

DAIMLER

Daimler Trucks North America
Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

July 9, 2010

Dan Smith
Associate Administrator for Vehicle Safety
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 3
10V-183-10V-184, Bergstrom Front Defroster/Heater Valve Assembly
Replacement**

Mr. Smith,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers and purchasers.

- (c)(3) Total number of vehicles potentially affected: 1634
- (c) (8)(ii) Dealer and distributor notification: Began and ended June 30, 2010
Owner notification: completed July 6, 2010
- (c) (10) Copies of Communications sent to owners and dealers are attached.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Michael Mason, CAL-OSHA
Enclosure

A Daimler Company

Daimler Trucks North America LLC
4747 N. Channel Avenue
Portland OR 97217-7699
503-745-6910 Phone
503-745-5544 Fax
Nasser.Zamani@Daimler.com



Product Recall

To: ALL DEALERS

From: TRACY SAUERBREY – WARRANTY/RECALL DEPARTMENT

Subject: RECALL 10V-183/10V-184 Bergstrom Front Defroster/Heater Valve Assembly Replacement

Date: June 30, 2010

Enclosed are copies of the customer notification letter and the repair procedures for Recall 10V-183/10V-184. This recall involves certain HDX school and non school model buses manufactured between November 15, 2007 and June 15, 2009. The defect involves the Bergstrom heater coolant flow valve actuator o-ring. The Bergstrom heater coolant flow valve actuator o-ring may allow coolant leakage into heater core compartment and the actuator PC board area potentially causing overheating and melting.

This is a universal notification sent to all dealers. You may or may not have customers in your area affected by this recall. If owners in your area are subject to this recall, we have enclosed a printout listing those customers' names and addresses. If there is not a printout enclosed according to our records there are no units in your area involved. **If you have a printout and any of the units on it are still in your possession it is your responsibility to ensure the recall is performed before the unit is delivered to the customer. NEW PROCESS: NHTSA is requiring two different recall numbers and printouts for school versus non school units. If you have received two reports you will notice that Recall 10V-183 is for school buses and Recall 10V-184 is for non-school buses. This is the same recall with the same repair for both school and non school just a different recall number. You will use the file number found on either report to file your claim(s) as normal.**

The remedy will consist of replacing the dash heater actuator with a more robust actuator. The labor allowance is 1.0 hour per unit (SRT 90-109). Bergstrom will ship the parts free of charge. If you sent in your contact information you have received your report and can send in a request for parts. If you did not send your contact information in before June 21, 2010, 50% of your total population will be shipped direct to your dealer location. **When filing your claim please use kit number BSM 100203816 and enter \$3.82 as the parts handling charge. You will also enter a part number as "topoff" for \$4.00 for the antifreeze.**

Thomas Built Buses has elected to notify all customers directly. Your customers will be contacting you to schedule an appointment for repairs. Reimbursement for labor, (if requested) may be obtained by filing a warranty claim.

If you know of any customers who own or operate a Thomas bus in this recall, whose name and address is NOT listed or is INCORRECTLY listed on the enclosed printout, please promptly notify Thomas Built Buses of that additional information in writing. Thank you for your cooperation and assistance.

Tracy

Enclosures: Customer Letter Repair Procedure Printout (if applicable)



July 6, 2010

Recall 10V-183

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Built has decided that a defect which relates to motor vehicle safety exists on certain HDX model school buses manufactured between November 15, 2007 and June 15, 2009. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the Bergstrom heater coolant flow valve actuator o-ring. The Bergstrom heater coolant flow valve actuator o-ring may allow coolant leakage into heater core compartment and the actuator PC board area potentially causing overheating and melting. An overheated and/or melted actuator may result in a vehicle fire.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this defect without charge. The remedy will consist of replacing the dash heater actuator with a more robust actuator. It will take approximately 1 hour per unit for repair. **To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.**

In addition to being used to verify repair completion, the postcard must be completed and returned if the vehicle does not need repair, if you no longer own the vehicle, or the vehicle identified on the postcard has been exported, stolen, or destroyed/totaled. Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Customer Support office at (336) 889-4871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com.

