

September 2018  
FL768AB  
NHTSA #18V-250 School Buses  
#18V-378 Non-School Buses  
Transport Canada #18-197

**Subject: FCCC Bus Chassis Battery Cable Interference**

**Models Affected: Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2) and S2C shuttle bus chassis manufactured March 10, 2017, through March 6, 2018.**

**General Information**

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

There are approximately 294 vehicles involved in this campaign.

On certain vehicles, a battery power cable may be routed with inadequate clearance between the cable and a battery hold down bracket. This reduced clearance may cause the cable to rub against the hold down bracket, potentially damaging the cable and leading to arcing, which may increase the risk of a fire.

The power cable will be inspected and rerouted for proper clearance when required.

**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. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

**Replacement Parts**

Replacement parts are now available and can be obtained by ordering the kit and/or part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL768, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

**Table 1** - Replacement Parts for FL768

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
FL768AB	N/A	CABLE-POS,4/0,(90/45),35" (Replace ONLY if cable damage is found)	A06-89988-104	1 ea
		BLANK COMPLETION STICKER	WAR260	1 ea

**Table 1**

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## Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

## Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL768AB	Inspect cable clearance only	0.1	996-R052A	06-Inspect
	Inspect; orient cable; replace if needed	0.2	996-R052B	12-Repair Recall/Campaign

**Table 2**

**IMPORTANT:** When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

## Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) 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 FTL Authorization field, enter the campaign number and appropriate condition code (**FL768-A or FL768-B**).
- In the Primary Failed Part Number field, enter **25-FL768-000**.
- In the Parts field, enter the appropriate kit and/or part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **032-001-020** 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.)
  - Submit an OWL Recall Pre-Approval Request for a decision.
  - Include the approved amount on your claim in the Other Charges section.
  - Attach the documentation to the pre-approval request.
  - If approved, submit a based on claim for the pre-approval.
  - 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 via Web inquiry at [DTNACconnect.com](http://DTNACconnect.com) / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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. Export Distributors: Excess inventory may be returned as noted for U.S. and Canadian dealers. Export locations will pay freight to return kits. Export Distributors: Excess inventory is not returnable.

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: FCCC Bus Chassis Battery Cable Interference

**For the Notice to U.S. Customers:** This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** 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, Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2) and S2C shuttle bus chassis manufactured March 10, 2017, through March 6, 2018.

On certain vehicles, a battery power cable may be routed with inadequate clearance between the cable and a battery hold down bracket. This reduced clearance may cause the cable to rub against the hold down bracket, potentially damaging the cable and leading to arcing, which may increase the risk of a fire.

The power cable will be inspected and rerouted for proper clearance when required.

This is the second of two notices regarding this recall. The repair is available and parts have been secured. Please contact an authorized Daimler Trucks North America dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately one half hour 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 Campaigns 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 are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

**For the Notice to U.S. Customers:** If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357 after normal business hours. 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>. **For the Notice to Canadian Customers:** If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357 after normal business hours.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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## **Reimbursement to Customers for Repairs Performed Prior to Recall**

