

DAIMLER

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

January 26, 2012

Nigel Mortimer
Head of Recalls
Defect Investigations and Recalls
Transport Canada – Road Safety
80 Noël Street
Gatineau, Quebec J8Z 0A1

**Re: Supplemental Information Notice No. 2
TC2011-417, FL-619
Subject: FCCC Bus Chassis Grid Heater Relay Wiring
Dealer Notice**

Mr. Mortimer:

In accordance with Section 10 of the Motor Vehicle Safety Act and Section 15 of the Motor Vehicle Safety Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers. Please be advised we forwarded the enclosed information to the affected parties on the dates listed below.

Dealer Work Instruction (attached) Posted – January 26, 2012

The correct count of Canadian vehicles affected on TC2011-417 is 388.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Attachment
Via E-mail nigel.mortimer@tc.gc.ca

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

January 2012
FL619AB
NHTSA #11V-573 (School Buses)
NHTSA #11V-576 (Non-School Buses)
Transport Canada #11-417

Subject: FCCC Bus Chassis Grid Heater Relay Wiring

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 school buses built on Freightliner Custom Chassis B2 chassis and Freightliner Custom Chassis S2 shuttle bus chassis manufactured November 15, 2010, through September 29, 2011, with a certain grid heater mounting bracket.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 5,700 vehicles involved in this campaign.

The grid heater relay ground wire may contact the relay power terminal and rub or chafe, resulting in a possible short circuit. An electric fault or short circuit could cause a vehicle fire.

The routing of the grid heater relay ground wire will be inspected and modified as needed to ensure adequate clearance from the power terminal.

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 not needed for this Recall.

If our records show your dealership has ordered any vehicles involved in campaign number FL619AB, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com.

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL619AB	Inspect grid heater relay ground wire routing	0.2	996-0868A	000-Inspected
	Inspect and reroute grid heater relay ground wire	0.4	996-0868B	000-Modifiedx

Table 1

Recall Campaign

Daimler Trucks
North America LLC

January 2012

FL619AB

NHTSA #11V-573 (School Buses)

NHTSA #11V-576 (Non-School Buses)

Transport Canada #11-417

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 by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL619A, FL619B**).
- In the Primary Failed Part Number field, enter **25-FL619-000**.
- No parts are needed for this Recall.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.
- For OWL, the VMRS Component Code is 032-003-013 and the Cause Code is A1- Campaign.
- **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 for this recall.)
 - Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in sublet/outside purchases.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.

IMPORTANT: ServicePro 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.

Contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

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.

The letter notifying vehicle owners is included for your reference.

January 2012

FL619AB

NHTSA #11V-573 (School Buses)

NHTSA #11V-576 (Non-School Buses)

Transport Canada #11-417

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.

Recall Campaign

Daimler Trucks
North America LLC

January 2012

FL619AB

NHTSA #11V-573 (School Buses)

NHTSA #11V-576 (Non-School Buses)

Transport Canada #11-417

Copy of Notice to Owners

Subject: FCCC Bus Chassis Grid Heater Relay Wiring

For the Notice to U.S. Customers: This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

For the Notice to Canadian Customers: This notice is sent to you in accordance with the Canadian Motor Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Thomas Built Buses Saf-T-Liner C2 school buses built on Freightliner Custom Chassis B2 chassis and Freightliner Custom Chassis S2 shuttle bus chassis manufactured November 15, 2010, through September 29, 2011, with a certain grid heater mounting bracket.

The grid heater relay ground wire may contact the relay power terminal and rub or chafe, resulting in a possible short circuit. An electric fault or short circuit could cause a vehicle fire.

The routing of the grid heater relay ground wire will be inspected and modified as needed to ensure adequate clearance from the power terminal.

Please contact an authorized Daimler Trucks 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 www.Daimler-TrucksNorthAmerica.com. The Recall will take approximately half an hour to an hour and will be performed at no charge to you.

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.

For the Notice to U.S. Customers: 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@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours. 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 to <http://www.safercar.gov>.

