

Recall Campaign

Daimler Trucks
North America LLC

September 2016

FL709AB

NHTSA

#16V-325 School Buses

#16V-326 Non-School Buses

Transport Canada #16-224 School Buses

#16-225 Non-School Buses

Subject: TBB HDX Heater Hoses

Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX buses manufactured April 28, 2010, through April 15, 2016.

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 141 vehicles involved in this campaign.

On certain vehicles with a transmission retarder, a bypass fitting may locally increase coolant system pressures beyond the application working pressure of the standard heater hoses. The maximum pressures do not exceed the burst-pressure of the standard heater hoses but, over time, hose fatigue may occur and lead to a premature failure of the heater hose. Failure of the heater hose may lead to hot coolant leaking inside the bus, increasing the risk of injury to passengers.

Affected heater hoses 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. NOTE: Many vehicles in this recall are also part of recall FL708AB. The two recall repairs coordinate starting at step 7 of these Work Instructions.

Replacement Parts

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

Table 1 – Replacement Parts for FL709

Campaign Number	Part Number	Description	Qty.
FL709AB	GT 28444	HEATER HOSE (GREEN STRIPE) Note: Sold in 50 ft. lengths	100 ft

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 1 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
FL709AB	Replace heater hose	8.0	174-6484B	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 OWL:

- Claim Type is **Recall Campaign**.
- In the Campaign field, enter the campaign number (**FL709-A or FL709-B**)
- In the Primary Failed Part field, enter **TBB 26074365**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table. **Claim the length (in feet) actually used. Most repairs will use approximately 100 ft. of hose. If more is required, submit as an OWL Recall Pre-Approval Request.**
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table.
- All vehicles in this recall are also in FL708AB. The two repairs coordinate starting at step 7 in these Work Instructions.
- The VMRS Component Code is **174-026-015** 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.
 - Submit a Recall Pre-Approval request for a decision and authorized amount.
 - Submit a "based on" claim for the approved pre-approval.
 - Attach the documentation to the pre-approval request.
 - When your claim is paid, reimburse the customer the appropriate amount.

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.

Recall Campaign

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North America LLC

September 2016

FL709AB

NHTSA

#16V-325 School Buses

#16V-326 Non-School Buses

Transport Canada **#16-224 School Buses**

#16-225 Non-School Buses

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.

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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North America LLC

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FL709AB

NHTSA

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Copy of Notice to Owners Subject: TBB HDX Heater Hoses

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 Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc. (TBB), has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner HDX buses manufactured April 28, 2010, through April 15, 2016.

On certain vehicles with a transmission retarder, a bypass fitting may locally increase coolant system pressures beyond the application working pressure of the standard heater hoses. The maximum pressures do not exceed the burst-pressure of the standard heater hoses but, over time, hose fatigue may occur and lead to a premature failure of a heater hose. Failure of a heater hose may lead to hot coolant leaking inside the bus, increasing the risk of injury to passengers.

Affected heater hoses will be replaced.

To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately. Thomas will remedy this defect without charge. The repair should take approximately eight hours, 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.

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

Recall Campaign

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North America LLC

September 2016

FL709AB

NHTSA

#16V-325 School Buses

#16V-326 Non-School Buses

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#16-225 Non-School Buses

Work Instructions

Subject: TBB HDX Heater Hoses

Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX buses manufactured April 28, 2010, through April 15, 2016.

NOTES: Many vehicles in recall FL709 are also in FL708. See step 7 to coordinate the two recall repairs. Most vehicles will require approximately 100ft. of hose.

Heater Hose Replacement

- 1) Chock the wheels, turn bus off, and put the keys in your pocket.
- 2) Close the ¼ turn gate valves in the engine compartment. See **Figure 1**.

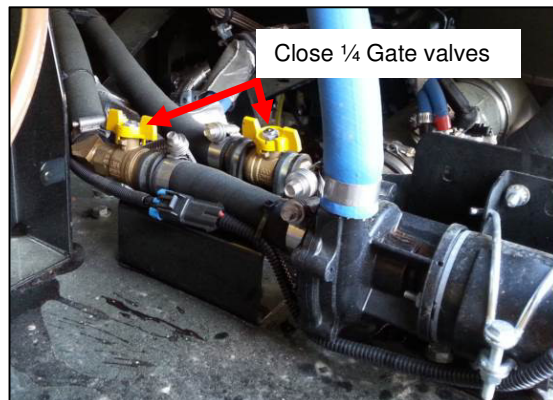


Figure 1, 1/4 Turn Valve Location

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FL709AB

NHTSA

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#16V-326 Non-School Buses

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- 3) Remove two hoses as shown in **Figure 2**. Drain the hoses into a clean drain pan as shown in **Figure 3**.

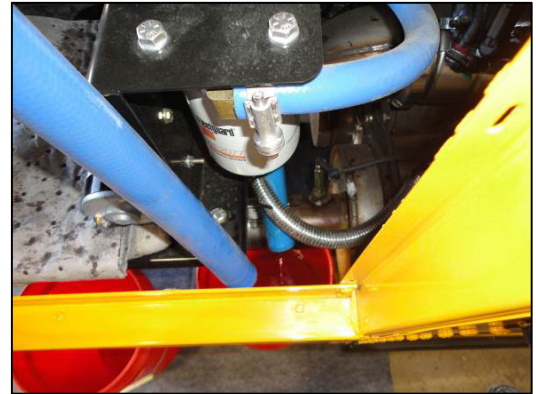


Figure 3, Drain Hoses into a Clean Drain Pan

- 4) At the side emergency door, remove the hose cover. Pull hoses out over edge of door threshold. Drill holes in the hoses and drain into a clean drain pan. Make sure the side of the bus is protected from coolant. See **Figure 4**.



