

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

Subject: TBB Ford Minotour Wheelchair Lifts

Models Affected: Specific Model Year 2012-2018 Minotour school and non-school buses manufactured May 5, 2012, through January 9, 2018.

General Information

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

There are approximately 1,800 vehicles involved in this campaign.

On certain buses equipped with a wheelchair lift at the front of the bus, a missing relay in the interlock wiring harness may not prevent the wheelchair lift from operating while the vehicle gear shifter is in neutral or drive. If a bus is moved while the wheelchair lift is in operation, there is an increased risk of injury.

The wheelchair lift wiring will be inspected and repaired as needed

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.

Table 1 – Replacement Parts for FL770

Campaign Number	Part Number	Description	Qty.
FL770A & C	TBB 219151	HARNES WIRING LIFT FORD MINO STD	1 ea
FL770B	TBB 221554	WIRING HARNES LIFT PARK BRAKE	1 ea
FL770B	TBB 219022	HARNES WIRING LIFT FORD MINO WV	1 ea

Table 1

Recall Campaign

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

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
FL770A-C	Inspect/verify lift operation	0.2	996-R009A	06 – Inspect
FL770A & C	Inspect and repair harness under the dash	0.4	996-R009B	12 – Repair Recall/Campaign
FL770B	Inspect and replace harness under the dash and replace the harness at the electrical panel	0.7	996-R009D	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 (**FL770-A, FL770-B, or FL770-C**)
- In the Primary Failed Part field, enter **25-FL770-000**.
- 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.
- The VMRS Component Code is **F99-999-005** 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.

Recall Campaign

**Daimler Trucks
North America LLC**

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

If you have any questions or need additional information, contact the Warranty Campaigns Department via Web inquiry at DTNACconnect.com/WSC.

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.

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

Copy of Notice to Owners

Subject: TBB Ford Minotour Wheelchair Lifts

The U.S. notice is used for reference: 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, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2012-2018 Minotour school and non-school buses manufactured May 5, 2012, through January 9, 2018.

On certain buses equipped with a wheelchair lift at the front of the bus, a missing relay in the interlock wiring harness may not prevent the wheelchair lift from operating while the vehicle gear shifter is in neutral or drive. If a bus is moved while the wheelchair lift is in operation, there is an increased risk of injury.

The wheelchair lift wiring will be inspected and repaired as needed

This is the second notice regarding this issue to inform you the repair is available and parts have been secured. **To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair should take up to approximately an 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 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 more information.

If you have any questions about this recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m., 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) 3274236 (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

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

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

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

Work Instructions

Subject: TBB Ford Minotour Wheelchair Lifts

Models Affected: Specific Model Year 2012-2018 Minotour school and non-school buses manufactured May 5, 2012, through January 9, 2018.

Lift Operation Inspection

1. Park the vehicle on a level surface, shut down the engine, and set the park brake. Chock the tires.
2. Go to the appropriate inspection procedure for the bus:
 - FL770-A Standard Operation Inspection Page 6 (immediately below)
 - FL770-B Option B3800-20-000 Inspection Page 7
 - FL770-C Standard Operation Inspection Page 6 (immediately below)

STANDARD OPERATION INSPECTION

Test in Park

1. Ensure the shifter is in park and start the bus.
2. Turn the lift switch on and push the park brake down.
3. Open the lift door completely.
4. With the lift door open, attempt to take the bus out of park while pressing down on the service brake. If the bus can be taken out of park, repair is required. Go to *Standard Operation Repair* on page 7. If the bus cannot be taken out of park, continue with the next step.
5. Close and lock the lift door and continue with *Test in Neutral*.

Test in Neutral (requires two people)

6. Start the bus.
7. With one person sitting in the driver's seat, press the service brake pedal to release the gear lever. Place the bus in neutral while applying the service brake. Turn the lift switch to on (in the panel above the driver).
8. With one person remaining in the driver's seat and in control of the bus, open the lift door completely.
9. With the lift door open, attempt to deploy the lift. If the lift deploys, retract it, close, and lock the lift door. If the lift will not deploy, close and lock the lift door. If the bus is in neutral with the park brake set and the lift door is open completely and the lift works, repair is required. Go to *Standard Operation Repair* on page 7. If the lift does not work in this case, continue with the next step.
10. Put the bus in park and turn off the ignition. Remove the chocks from the tires.

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

OPTION B3800-20-000 INSPECTION

Test in Park

1. Ensure the shifter is in park and start the bus.
2. Turn the key to the run position.
3. Set the parking brake then turn the lift switch on.
4. Open the lift door completely.
5. With the lift door open, attempt to take the bus out of park while pressing down on the service brake. If the bus can be taken out of park, repair is required. Go to *Option B3800-20-000 Repair* on page 9. If the bus cannot be taken out of park, continue with the next step.
6. Close and lock the lift door and continue with *Test in Neutral*.

Test in Neutral (requires two people)

7. Turn the key to the run position.
8. With one person sitting in the driver's seat, press the service brake pedal to release the gear lever. Place the bus in neutral while applying the service brake. Turn the lift switch to on (in the panel above the driver).
9. With one person remaining in the driver's seat and in control of the bus, open the lift door completely.
10. With the lift door open, attempt to deploy the lift. If the lift deploys, retract it, close, and lock the lift door. If the bus is in neutral with the park brake set and the lift door is open completely and the lift works, repair is required. Go to *Option B3800-20-000 Repair* on page 9. If the lift does not work in this case, continue with the next step.
11. Put the bus in park and turn off the ignition. Remove the chocks from the tires.

