the connector housing. If the connector has signs of melting, remove connector and tape off individual wire leads. Secure with a tie strap straddling the plastic portion of the valve body, and ensure that all wires are not disturbed and will not chafe.



Warranty Code: 77010 Interim Notice - HDX Heater Actuator
SRT Codes: 80-02 Standard Repair Time Allowance - 0.4
80-02A Revisit Time Allowance - 0.3