Figure 4, Drain Coolant From the Side Emergency Door Hoses

- 5) Remove the hose covers around the perimeter of the interior of the bus. Retain all covers and fasteners to be reused. Take pictures if it will help you reinstall the covers in correct locations.

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NHTSA

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6) Where the hoses go over the wheel wells, remove and retain the seat rail bolts for reinstallation. See **Figure 5**.



Figure 5, Remove Seat Rail Bolts to Remove Wheel Well Cover

NOTE: If the bus is also in recall **FL708AB**, use the new parts from FL708 when reinstalling. Refer to the FL708AB recall bulletin.

- 7) Loosen the supply and return lines from the davenport.
- 8) Disconnect the return lines from the inlets and outlets from heaters. Remove both the supply lines and the return lines from the interior.
- 9) Using the removed lines, measure the hoses and cut new ones from the Green Stripe hose.
- 10) Remove the hoses that connect directly to the heater's inlet and outlet ports. Measure and cut replacements to install. Connect the new hoses (soap and water make the process easier). See **Figure 6**.

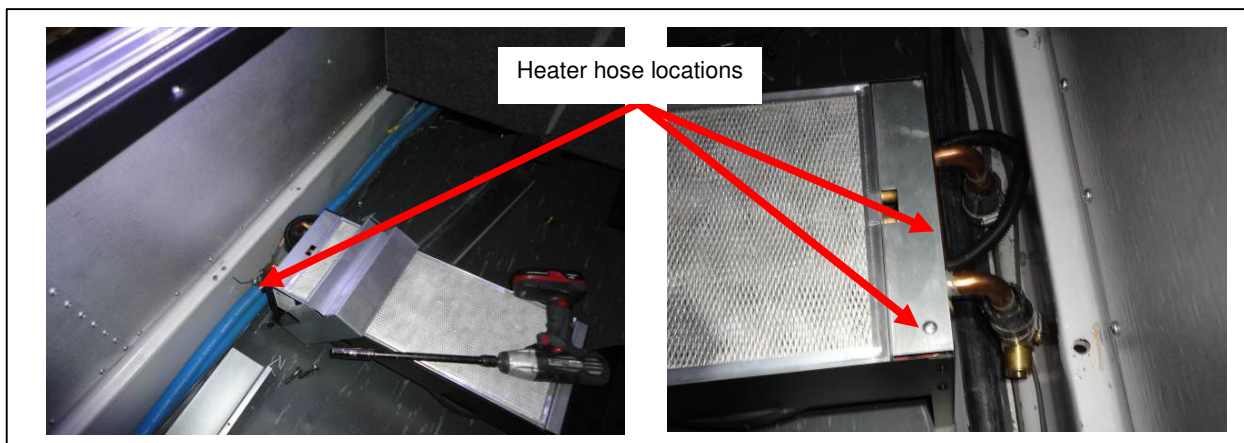


Figure 6, Heater Hose Locations

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- 11) Route the first pre-cut section of hose (supply) from front to rear. If also performing FL708 at this time, use parts from that recall to make the connection at the Davenport. Otherwise, connect the hose to at the davenport and at the driver's seat.
- 12) Route the pre-cut sections of the return line between heaters and connect at the front beside the supply line at the front of the bus.
- 13) Replace supply and return hoses under the front end of chassis. See **Figures 7 and 8**.

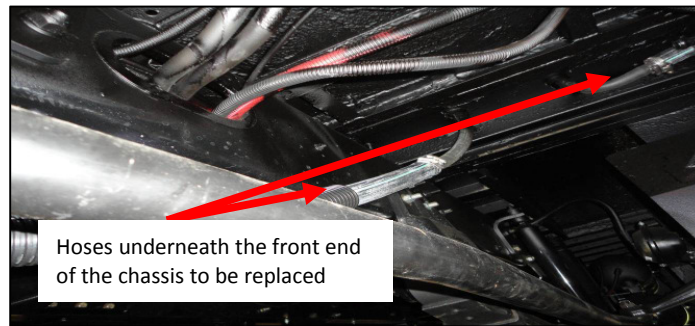


Figure 7, Remove and Reinstall Hoses Under Front of Chassis



Figure 8, Front Firewall, Hoses Connect to Tubes as Shown

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14) Replace the supply hose in the engine compartment. See **Figure 9**.



Figure 9, Removal and Replacement of the Supply Line

15) Reinstall the supply and return line. See **Figure 10**.

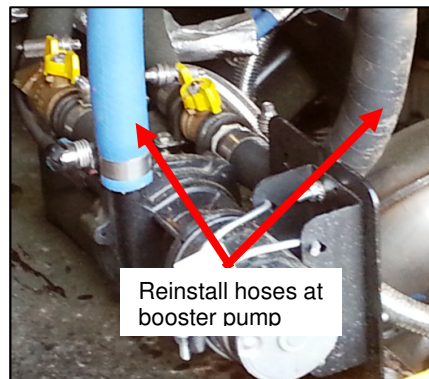


Figure 10, Reconnect Hoses in the Engine Compartment

- 16) Replace coolant using the coolant drained earlier and top off if not full.
- 17) Verify that all hose connections are not leaking.
- 18) Reinstall heater hose covers with screws and hardware retained from earlier removal. Take care not to puncture hoses or heater wiring.
- 19) Remove the chocks from the wheels.