If the defect is not remedied without charge and within a reasonable time which is not longer than 60 days after you tender the vehicle for repair, also please contact the Customer Support Office at (336)889-4871. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or phone the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario or phone (613)993-9851

Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure



July 6, 2010

Recall 10V-184

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thomas Bus has decided that a defect which relates to motor vehicle safety exists on certain HDX model non school buses manufactured between November 15, 2007 and June 15, 2009. These units are identified on the enclosed postcard (Form PSD 304).

The defect involves the Bergstrom heater coolant flow valve actuator o-ring. The Bergstrom heater coolant flow valve actuator o-ring may allow coolant leakage into heater core compartment and the actuator PC board area potentially causing overheating and melting. An overheated and/or melted actuator may result in a vehicle fire.

You should immediately contact your Thomas Built Buses dealer for an appointment to have your vehicle modified. Thomas will remedy this defect without charge. The remedy will consist of replacing the dash heater actuator with a more robust actuator. It will take approximately 1 hour per unit for repair. **To arrange for repairs, contact your local Thomas Built Buses dealer. After the repair is made, please complete each postage paid card separately and return it to Thomas Built Buses to verify completion.**

In addition to being used to verify repair completion, the postcard must be completed and returned if the vehicle does not need repair, if you no longer own the vehicle, or the vehicle identified on the postcard has been exported, stolen, or destroyed/totaled. Federal law requires that any vehicle lessor receiving the recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had your vehicle repaired due to this defect prior to receipt of this notice and you have incurred any costs, you may be eligible for reimbursement. For further information, please contact the Customer Support office at (336) 889-4871, 8 a.m. to 5 p.m. eastern standard time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com.

