

# DAIMLER

Daimler Trucks North America

Nasser Zamani  
Senior Manager  
Compliance and Regulatory Affairs

April 22, 2014

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  
14V-075, 14V-074SB, FL-659, Minotour Rear Floor Reinforcement  
Representative 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: 3 - 14V-074
- (c)(3) Total number of potentially affected School Bus: 286 - 14V-074SB
  
- (c)(8)(ii) Dealer and distributor notification: Began and ended: April 17, 2014
- (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

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

# Recall Campaign

Daimler Trucks  
North America LLC

April 2014

FL659A-C

NHTSA # 14V-075 (Non-Schools Buses)

NHTSA # 14V-074 (School Buses)

## Subject: TBB Minotour Rear Floor Reinforcements

**Models Affected: Specific Thomas Built Buses Minotour DRW school buses manufactured October 21, 2011, through January 16, 2014.**

### 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 289 vehicles involved in this campaign.

On certain buses, the floor reinforcement channels designed to provide additional support to the seat belt anchorage system were inadvertently omitted during the manufacturing process. Omitted floor reinforcement channels may decrease the effectiveness of the seat belt system and increase the risk of injury during a crash.

Reinforcement channels will be added to the rear floor sections of the subject vehicles.

### 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 FL659A-C, 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 FL659A-C

| Campaign Number | Part Number  | Description                                                                   |
|-----------------|--------------|-------------------------------------------------------------------------------|
| FL659A-C        | TBB 186111   | 041- Under Floor Reinforcement, Minotour, Last Floor Section, Bolted          |
|                 | TBB 185459   | 051 – Under Floor Reinforcement, Minotour, Last Floor Section, Bolted         |
|                 | TBB 69001946 | Bolt, 3/8 -16x2, Hex Flange, SAE GR 8, Steel, Non Serrated Flange, Black Zinc |
|                 | TBB 69004262 | Washer, Flat, 3/8 IDX1 ½ OD                                                   |
|                 | TBB 69004261 | Flange Nut, 3/8-16                                                            |

**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             |
|-----------------------|--------------------------------|----------------------|-----------|-----------------------------|
| FL659A<br>(266 Units) | Mount Two Floor Reinforcements | 1.0                  | 996-0930A | 12 – Repair Recall/Campaign |
| FL659B<br>(3 Units)   |                                |                      |           |                             |
| FL659C<br>(20 Units)  |                                |                      |           |                             |

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 OWL:

- Claim Type is **Recall**
- Enter the campaign number and appropriate condition code (**FL659A-C**).
- In the Primary Failed Part Number field, enter **TBB 175632 (051)** or **TBB 175633 (041)**
- In the Parts field, enter the appropriate kit/part number(s) as shown in the Replacement Parts Table.
- 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 **174-001-200** 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.

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IMPORTANT: 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](http://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. 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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NHTSA # 14V-074 (School Buses)

## Copy of Notice to Owners

### Subject: TBB Minotour Rear Floor Reinforcements

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

On certain buses, the floor reinforcement channels designed to provide additional support to the seat belt anchorage system were inadvertently omitted during the manufacturing process. Omitted floor reinforcement channels may decrease the effectiveness of the seat belt system and increase the risk of injury during a crash.

Reinforcement channels will be added to the rear floor sections of the subject vehicles.

**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 one hour depending on your vehicle, 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 a.m. to 5 p.m. Eastern Time Monday through Friday. To find a dealer in your area please go to [www.thomasbus.com](http://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

April 2014

FL659A-C

NHTSA # 14V-075 (Non-Schools Buses)

NHTSA # 14V-074 (School Buses)

## Work Instructions

### Subject: TBB Minotour Rear Floor Reinforcement

**Models Affected:** Specific Thomas Built Buses Minotour DRW school buses manufactured October 21, 2011, through January 16, 2014.

#### Repair Procedure

1. Chock wheels, shift into Neutral or Park. Set parking brake.
2. Remove any fasteners located at the area where reinforcements will be installed, such as seat bolts.
3. Position the reinforcement with the bend side down in the location shown in the installation diagram below that matches the bus. (See **Figure 1** below and diagrams at the end of these Work Instructions.)
4. Mark the location of each hole using a white grease pencil. Move the reinforcement to next the location and repeat.
5. Drill eight (8) 3/8" holes in the front side of the last joist and the back side of the second to last joist so that the reinforcements can be installed in the proper location. **Note: Each set of two holes must be drilled all the way through each joist. Figure 1**

