DAIMLER

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

October 18, 2013

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. 1
13V-365, FL-643, Auxiliary Fuel Pickup Tube
Representative Owner 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 a representative copy of the document distributed to owners.

(c)(8)(ii) Owners of 175 vehicles will be notified on October 18, 2013.
(c)(10) A copy of communications sent to owners is attached.

Please contact me if you have any questions.

Sincerely yours,

Nasser Zamani

Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

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

Recall Campaign

Daimler Trucks North America LLC

October 2013
FL643A
NHTSA #13V-364 (Non-School Buses)
NHTSA #13V-365 (School Buses)
Transport Canada #13-281

Subject: Auxiliary Fuel Pickup Tube Labels

Models Affected: Specific Thomas Built Buses Saf-T-Liner EF, EFX, and HDX school buses manufactured March 23, 2011, through October 4, 2012.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 211 vehicles involved in this campaign.

On certain buses, an information label may detach from the auxiliary heater fuel pickup tube after immersion in diesel fuel for a long period. Once detached, a submerged label may block the engine fuel suction tube, restricting and/or stopping the flow of fuel to the engine, potentially causing the engine to stumble or run erratically. In the worst case, the engine may shut down temporarily and the driver may not be able to completely exit the roadway potentially putting students at increased risk of injury while being transferred to another bus.

The fuel pickup tubes will be replaced.

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.

Replacement Parts

Replacement parts are now available and can be obtained by ordering from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL647, 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.

Table 1 – Replacement Parts for FL643

Campaign Number	Part Number	Description
FL643A	TBB 184921	Fuel Pick Up Tube

Table 1

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Removed Parts

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

Labor Allowance

Table 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Correction Code
FL643A	Fuel Pickup Tube R/R	1.2	174-6766A	12 – Repair Recall/Campaign

Table 2

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 or OWL:

- Claim Type is **Recall**
- Enter the campaign number and appropriate condition code (**FL643A).**
- In the Primary Failed Part Number field, enter **TBB 62271224**.
- In the Parts field, enter the appropriate kit/part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table.
- For OWL, the VMRS Component Code is **044-0101-046** 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 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 or 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 at (336) 889-4871, from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / My Tickets and Submit an Inquiry, if you have any questions or need additional information.

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.

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All kits must be in resalable condition. PAR requests must include the original purchase invoice number.

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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Copy of Notice to Owners

Subject: Auxiliary Fuel Pickup Tube Labels

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

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB) has decided that a defect which relates to motor vehicle safety exists on specific Thomas Built Buses SAF-T-Liner EF, EFX, and HDX school buses manufactured March 23, 2011, through October 4, 2012.

On certain buses, an information label may detach from the auxiliary heater fuel pickup tube after immersion in diesel fuel for a long period. Once detached, a submerged label may block the engine fuel suction tube, restricting and/or stopping the flow of fuel to the engine, potentially causing the engine to stumble or run erratically. In the worst case, the engine may shut down temporarily and the driver may not be able to completely exit the roadway potentially putting students at increased risk of injury while being transferred to another bus.

The fuel pickup tubes will be replaced.

To arrange for repairs, you should contact your local Thomas Built Bus dealer immediately. Thomas will remedy this defect without charge. The repair should take approximately an hour and a half, 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 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 have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. For further information, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com.

If you have any questions about this recall, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. 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. In Canada, you may contact Transport Canada-Road Safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

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

THOMAS BUILT BUSES WARRANTY DEPARTMENT
Enclosure

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Work Instructions

Subject: Auxiliary Fuel Pickup Tube Labels

Models Affected: Specific Thomas Built Buses Saf-T-Liner EF, EFX, and HDX school buses manufactured March 23, 2011, through October 4, 2012

Repair Procedure

1) Chock wheels on the bus and make sure parking brake is set and the bus is in park or neutral along with the key being off.
2) Remove the fuel sending plate inside the bus that allows access to the top of the fuel tank.
3) At this point you should be able to see the fuel hose that draws fuel from tank to the engine. See Figure 1.