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Sincerely,

Tracy Sauerbrey
Warranty/Recall Department

Enclosure



RECALL #10V-183, 10V-184

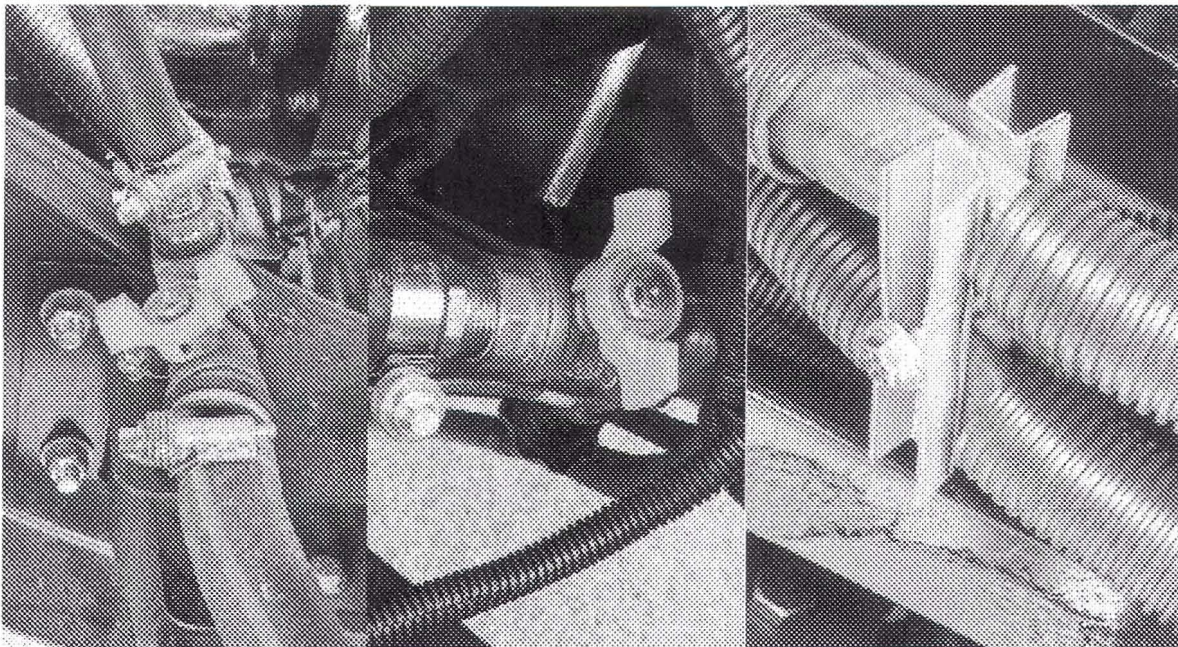
MODEL: SAF-T-LINER HDX

SUBJECT: FRONT DEFROSTER / HEATER WATER VALVE ASSEMBLY REPLACEMENT

PAGE: 1 OF 6

IMPORTANT: READ ENTIRE PROCEDURE BEFORE BEGINNING.

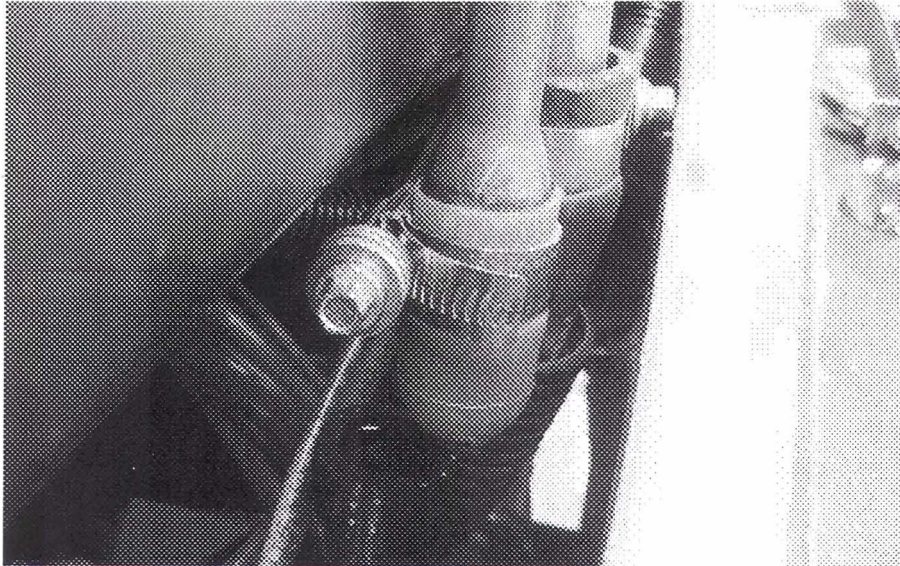
1. Chock the tires. Turn the ignition key to the "Off" position. Disconnect power at the batteries.
2. To help prevent coolant loss, close the body heater valves in the engine compartment and install hose pinch clamps at the front heater. Allow enough room between the pinch clamps and heater pipe to be able to work with the heater hoses.



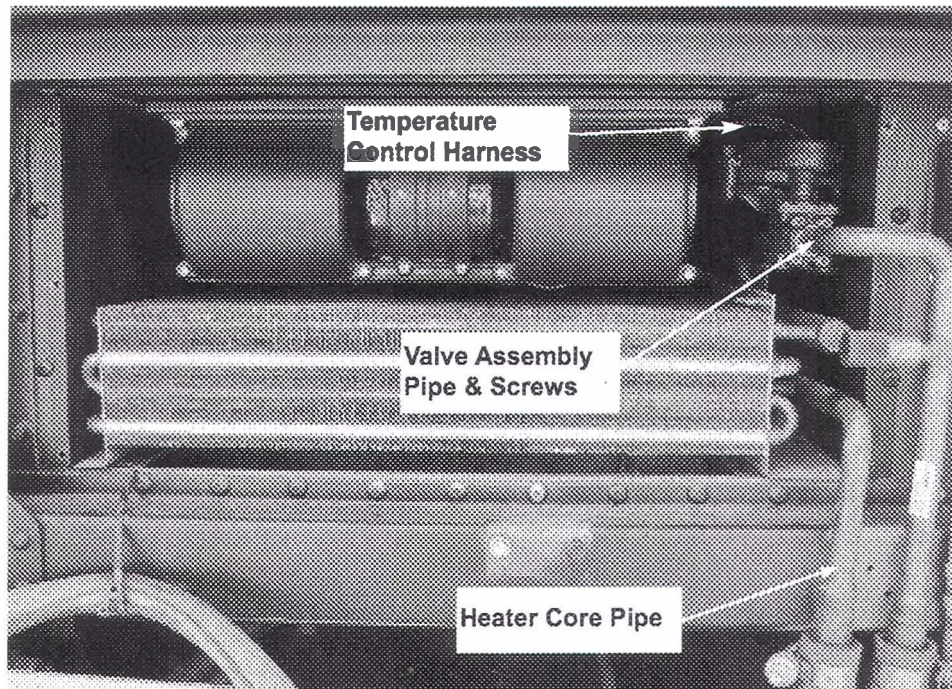
3. Lower the front HDX panel. Remove the windshield washer fill assembly (hose can remain attached). Remove the front heater filter and access covers.
4. Remove the two cushion loop clamps from the heater pipes.