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

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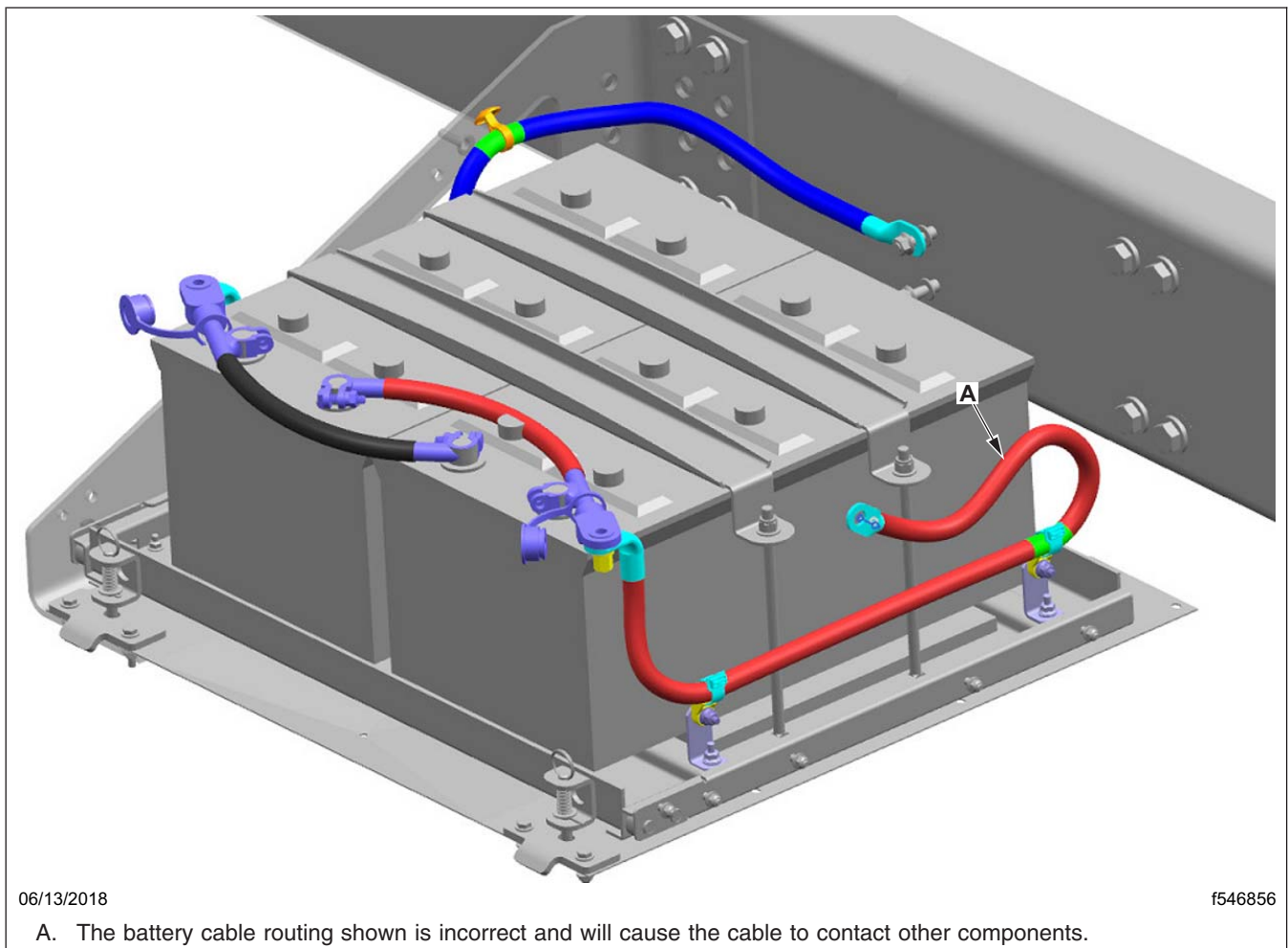
## Work Instructions

### Subject: FCCC Bus Chassis Battery Cable Interference

**Models Affected:** Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2) and S2C shuttle bus chassis manufactured March 10, 2017, through March 6, 2018.

