

DAIMLER

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

January 26, 2012

Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215, Rm. W45-206)
1200 New Jersey Avenue S.E.
Washington D.C. 20590

RE: Defect Information Report – Supplemental Report No. 2
11V-578, 12V-010, FL-620, FCCC Bus Chassis Side Marker/Directional Lights
Dealer Notice

Ms. Lewis,

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.

- (c)(3) Total number of potentially affected Non-School Bus: 50 (12V-010)
- (c)(3) Total number of potentially affected School Bus: 2,680 (11V-578)
- (c)(8)(ii) Dealer and distributor notification: Began and ended: January 26, 2012
- (c)(10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions, or concerns.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

Daimler Trucks North America LLC
4747 N. Channel Ave.
Portland, OR 97217-7699
(503) 745-6910 Phone
(503) 745-5544 Fax
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January 2012
FL620AB
NHTSA #11V-578 (School Buses)
NHTSA #12V-010 (Non-School Buses)
Transport Canada #11-418

Subject: FCCC Bus Chassis Side Marker/Directional Lights

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 January 5, 2011, through July 26, 2011.

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 3,000 vehicles involved in this campaign.

Inaccurate fault detection values in the bulkhead module software may cause the side marker/directional lights to stop functioning after a few minutes of vehicle operation. Lights will resume operation after the vehicle is shut down and restarted. Failure of the side marker/directional lights to illuminate will result in decreased visibility of the bus and/or intended direction of travel and may increase the possibility of a vehicle crash.

The bulkhead module software will be updated.

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 FL620AB, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

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
FL620AB	Update bulkhead module software	0.3	996-0869A	000-Modifiedx

Table 1

Recall Campaign

Daimler Trucks
North America LLC

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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 (**FL620A** or **FL620**).
- In the Primary Failed Part Number field, enter **25-FL620-000**.
- 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 003-006-008 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](http://AccessFreightliner.com/Support/MyTickets) 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.

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

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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

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North America LLC

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NHTSA #12V-010 (Non-School Buses)
Transport Canada #11-418

Copy of Notice to Owners

Subject: FCCC Bus Chassis Side Marker/Directional Lights

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 January 5, 2011, through July 26, 2011.

Inaccurate fault detection values in the bulkhead module software may cause the side marker/directional lights to stop functioning after a few minutes of vehicle operation. Lights will resume operation after the vehicle is shut down and restarted. Failure of the side marker/directional lights to illuminate will result in decreased visibility of the bus and/or intended direction of travel and may increase the possibility of a vehicle crash.

The bulkhead module software will be updated.

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.DaimlerTrucksNorthAmerica.com. The Recall will take approximately 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

FL620AB

NHTSA #11V-578 (School Buses)

NHTSA #12V-010 (Non-School Buses)

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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 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.

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Work Instructions

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Bulkhead Module Software Update

IMPORTANT: This procedure must be completed using the ServiceLink® diagnostic program.

1. Check the base label (Form WAR259) for a completion sticker for FL620 (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 FL620 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 apply the parking brake. Chock the tires.
3. Connect the laptop being used to a power adapter, then connect the laptop connector to the diagnostic connector. See Fig. 1.
4. Turn the ignition switch to the "ON" position, or connect a battery charger to the vehicle.
5. In ServiceLink, click "Bulkhead Module."
6. Next, click "Features."
7. Click "Refresh Features List."
8. A message screen will appear showing "vehicle update successful." Click "OK."
9. Once the update is finished, verify that the reference parameter 26-02000-001 has the new release number P35129-C6.
10. Remove the laptop connector from the diagnostic connector.
11. Clean a spot on the base label (Form WAR259), write the Recall number, FL620, on a blank completion sticker (Form WAR260), and attach it to the base label.

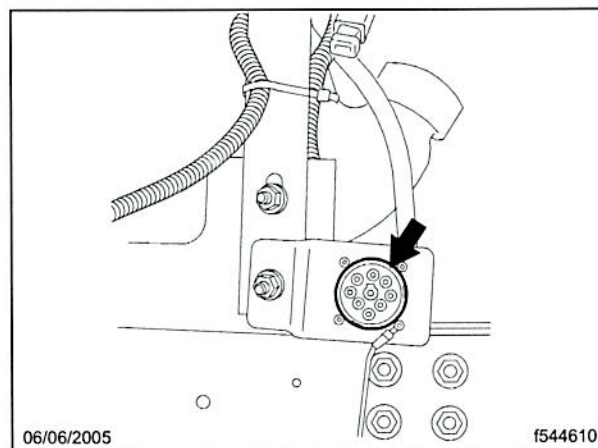


Fig. 1, Diagnostic Connector (location will vary)