REPAIR PROCEDURE

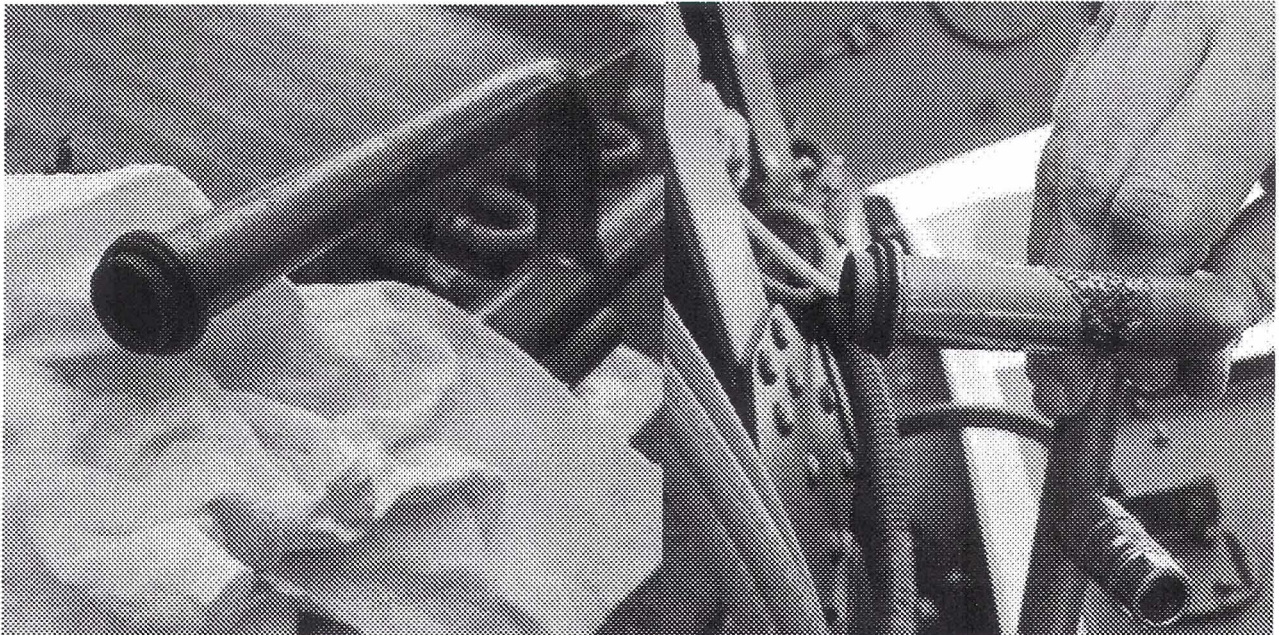
5. Remove the hose on heater core pipe on the left. A boot can be placed over the pipe end to retain coolant.