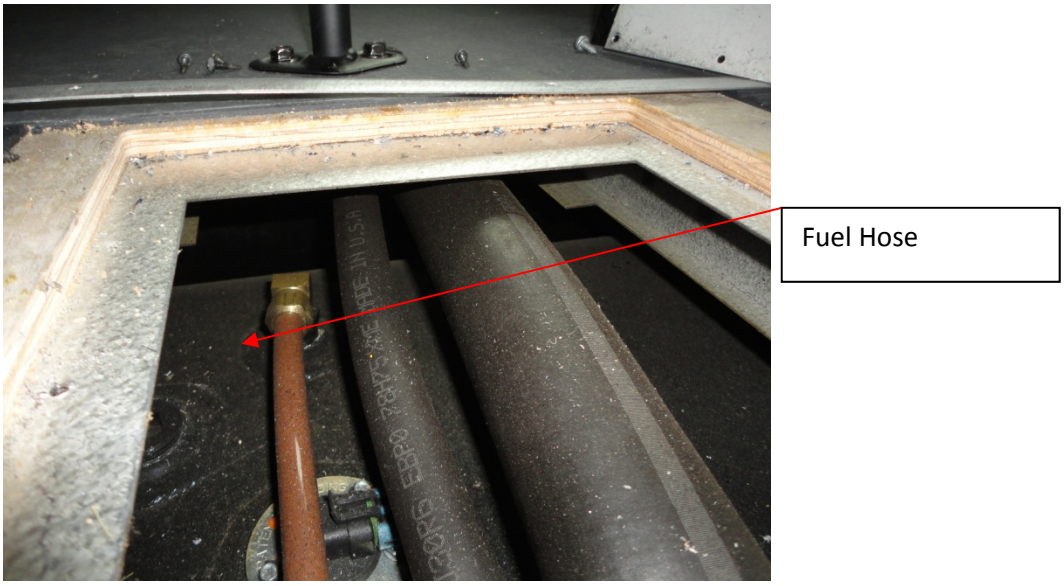

Figure 1

4) Remove the hose by loosening the compression fitting using a 15/16” wrench.
5) Next, push the hose out of way so that the fuel tube mounting can be reached as in Figure 2

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Figure 2

6) Remove the fuel sending unit using 5/16" socket. Look inside tank to see if label is still on the Webasto fuel pick-up tube. (See Figure 3) If so, the tube needs to be removed and tag and residue removed before reinstalling. Reinstall fuel sending unit. If the tag is not there then you can skip to step 11

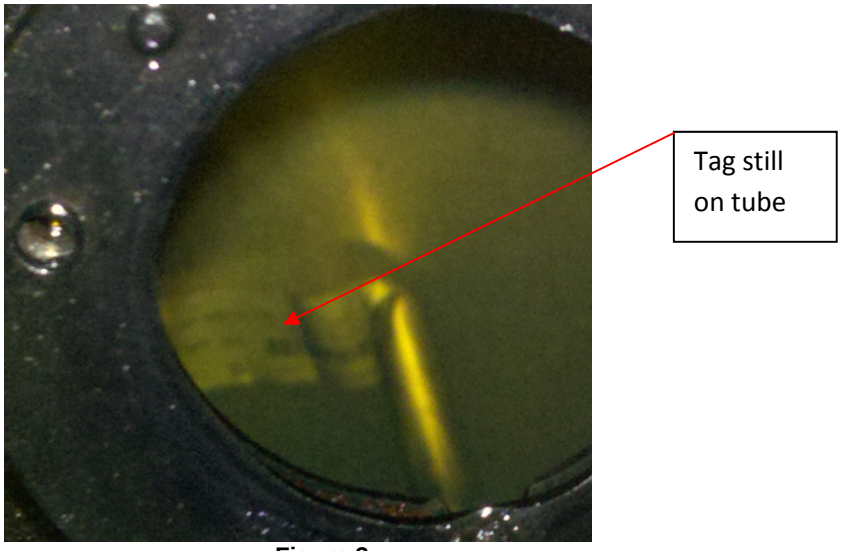

Figure 3

7) To remove the pick-up tube for the Webasto heater you need to remove the hose from the tube first. This is done by using a ¾" wrench on the hose side and a 9/16" wrench on tube side. Once you have loosened the hose and removed it, slide it to the side.

8) Next, you will have to use a pipe wrench or a large pair of channel locks to loosen the pick-up tube from the fuel tank at the base of the tube.

9) Pull out the tube and remove the label and clean off any residue from the tube.

10) Reinstall the tube and hose then proceed to next step.

11) Remove the main pick-up tube. Loosen the pickup tube in the tank using a pair of pliers or a 15/16" wrench on the head of elbow. Next, turn the tube at an angle to remove as shown in Figure 4.

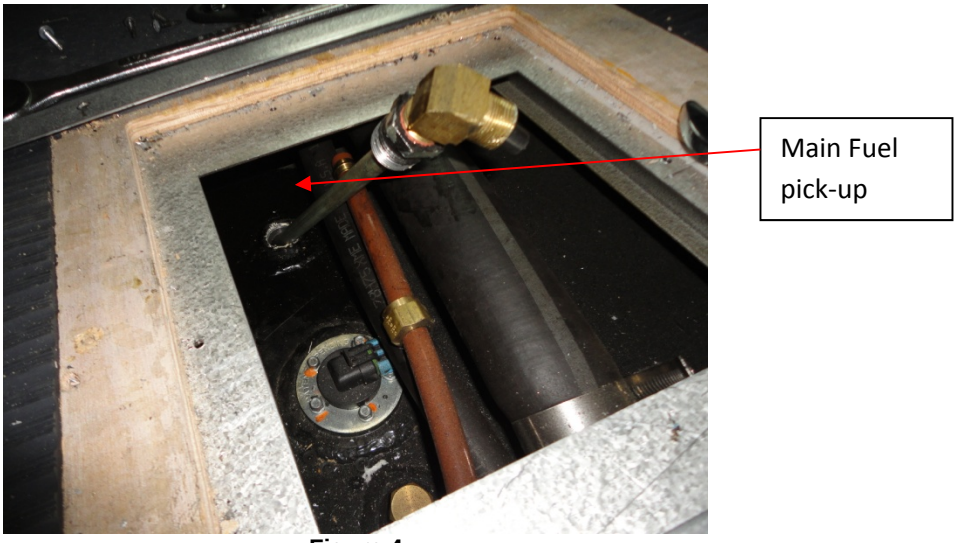

Figure 4

12) Refer to Figure 5 for the contents of kit TBB 184921.