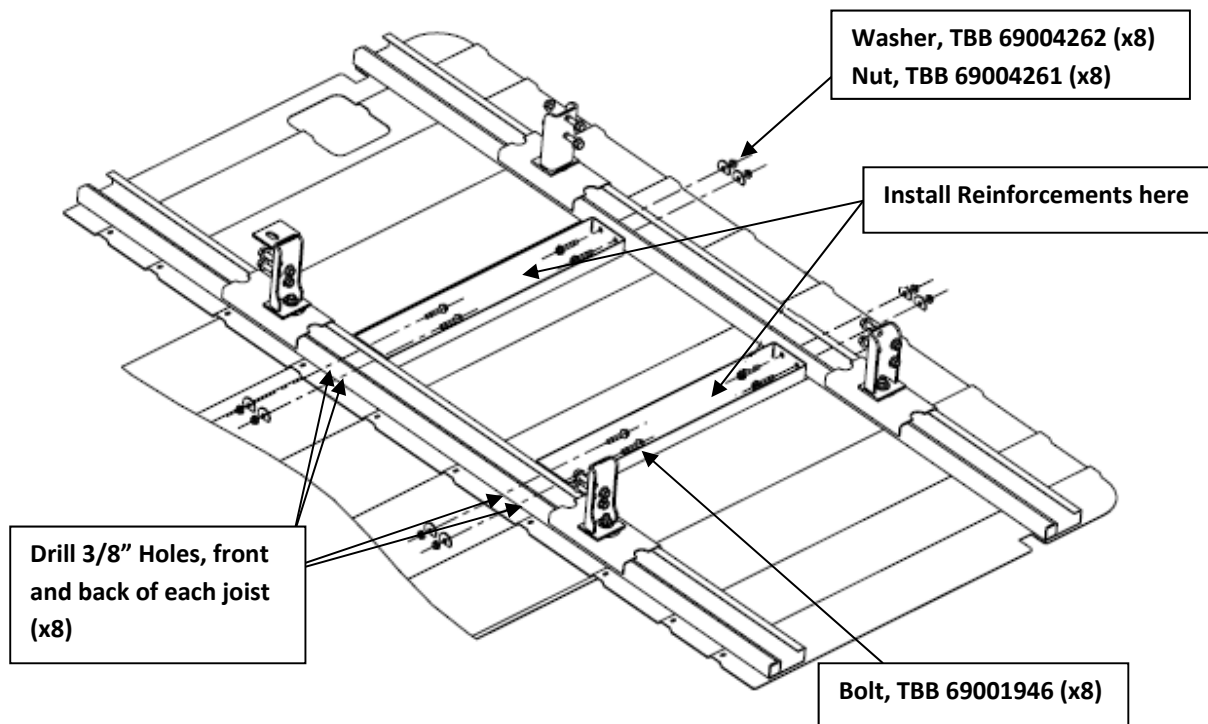


Figure 1

# Recall Campaign

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North America LLC

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NHTSA # 14V-075 (Non-Schools Buses)

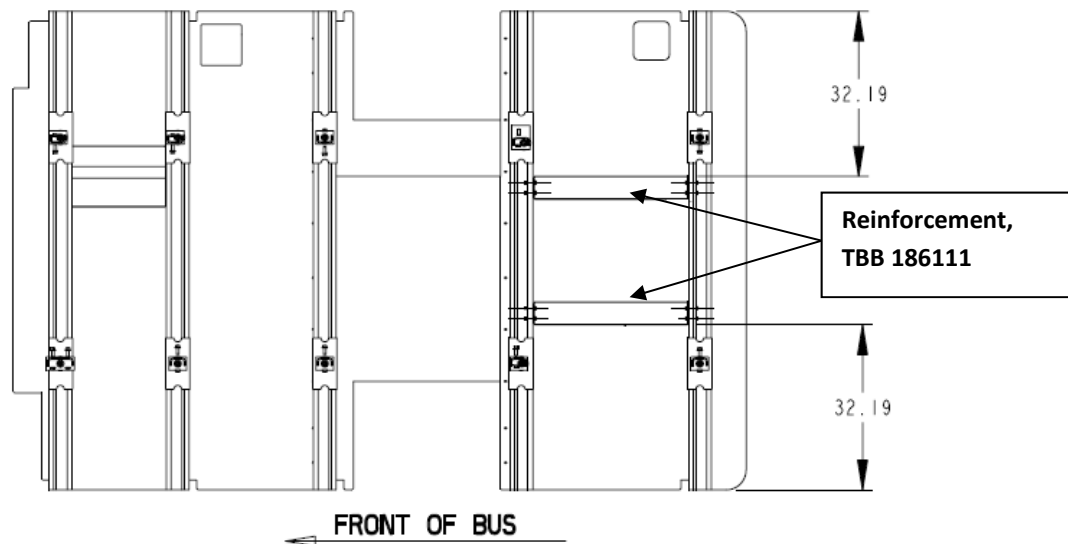
NHTSA # 14V-074 (School Buses)

6. Mount reinforcement TBB 185459 or TBB 186111 to the floor joists using bolt TBB 69001946, washer TBB 69004262, and nut TBB 69004261.
7. If any seat fasteners were located in this area, re-drill fastener holes from inside the bus through the reinforcement.
8. Reinstall seat fasteners through the reinforcement. Torque to 14 ft.-lbs.
9. Apply undercoating.
10. Unchock the wheels; place back into service.

