

Recall Campaign

Daimler Trucks
North America LLC

December 2016

FL713AB

NHTSA

#16V-395 School Buses

#16V-407 Non-School Buses

Transport Canada #16-269 School Buses

#16-270 Non-School Buses

Subject: TBB Emergency and Non-Emergency Door Handle Stems

Models Affected: Specific Thomas Built Buses Saf-T-Liner Conventional, ER, MVP-EF, EFX, MVP-ER, FS65, C2, and HDX vehicles; Vista vehicles; and TL960 vehicles manufactured January 4, 1999, through July 19, 2016.

General Information

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

There are 27,519 vehicles involved in this campaign.

The stem which joins the outside door handle to the door opening mechanism may corrode. Excessive material loss of the stem due to corrosion could result in the outside handle separating from the door mechanism while trying to open the door from the exterior of the bus. In the event of an emergency, opening the door from outside the bus may cause the handle to separate from the opening mechanism, potentially delaying evacuation and increasing the risk of injury to vehicle occupants.

The door handles will be inspected and replaced as needed. It is expected that approximately 15 percent of buses will require a replacement.

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.

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Table 1 – Replacement Parts for FL713

NOTE: See the cross reference list at the end of this bulletin to determine the replacement parts for specific vehicles.

Campaign Number	Kit Number	Part Number	Description	Qty.
FL713AB	TBB 204971	TBB 204666	KIT DOOR STEM FEELER GAUGE AND WASHER	1 ea
		TBB 204667	EPDM WASHER, WITH ADHESIVE	1 ea
	TBB 204987	TBB 151501	PIN, TAPERED AND GROOVED .125 X 1.375	1 ea
		TBB 69003249	TAPPING SCREW, #12	4 ea
		TBB 29940005	WASHER - FLAT, 1 OD X	4 ea
	TBB 204988	N/A	HANDLE EMER AND LIFT DR EXT FOR RECALL	4 ea
	TBB 205657	N/A	KIT, SLEEVE, RED VYNL, INTERIOR DOOR HANDLE	1 ea
	TBB 208657	N/A	STEM EMERGENCY DOOR HANDLE KENTUCKY	1 ea
	TBB 206919M	N/A	KIT INTERIOR HANDLE RECESS, REAR EMER DR	1 ea
	N/A	TBB 69006223	PIN-SPRING TYPE, STRAIGHT (COILED ROLL)1.0 LG (ORDER WITH TBB 208657)	1 ea
FL713A	TBB 204989M	N/A	KIT INTERIOR HANDLE, STD REAR EMER	1 ea
	TBB 204990M	N/A	KIT INTERIOR HANDLE, STD EMER DOOR	1 ea
	TBB 204991M	N/A	KIT INTERIOR HANDLE, RECESS EMER DOOR	1 ea
	TBB 204992M	N/A	KIT INTERIOR HANDLE, STD EMER DOOR	1 ea
	TBB 204993M	N/A	KIT INTERIOR HANDLE, RECESS EMER DOOR	1 ea
	TBB 204995M	N/A	KIT INTERIOR HANDLE BLK REAR EMER	1 ea
	TBB 204996M	N/A	KIT INTERIOR HANDLE LS BLK EMER DOOR	1 ea
	TBB 204997M	N/A	KIT INTERIOR HANDLE RS BLK EMER DOOR	1 ea

Table 1

Removed Parts

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

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Labor Allowance

Table 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
FL713AB	Inspect & Protect 1 Handle	0.2	174-6804A	12 – Repair Recall/Campaign
	Inspect & Replace 1 Handle	0.5	174-6804B	
	Inspect & Protect 2 Handles	0.4	174-680C	
	Inspect & Protect 1 Handle, Replace 1 handle	0.7	174-6804D	
	Inspect & Replace 2 Handles	1.0	174-6804E	
	Inspect & Protect 3 Handles	0.6	174-6804F	
	Inspect & Protect 2 Handles, Replace 1 Handle	0.9	174-6804G	
	Inspect & Protect 1 Handle, Replace 2 Handles	1.2	174-6804H	
	Inspect & Replace 3 Handles	1.5	174-6804J	
	Inspect & Protect 4 handles	0.8	174-6804K	
	Inspect & Protect 3 Handles, Replace 1 Handle	1.1	174-6804M	
	Inspect & Protect 2 Handles, Replace 2 Handles	1.4	174-6804N	
	Inspect & Protect 1 Handle, Replace 3 Handles	1.7	174-6804P	
	Inspect & Replace 4 Handles	2.0	174-6804R	

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 and appropriate group (**FL713A or FL713B**).
- In the Primary Failed Part field, enter **TBB 138158**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically.
- The VMRS Component Code is **174-013-023** and the Cause Code is **A1 - Campaign**.