	QTY	PART NUMBER	DESCRIPTION
1	1	61361038	90 DEG. MALE ELBOW, 1/2 NPT TO 5/8 TUBE, BRASS
2	1	184914	FUEL SCREEN, MESH, STAINLESS STEEL
3	1	184915	HOSE CLAMP, SPRING, 5/8"

61361038
SCALE 1.000
1

184914
SCALE 1.000
2

184915
SCALE 1.000
3

CHG NO.: ECR-10865
REV BY: J.WHITAKER

Figure 5

13) After retrieving the components from TBB 184921, take the fuel pick-up tube and install the screen on the end of tube as shown in Figure 6.

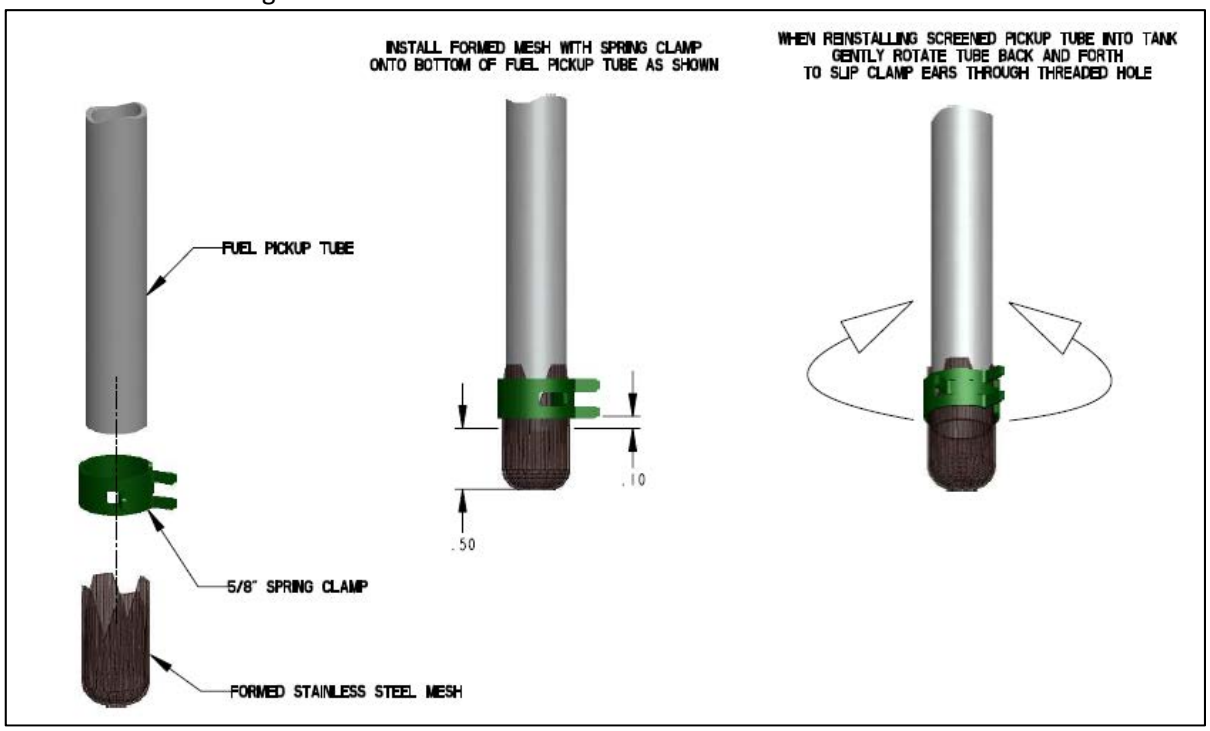

Figure 6

14) If the head of the pick-up tube is marred to where it would affect reinstallation, replace the head with TBB 61361038, 90-degree elbow, before reinstallation.
15) Reinsert the pick-up tube end into the hole in the tank and gently rotate tube back and forth, as it is inserted to allow for the ears of clamp to go through hole.
16) Tighten down the head of the tube with a 15/16" wrench until tight.
17) Reinstall the fuel hose.
18) Before putting the cover back, start the bus and make sure there are no leaks at the fuel hose connection.

Tools Needed

- 15/16" Open ended wrench
- ¾" Open ended wrench
- 9/16" Open ended wrench
- Large pair of channel locks or large adjustable wrench
- 5/16" socket
- Pliers
- Screw gun with Philips head bit.