## Seating Configurations

To determine your seating configuration, review the plans below.

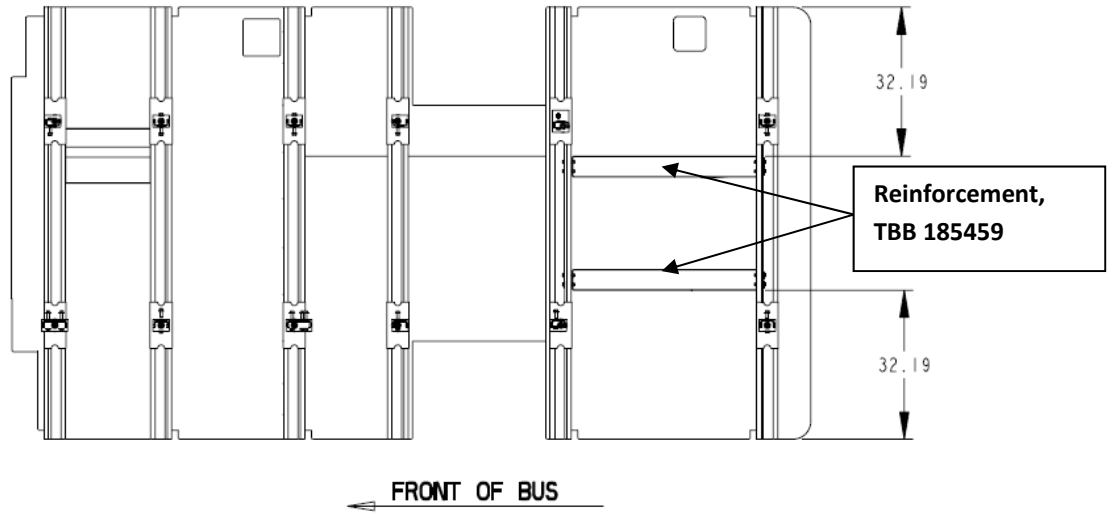
### Installation A: GM 041, IMMI/S3C Seats



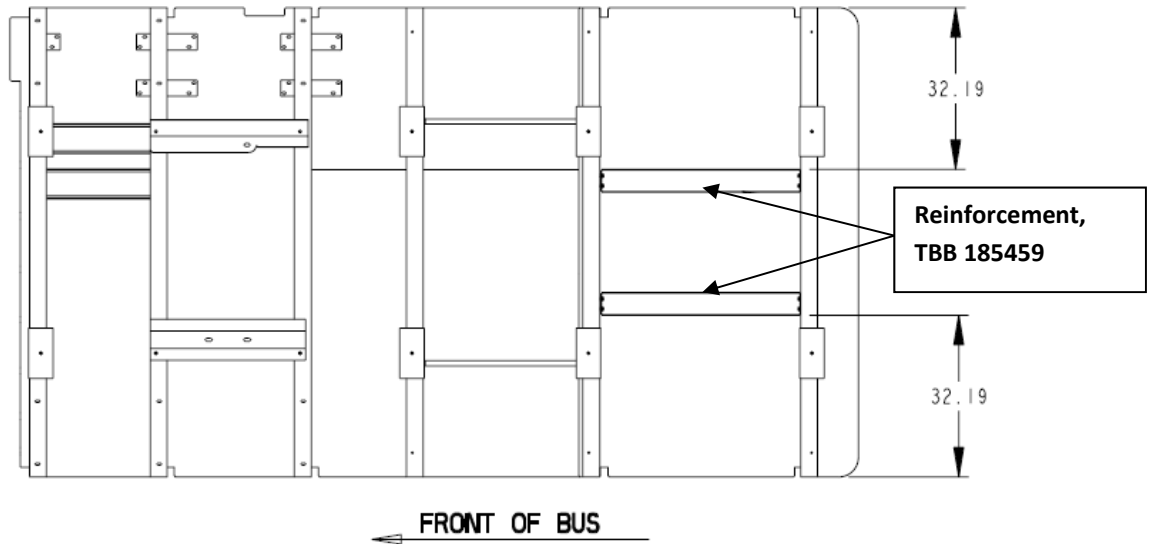
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## Installation B1: GM 051, IMMI/S3C Seats