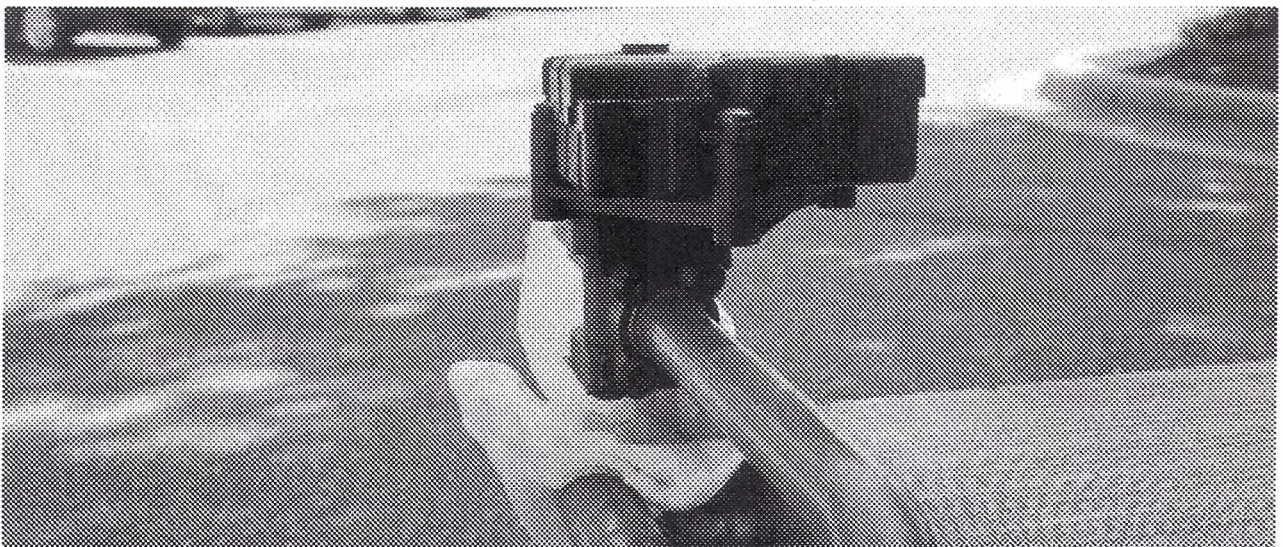
6. Remove the four (4) screws and disconnect the water valve assembly pipe on the right.
7. Disconnect the temperature control harness from the actuator or cut securing tie wrap if harness was previously disconnected.
8. Remove the heater core. **Note: the drivers side headlamp panel mounting screws can be loosened if additional clearance is needed for the heater core pipe.**



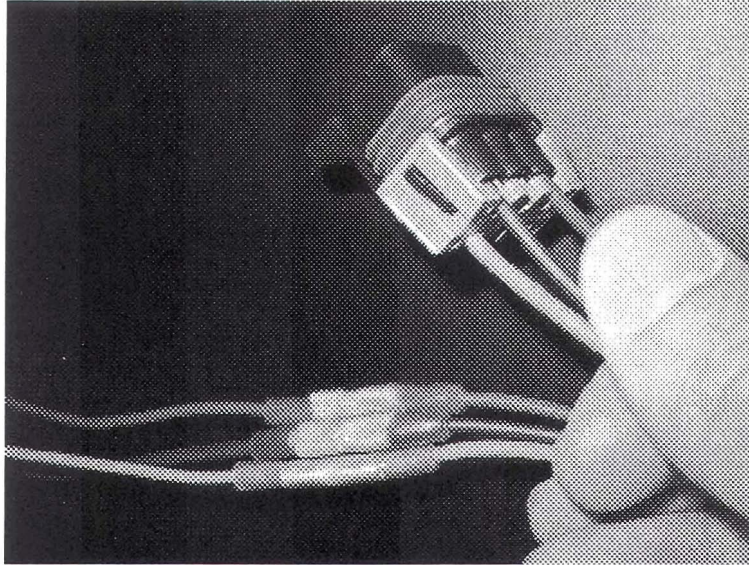
9. Remove the four (4) screws connecting the heater core pipe to the rear of the water valve assembly.
10. Remove and retain for reuse, two (2) #10 screws securing the valve assembly mounting bracket to the heater core. The water valve assembly can now be removed from the heater core and discarded.
11. Lubricate the new O-rings (BSM 589640) from the kit with coolant. Replace the O-rings on the heater core pipe and water valve pipe.