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- **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 preapproval.
 - Attach the documentation to the preapproval 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.

Contact the Warranty Campaigns Department at (336) 8894871, 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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Copy of Notice to Owners

Subject: TBB Emergency and Non-Emergency Door Handle Stems

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, on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner Conventional, ER, MVP-EF, EFX, MVP-ER, FS65, C2, and HDX vehicles; Vista vehicles; and TL960 vehicles manufactured January 4, 1999, through July 19, 2016.

The stem which joins the outside door handle to the door opening mechanism may corrode. Excessive material loss of the stem due to corrosion could result in the outside handle separating from the door mechanism while trying to open the door from the exterior of the bus. In the event of an emergency, opening the door from outside the bus may cause the handle to separate from the opening mechanism, potentially delaying evacuation and increasing the risk of injury to vehicle occupants.

The door handles will be inspected and replaced as needed.

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 two hours, depending on your vehicle, and will be performed at no charge to you. To find a dealer in your area please go to 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>. In Canada, you may contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (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: TBB Emergency and Non-Emergency Door Handle Stems

Models Affected: Specific Thomas Built Buses Saf-T-Liner Conventional, ER, MVP-EF, EFX, MVP-ER, FS65, C2, and HDX vehicles; Vista vehicles; and TL960 vehicles manufactured January 4, 1999, through July 19, 2016.

Inspection and Protection

NOTE: It is expected that approximately 15 percent of buses will require a replacement.

1. Chock the wheels, set the parking brake, make sure the shifter is in Park or Neutral. Disconnect the battery and the ignition switch is off.
2. Remove the washers between the external door handle and the door facing. Use a razor knife to slice through the large washer and then the smaller diameter plastic washer. Slide something under the washers to keep from damaging the paint on the door. See **Figure 1**.
3. Pull the washers off with needle nose pliers and discard the washers. See **Figure 2**.



Figure 1, Cutting Washers



Figure 2, Removing Washers

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4. Once the washers are removed, use the go/no go gauge (TBB 204666 from kit TBB 204971) to verify the stem material is of sufficient thickness for operation. Try to slide the gauge over the smallest thickness of the stem on each of the four sides. See **Figure 3**. If the gauge is able to slide completely on at any point of the stem, go to "Replacement of Interior and Exterior Door Handles." See **Figure 3** for use of the gauge.
5. After verifying the gauge will not slide over the stem, apply a liberal amount of protectant over the entire stem (inside and outside the door cavity). Use an approved corrosion protectant such as WD-40 purchased locally. If any of the protectant liquid gets on the paint or exterior handle, remove it as quickly as possible with an alcohol-based wipe. See **Figure 4**.



Figure 3, Using the Go/No Go Gauge



Figure 4, Applying Protectant

6. After spraying the stem, install a new external washer (TBB 204677 from kit TBB 204971).

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7. Make sure the painted surface around the stem opening is clean and dry. Remove the paper backing from the washer and place the adhesive side on the door around the external handle. Make sure the washer slit is installed on the bottom side of the opening. There will be an opening between the exterior washer and the door handle. See **Figure 5**.



Figure 5, Position of Slit in Washer

8. Connect the battery, remove the chocks.

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Replacement of Interior and Exterior Door Handles (Combined Shaft and Handle)

NOTE: See the cross reference list at the end of this bulletin to determine the replacement parts for specific vehicles. If the shaft and handle are NOT welded together, use the next replacement procedure below.

1. Close and lock the door to keep it steady while performing next step.
2. Cut the stem and exterior door handle off. This can be performed with an oscillating tool or similar. See **Figure 6**.



Figure 6, Cutting Off the Stem and Exterior Door Handle

3. Enter the bus and open the emergency door. Return to the back of the bus.
4. Remove the fasteners on the interior locking mechanism using a punch and/or drill bit.
C2 rear emergency doors will have four (4) rivets used for mounting the mechanism to the door bracket. Included in kit TBB 204987 are four (4) #12 screws to be used as replacement fasteners for the rivets. See **Figure 7**.

Legacy products will have screws used for mounting the mechanism to the door. Remove and retain these screws for replacement. See **Figure 8**.

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5. Remove the two screws on the left side of the locking mechanism and retain them for replacement.
See **Figure 8**



Figure 7, C2 Mounting



Figure 8, Legacy Mounting

6. Pull the locking mechanism and handle off the door. Lay the locking mechanism on the side the handle is not on and pull the handle shaft out of the locking mechanism. See **Figure 9**.



