

# Recall Campaign

Daimler Trucks  
North America LLC

---

February 2016  
FL697A-E  
NHTSA #15V-842  
Transport Canada #15-015

## Subject: TBB Spectal Pushout Windows

**Models Affected:** Specific Saf-T-Liner C2 model vehicles manufactured May 1, 2015, through August 1, 2015, with certain Spectal tempered glass pushout windows.

### 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 1,500 vehicles involved in this campaign.

Certain vehicles may not meet the window retention test requirements of FMVSS 217, Bus Emergency Exits and Window Retention and Release. In the event of a crash, a window may not retain a passenger in the vehicle, increasing the risk of injury to vehicle occupants.

The windows will be modified as necessary to ensure compliance. Parts are expected to be available February 15, 2016, and dealers may begin repairs as soon as parts are available to order.

### 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 expected to be available by February 15, 2016, and can be obtained by ordering from your facing Parts Distribution Center at that time.

If our records show your dealership has ordered any vehicles involved in campaign number FL675, 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.

# Recall Campaign

**Daimler Trucks  
North America LLC**

February 2016

FL697A-E

NHTSA #15V-842

Transport Canada #15-015

IMPORTANT: One kit will repair two windows. If you are repairing an odd number of windows, discard the “extra” part from the kit. For example, when repairing one window, discard the second part from the kit.

**Table 1 – Replacement Parts for FL675A-C**

Campaign Number	Part Number	Description	Qty. Per Kit
FL697A (4 Windows – Use 2 Kits)	TBB THSP61010	EMERGENCY WDO PROPELLER LOCKING KIT	2 ea.
FL697B (2 Windows – Use 1 Kit)			
FL697C (1 Windows – Use 1 Kit)	ETHYL CYANOACRYLAT E-BASED GLUE (An allowance will be added to claims for glue.)	EXAMPLES: GORILLA SUPER GLUE or ZAP GEL PT26	As Needed
FL697D (6 Windows – Use 3 Kits)			
FL697E (3 Windows – Use 2 Kits)			

**Table 1**

## 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	Corrective Action
FL697A (3,232 units)	Install 4 window slide retainers	0.4	174-6806B	12 – Repair Recall/Campaign
FL697B (1,170 units)	Install 2 window slide retainers	0.2	174-6806A	12 – Repair Recall/Campaign
FL697C (68 units)	Install 1 window slide retainer	0.2	174-6806A	12 – Repair Recall/Campaign
FL697D (192 units)	Install 6 window slide retainers	0.6	174-6806C	12 – Repair Recall/Campaign
FL697E (69 units)	Install 3 window slide retainers	0.4	174-6806B	12 – Repair Recall/Campaign

**Table 2**

# Recall Campaign

Daimler Trucks  
North America LLC

February 2016

FL697A-E

NHTSA #15V-842

Transport Canada #15-015

## 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 Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**FL697-A, FL697-B, FL657-C, etc**).
- In the Primary Failed Part field, enter **TBB 185234**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table. An allowance for required glue will automatically be added to the claim.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **174-006-003** and the Cause Code is **A1 - Campaign**.

**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.

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.

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.

February 2016  
FL697A-E  
NHTSA #15V-842  
Transport Canada #15-015

## **Copy of Notice to Owners**

### **Subject: TBB Spectal Pushout Windows**

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

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a non-compliance with U.S. and Canadian regulations exists on specific Saf-T-Liner C2 model vehicles manufactured May 1, 2015, through August 1, 2015, with certain Spectal tempered glass pushout windows.

Certain vehicles may not meet the window retention test requirements of FMVSS 217, Bus Emergency Exits and Window Retention and Release. In the event of a crash, a window may not retain a passenger in the vehicle, increasing the risk of injury to vehicle occupants.

The windows will be modified as necessary to ensure compliance. Parts are expected to be available February 15, 2016, and repairs will begin as soon as parts are on hand.

Thomas will remedy this defect without charge. The repair should take approximately an hour, and will be performed at no charge to you. To locate a dealer please go to [www.thomasbus.com](http://www.thomasbus.com).

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 the number below.

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>.

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

February 2016  
FL697A-E  
NHTSA #15V-842  
Transport Canada #15-015

## Work Instructions

### Subject: TBB Spectal Pushout Windows

**Models Affected:** Specific Saf-T-Liner C2 model vehicles manufactured May 1, 2015, through August 1, 2015, with certain Spectal tempered glass pushout windows.

#### Window Slider Retainer Installation

1. Turn the vehicle off, place in park, and chock the wheels.
2. Open the emergency window and locate slider retainer. See **Figure 1**.



Figure 1, Slide Retainer Installation

# Recall Campaign

Daimler Trucks  
North America LLC

February 2016  
FL697A-E  
NHTSA #15V-842  
Transport Canada #15-015

NOTE: When using pliers, be sure not to damage the window frame.

3. Remove the lower slider retainer using a pair of pliers. Discard old retainer. See **Figure 2**.



**Figure 2 Removing the Lower Slider Retainer**

4. Before installing the new retainer, make sure that the groove in the spring pin is facing upward, as shown in **Figure 3**. If you cannot turn it by hand, gently turn it using a flat head screwdriver, being careful to not deform the spring pin.



**Figure 3, Correct Spring Pin Orientation**

NOTE: If the retainer cavity is overfilled, the excess glue can seep into other parts of the window causing incorrect operation.

5. Using the new retainer, turn over and locate the cavity where glue will be applied. Using a recommended glue, fill cavity at most halfway. See **Figure 4** and **Table 1**.

# Recall Campaign

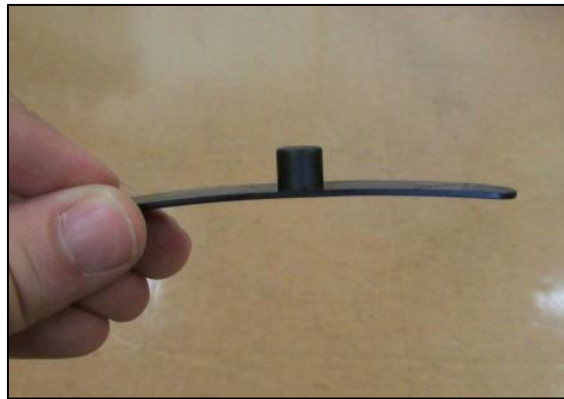
Daimler Trucks  
North America LLC

February 2016  
FL697A-E  
NHTSA #15V-842  
Transport Canada #15-015



**Figure 4: Filling Retainer Cavity Halfway**

6. Once the glue is inserted, make sure the viscosity of the glue is correct. Turn the slider retainer upside down. The glue should not drip out of the cavity. See **Figure 5**. If it does, use the other recommended glue shown in **Table 1**



**Figure 5: Testing the Viscosity of the Glue**

7. Push evenly on the frame section that has the handle. This pushes the pins out to make it easier to install. See **Figure 6**.

# Recall Campaign

Daimler Trucks  
North America LLC

---

February 2016  
FL697A-E  
NHTSA #15V-842  
Transport Canada #15-015



**Figure 6, Pushing Handle-Side Window Frame Against the Bus Structure**

8. Using a rubber hammer, install the retainer on the pin. Make sure the retainer is properly installed. No space should be between the slide of the retainer and the window frame
9. After 30 seconds test locking mechanism to make sure window works properly.
10. Close window and lock. Repeat for all affected windows.
11. When all windows are complete, remove the chocks from the wheels.