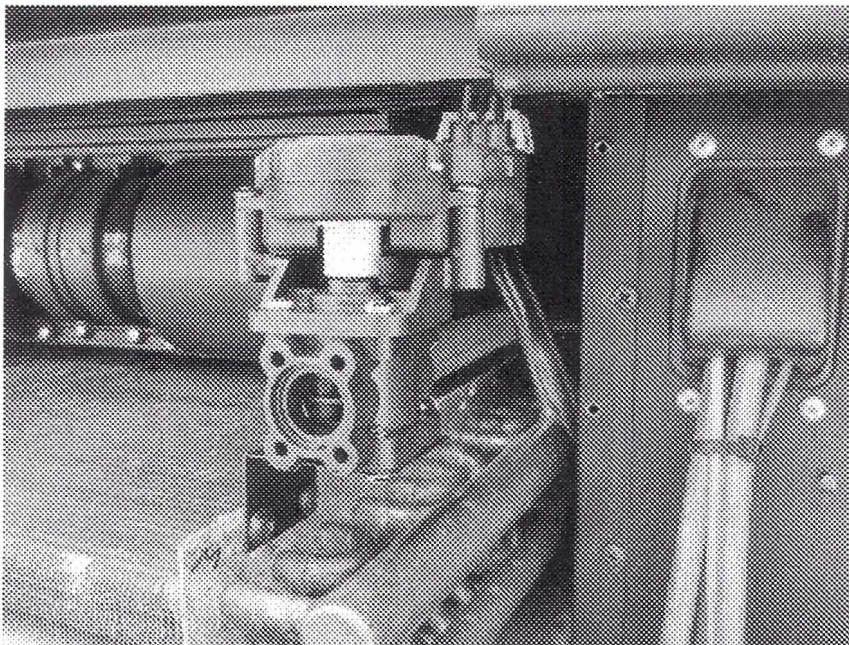
12. Install new water valve assembly (BSM 1000230886) from kit. Attach water valve mounting bracket to the heater core with the original #10 screws and leave these screws loose.
13. Connect the water valve assembly to the heater core pipe with four (4) new screws (BSM 600115) from kit.



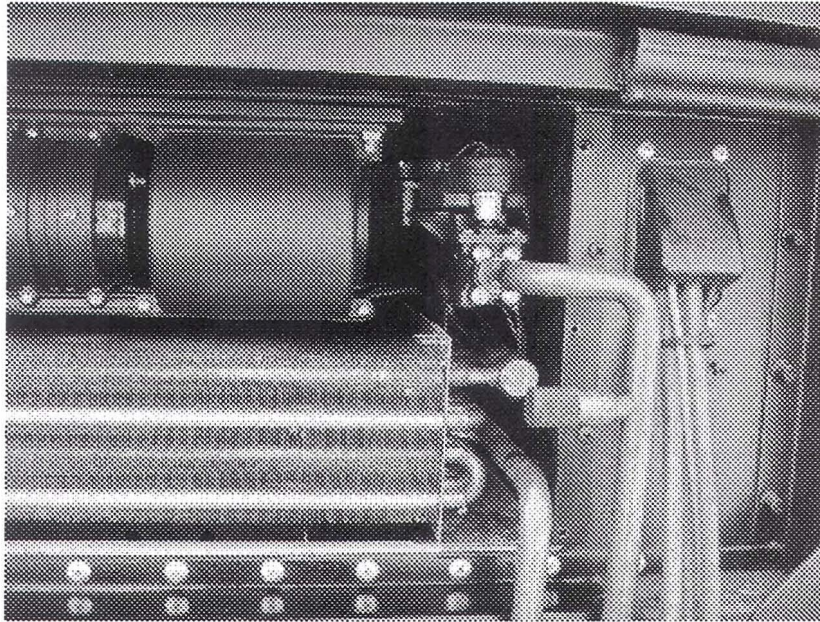
14. Tighten the #10 screws securing the water valve mounting bracket to the heater core.
15. Cut the temperature control harness two (2) inches back from the connector and strip the wire ends to ¼ inch.
16. Splice in the new harness (BSM 1000230326) to the temperature control harness matching the wire colors. Heat the splice insulation to heat shrink and seal the connections.