### Cable Inspection and Orientation

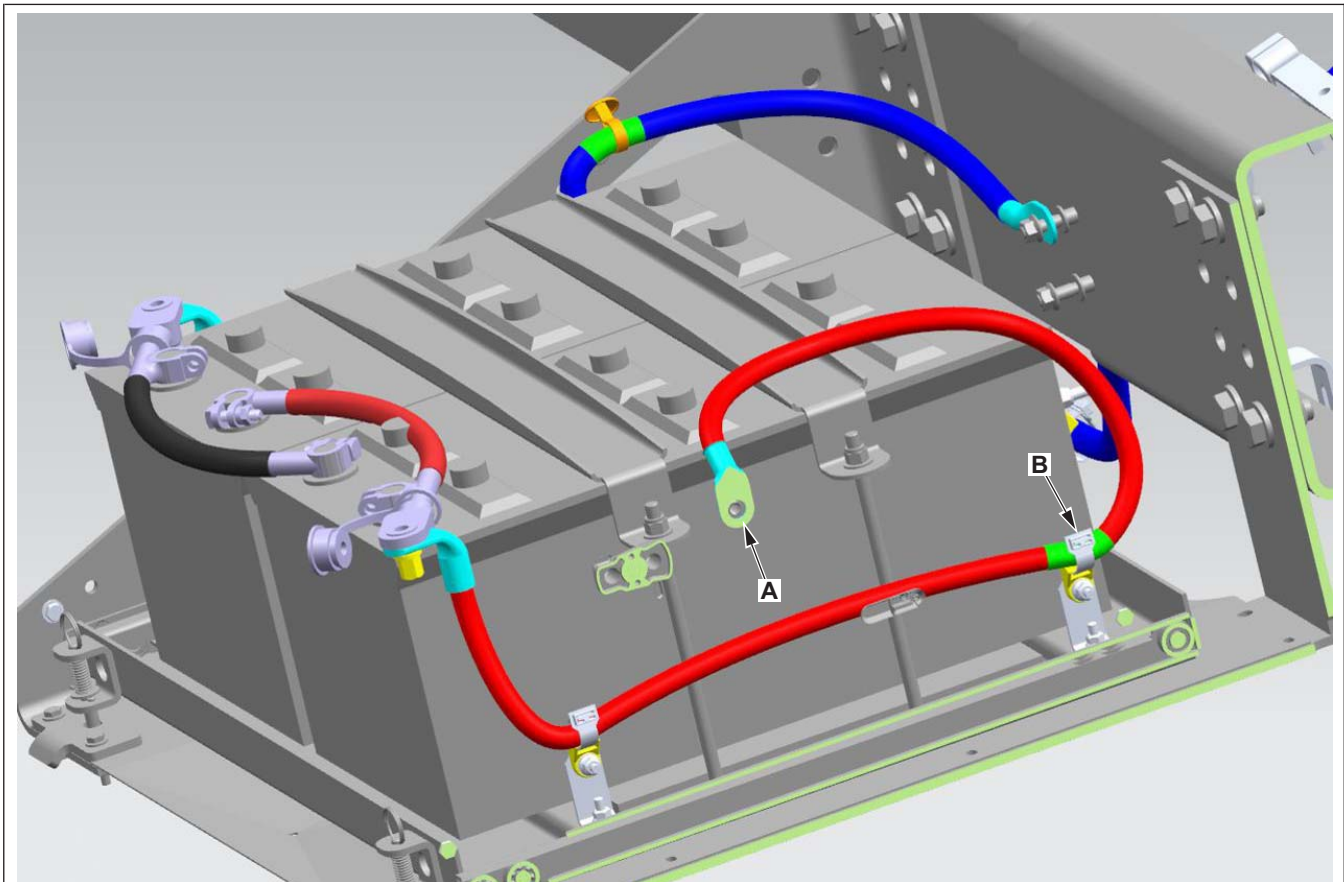
1. Check the base label (Form WAR259) for a completion sticker for FL768 (Form WAR260) indicating this work has been done. For school buses, the base label is usually located above the driver's window. For shuttle buses, it's usually located in the driver's area. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Inspect the battery cable for correct orientation. There must be a minimum of ½ inch (13 mm) between the cable and the battery hold-down bracket and stud when sliding the battery tray in and out. **Fig. 1** shows an incorrect battery cable installation. **Fig. 2** shows the correct battery cable installation.



**Fig. 1, Incorrect Battery Cable Installation**



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- A. Rotate the end of the battery cable to an approximate 11 o'clock position.
- B. Align the tape on the battery cable with the saddle mount.

**Fig. 2, Correct Battery Cable Installation**

- 3.1 If the battery cable is installed correctly, no further work is needed. Go to step 7.
- 3.2 If the battery cable is not installed correctly, inspect the cable for damage. It is possible for the conduit that covers the battery cable to be damaged, but the battery cables themselves are not damaged. Damage to the battery cables could include, but is not limited to, a cut in the battery cable or visible cable insulation. If the **battery cable** is damaged, go to 'Battery Cable Replacement.' If the cable is not damaged, but requires proper orientation, go to the next step.
4. With the battery tray pushed in, use a wrench to loosen the nut on the battery cable at the power distribution module (PDM) stud.
5. Rotate the end of the battery cable as shown in **Fig. 2**, then tighten the nut 26 lbf-ft (35 N-m).
6. Slide the battery tray in and out to verify the battery cable does not rub the battery hold-down bracket or stud.
7. Clean a spot on the base label (Form WAR259). Write the recall number, FL768, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.

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## Battery Cable Replacement

1. Remove the battery cable at the top-front of the battery.
2. Remove the battery cable at the power distribution module (PDM) stud.
3. If the new battery cable does not have green tape, it needs to be added. On a flat surface, lay the old battery cable next to the new battery cable. Add a piece of tape to the new battery cable at the location of the green tape on the old battery cable. This will be used during installation to properly locate the new battery cable in the saddle mount shown in [Fig. 2](#).
4. With the battery tray pushed in, loosely install the new battery cable on the PDM stud with the nut removed earlier. Route the cable back toward the frame rail, then loop it forward, aligning the tape on the cable with the saddle mount as shown in [Fig. 2, ref. B](#). Rotate the end of the cable to the 11 o'clock position (approximately), ensuring there is ½ inch (13 mm) clearance between the battery cable and the battery hold-down bracket and stud. Tighten the nut 26 lbf·ft (35 N·m).
5. Using the nut removed earlier, install the other end of the new battery cable on the top-front of the battery. Tighten the nut 26 lbf·ft (35 N·m).
6. Slide the battery tray in and out to verify the battery cable does not rub the battery hold-down bracket or stud.
7. Clean a spot on the base label (Form WAR259). Write the recall number, FL768, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.