For the Notice to Canadian Customers: 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@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

January 2012
FL619AB
NHTSA #11V-573 (School Buses)
NHTSA #11V-576 (Non-School Buses)
Transport Canada #11-417

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 Trucks 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 Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

January 2012
FL619AB
NHTSA #11V-573 (School Buses)
NHTSA #11V-576 (Non-School Buses)
Transport Canada #11-417

Work Instructions

Subject: FCCC Bus Chassis Grid Heater Relay Wiring

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 school buses built on Freightliner Custom Chassis B2 chassis and Freightliner Custom Chassis S2 shuttle bus chassis manufactured November 15, 2010, through September 29, 2011, with a certain grid heater mounting bracket.

Inspection

1. Check the base label (Form WAR259) for a completion sticker for FL619 (Form WAR260) indicating this work has been done. The base label is usually located above the driver's window in buses. If a sticker for FL619 is present, no work is needed. If no sticker is present, continue with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Open the hood.
4. Inspect the wiring on the grid heater relay, located in the top-middle of the firewall. See **Fig. 1**.
 - 4.1 If the ground wire is touching the positive power cable, go to "Ground Wire Routing."
 - 4.2 If the ground wire is not touching the power cable, no further work is needed. Clean a spot on the base label (Form WAR259), write the Recall number, FL619, on a blank completion sticker (Form WAR260), and attach it to the base label.

Ground Wire Routing

1. Split the harness loom open so that the ground wire can be pulled out to the right, directly above the grid heater relay, as shown in **Fig. 2**.
2. Tape the harness loom to the left of where the ground wire comes out of the loom.

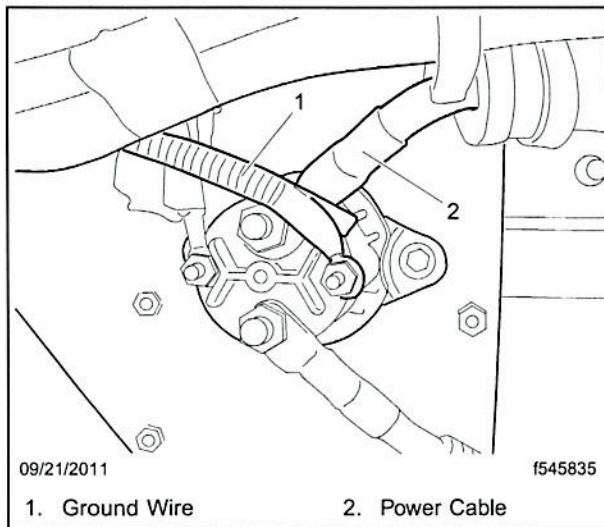


Fig. 1, Ground Wire Touches Power Cable

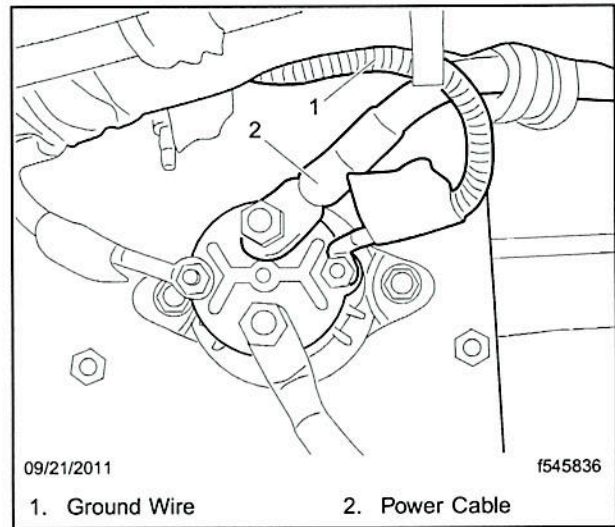


Fig. 2, Ground Wire Routed Above the Grid Heater

January 2012

FL619AB

NHTSA #11V-573 (School Buses)

NHTSA #11V-576 (Non-School Buses)

Transport Canada #11-417

3. Route the ground wire as shown in **Fig. 2**.
4. Make certain the loom on the ground wire is still in place, and that the ground wire and the loom are not touching the positive power cable.
5. Lower the hood.
6. Clean a spot on the base label (Form WAR259), write the Recall number, FL619, on a blank completion sticker (Form WAR260), and attach it to the base label.