Figure 9, Removing the Locking Mechanism

7. Install the new handle with the locking mechanism and new washers from the kit (TBB 204987), using #12 screws in all fastener locations (Two (2) that were already used for mounting and four (4) used to replace the rivets).
8. Wipe the surface clean around the new stem where it exits the door.

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9. Remove the paper covering the adhesive off back of the new washer and install it around stem. Make sure the washer slit is installed on the bottom side of opening. See **Figure 10**.



Figure 10, Installing the New Washer

10. Close the emergency door using the interior door handle. Make sure the interior handle is in the closed position. The closed position is when the interior handle is pushed all the way down to a horizontal position.
11. The exterior door handle must be installed in a vertical orientation. See **Figure 11**.



Figure 11, Position of Newly Installed Exterior Handle

12. Using a rubber mallet, hammer the exterior handle (kit TBB 204988) onto the stem. The exterior handle must properly fit on the door stem for installation of the locking pin.
13. Insert the locking pin (TBB151501 from kit TBB 204987) into the side of the exterior handle.
14. Check door operation.
15. Remove the chocks from the wheels.

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Replacement of Interior and Exterior Door Handles (Separate Shaft Handle)

NOTE: See the cross reference list at the end of this bulletin to determine the replacement parts for specific vehicles. This procedure is for units that do NOT have the shaft and handle welded together.

Removal of Interior/Exterior Door Handles

NOTE: If this is a side door, work either on the seat inside the bus at the door or from a secured ladder with the door open.

1. Rotate the interior handle and stem assembly until the roll pin can be tapped with a dead blow hammer and drift punch. See **Figure 12** for roll pin location. Place a drift punch against the pin and tap it until it is even with the handle stem. See **Figure 13**.

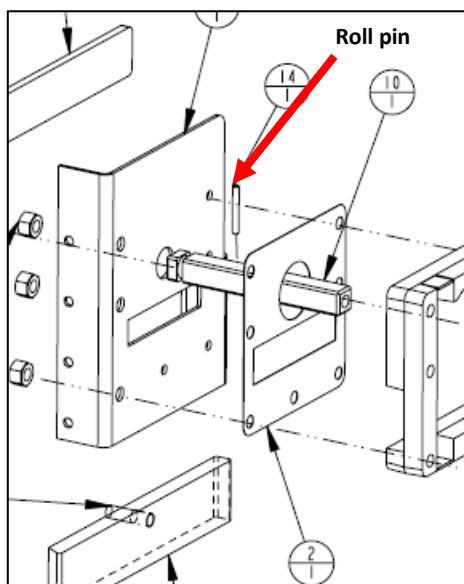


Figure 12, Roll Pin on the Stem

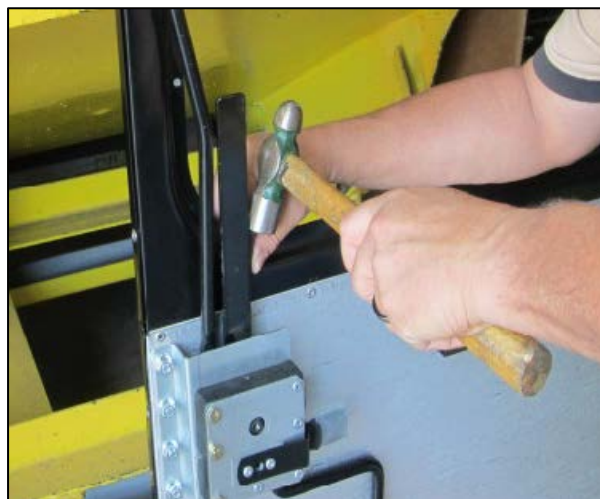


Figure 13, Tapping Out the Roll Pin on the Stem

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2. Using an impact driver with a #3 Roberson bit, remove the two #12 screws from the door latch assembly. See **Figure 14**.



Two Screws from the Latch Assembly

3. Changing to the Phillips P3 hex shank bit, remove the bolt, lock washer, and fender washer from the end of handle stem. Retain for reinstallation. See **Figure 15**.



Figure 15, Removing the Bolt and Washers from the End of the Shaft

4. Using a 1/2 inch socket, remove the 4 nuts on other side of mechanism. Retain for reinstallation. See **Figure 16**.

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Figure 16, Removing 4 Nuts from the Door

5. Remove the latch assembly. The handle and the rod assembly will still be on the stem. Use a dead blow hammer to separate the latch assembly from the stem and handle if needed. See **Figure 17**.