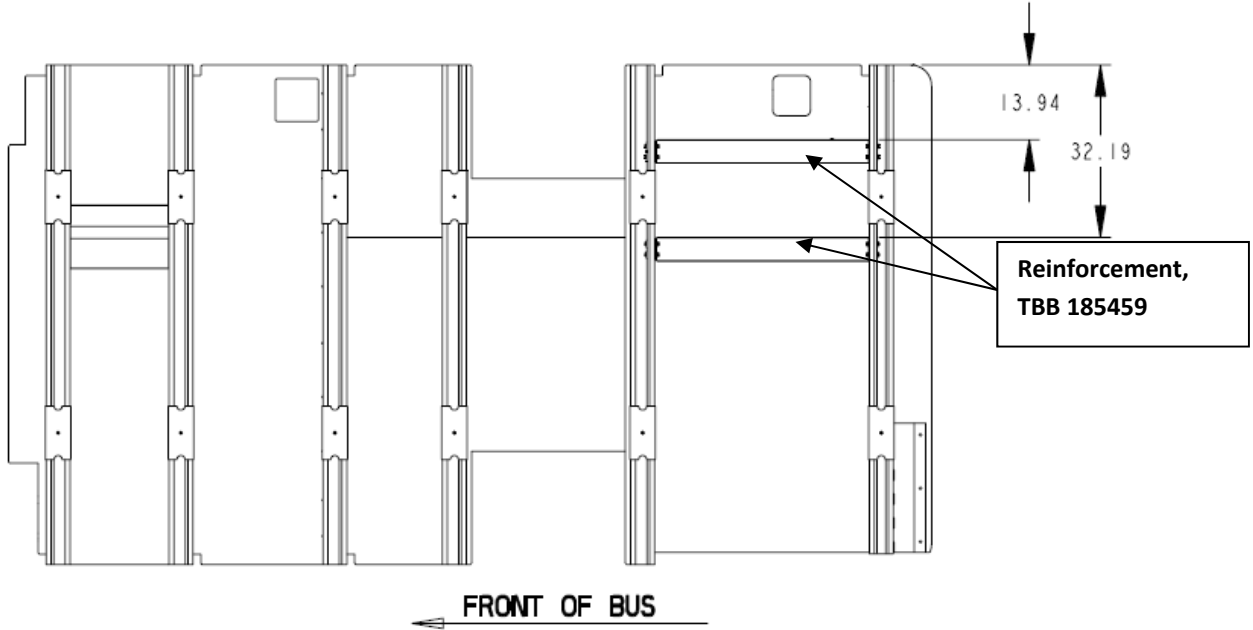
## Installation B2: GM 051, IMMI/S3C Seats



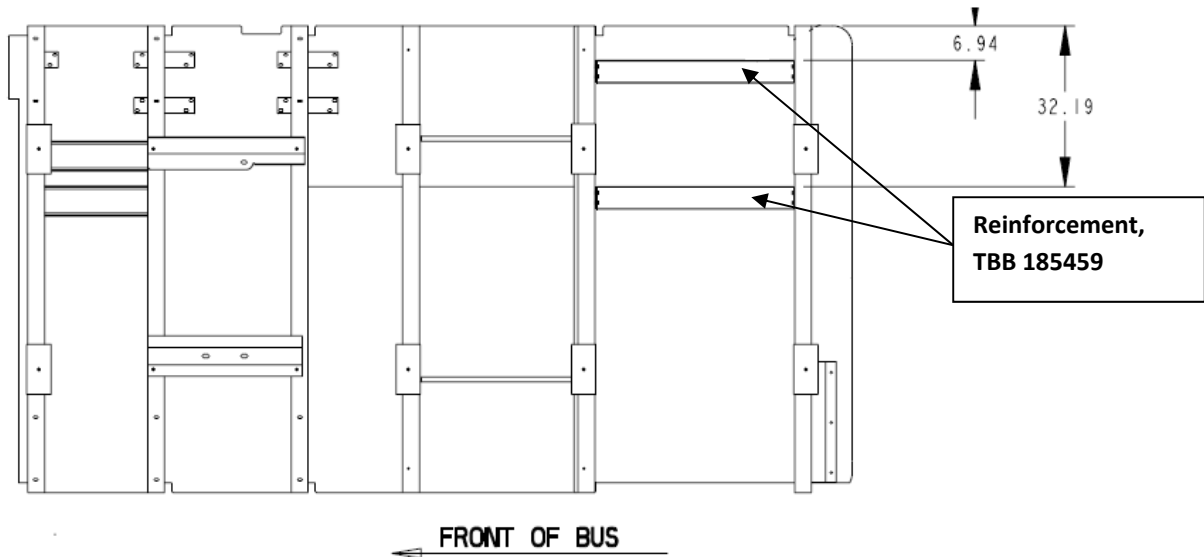
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Installation C1: GM 051, Lift



Installation C2: GM 051 FF, Lift



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## Tools

Socket Set or Air Ratchet

3/8" drill bit

Drill

White Grease Pencil