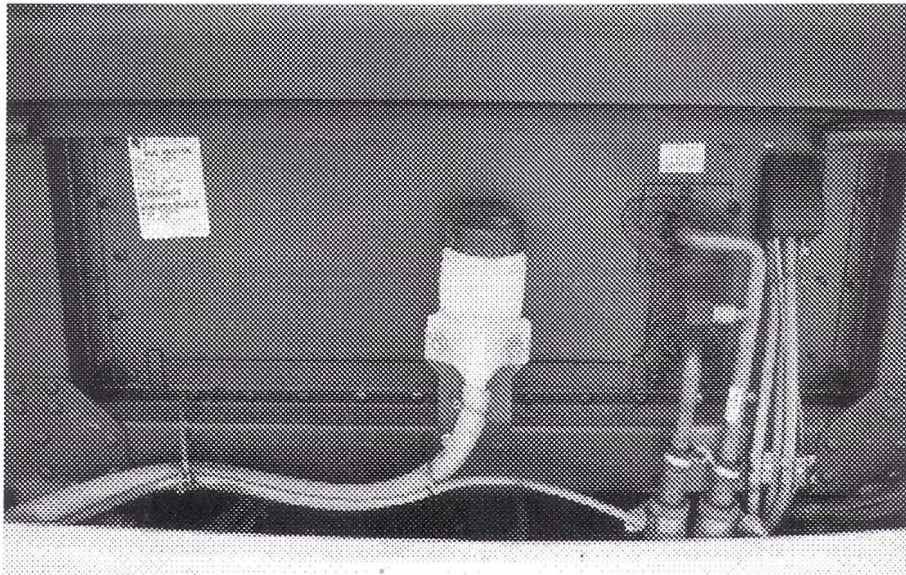
17. Reinstall the heater core and water valve assembly. Connect the harness to the actuator before fully inserting the core assembly into the heater box. Be sure to route the harness beside the heater core and away from the path of air.



18. Connect the water valve assembly pipe to the water valve assembly with four (4) new screws (BSM 600115) from kit.



19. Reconnect hose to heater core pipe.
20. Reinstall the two cushion loop clamps on the heater pipes.
21. Open the body heater valves and remove the hose clamps if installed.
22. Reconnect power at the battery.
23. Test for leaks by running engine at high idle and turning "On" the booster pump. Fill coolant reservoir as needed for coolant lost during this procedure. Be sure to use Antifreeze / Coolant that meets Freightliner spec 48-25134-050 or equivalent.



24. If drivers side headlamp panel mounting screws were loosened, retighten and torque to 19 ft-lbs.
25. Reinstall heater access panels, filter, and windshield washer fill assembly.
26. Install insulation tape (BSM 570141) from kit around the heater pipes.
27. Close the front HDX panel and remove tire chocks.

MATERIALS REQUIRED: BSM 100203816 – FIELD SERVICE KIT, HDX FRONT HEATER/DEFROSTER

<u>PART NUMBER</u>	<u>QTY.</u>	<u>DESCRIPTION</u>
BSM 1000230886	1	VALVE ASSEMBLY
BSM 1000230326	1	WIRING HARNESS WITH CRIMPED SPLICES
BSM 589640	2	O-RING FOR TUBE SEAL
BSM 600115	8	SCREWS - TUBE TO VALVE CONNECTION
BSM 570141	.42FT	INSULATION TAPE

NOT CONTAINED IN KIT:

TBB 61390450 1/2GAL ANTIFREEZE / COOLANT