Figure 17, Handle and Shaft Mechanism Without the Latch Assembly

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- Using a pair of large needle nose pliers, grab the roll pin (previously hammered flush) and bend back and forth until it breaks off. See **Figure 18**.



Figure 18, Bending the Roll Pin

- Using a dead blow hammer, tap the stem until the handle and stem come out of the exterior side of the door. Prevent the handle and stem from falling and damaging the exterior of bus.



Figure 19, Tapping Out the Stem

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Installation of Interior/Exterior Door Handles

1. Put the new stem through the hole in the door, install the new roll pin (TBB 69006223) in new stem and put a washer on opposite side. See **Figure 20**.



Figure 20, Inserted Pin and Washer

2. Put the handle and rod assembly over door handle stem. Place the two remaining washers on the door handle stems. See **Figure 21**.



Figure 21, Handle and Rod Assembly on the Door Handle Stem

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3. Install the latch assembly with the guide bushing inserted in the handle slot on the handle assembly.
See **Figure 10**.



Figure 22, Guide Bushing Inserted in the Handle Slot

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4. Reinstall the nuts on the left side of the mechanism. Install the #12 screws. **Figure 23.**

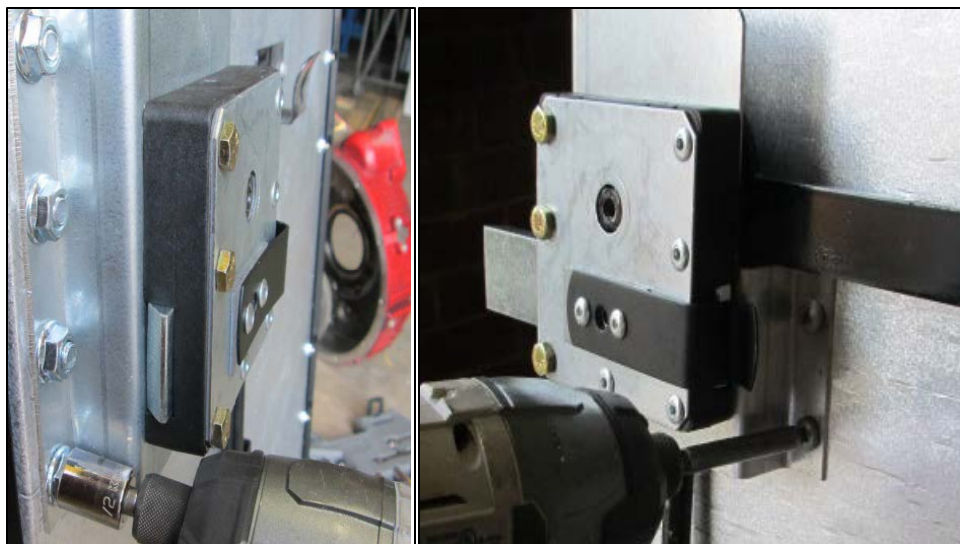


Figure23, Installing Nuts and Screws to Mount the Mechanism

5. Reinstall the bolt, lock washer, and fender washer. See **Figure 24.**



Figure 24, Reinstallation of Bolt, Lock Washer, and Fender Washer

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6. Install the washer from the inspection kit (TBB 204971). Tap the outside handle (TBB 204988) onto the stem. Insert the roll pin in the handle and tap into place. Use a 1/8" pin punch to position roll pin. The exterior handle orientation and interior handle orientation must match. See **Figure 25**.



Figure 25, Exterior Handle Installation

7. Check door operation.
8. Remove the chocks from the wheels.

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Existing Part Number to Replacement Kit/Part Number Cross Reference

Existing Part Number	Use Recall Kit/Part Number
TBB 64007431 TBB 64009294 TBB 64000066 TBB 175609	TBB 204989M
TBB 64009820 TBB 64004671 TBB 175615 TBB 175613	TBB 204990M
TBB 64004672 TBB 64009821 TBB 175614	TBB 204991M
TBB 64009823 TBB 175617	TBB 204992M
TBB 64009824 TBB 175618	TBB 204993M
TBB 120058 TBB 175620	TBB 204995M
TBB 120260 TBB 175628	TBB 204996M
TBB 175624 TBB 132817	TBB 204997M
TBB 175625 TBB 64007432 TBB 64009295 TBB 64000067 TBB 175610 TBB 115441 TBB 121622	TBB 206919-M
TBB 175603	TBB 208657 and TBB 69006223
TBB 120504	TBB 204995M and TBB 205657
TBB 131659	TBB 204997M and TBB 205657
TBB 120494	TBB 204997M and TBB 205657

Table 3