Test in Park with the Bus Off

12. Put the bus in park and turn the ignition all the way to off.
13. Turn the lift switch to on and open the lift door. Verify that the lift operates.
14. Attempt to take the bus out of park. If the bus can be taken out of park, repair is required. Go to *Option B3800-20-000 Repair* on page 9. If the bus cannot be taken out of park, continue with the next step.
15. Put the bus in park and turn off the ignition. Remove the chocks from the tires.

Standard Operation Repair

1. If not already done, park the vehicle on a level surface, shut down the engine, and set the park brake. Chock the tires.
2. Remove and retain the side cushion and screws shown in **Figure 1**.
3. Remove and retain the screws from the PC board shown in **Figure 2**.
4. Remove harness TBB 52007509 from the back of the PC board and replace it with harness TBB 219151. See **Figure 3**. Both the old and new harness have the same connection points on the back of the PC boards and with connecting harnesses. Plug the connectors from the new harness into the PC board as shown in **Figure 4**.

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)



Figure 1: Side Cushion to Remove

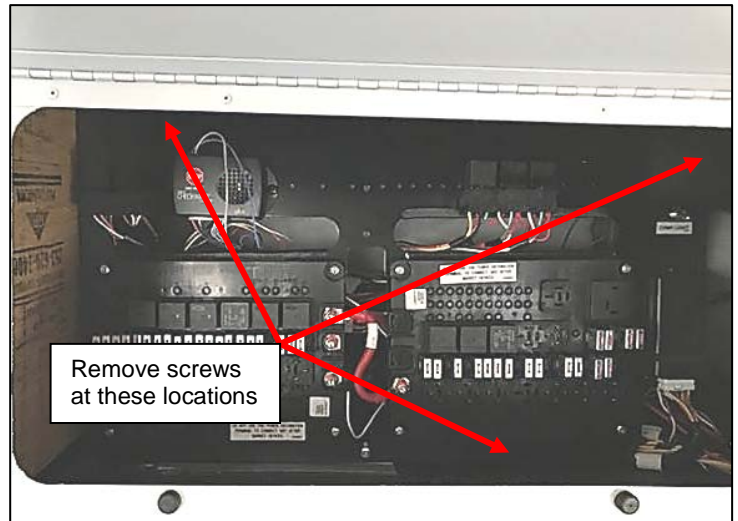


Figure 2: View of Screw Locations on PC Boards

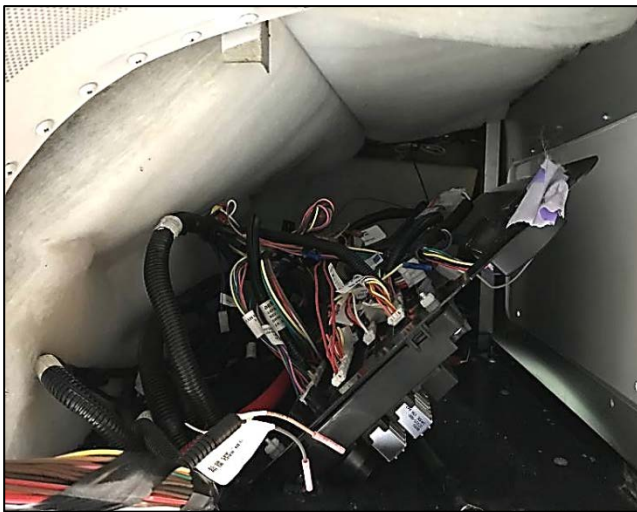


Figure 3: PC Boards Pulled Forward

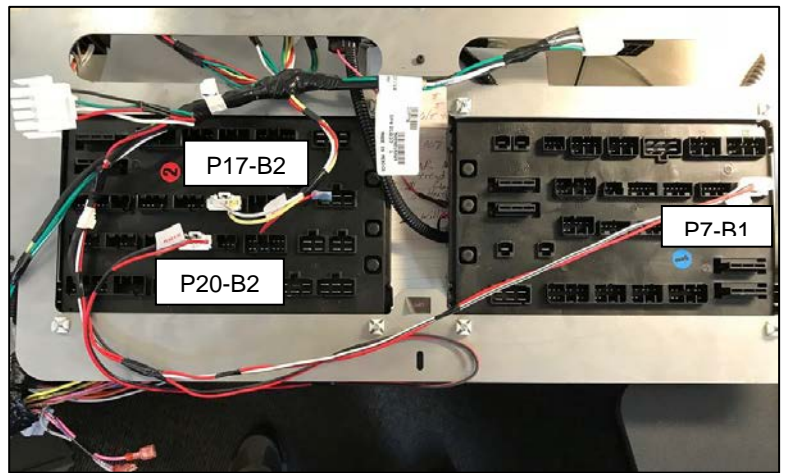


Figure 4: Location of Plug-ins on the Back of PC Boards

5. Once all plugs have been swapped, remove the relay mounts from the front of the PC board mount and remove harness TBB 52007509.
6. Feed the relays from new harness TBB 219151 out through openings in the panel.
7. Mount relay blocks to the panel with the screws removed earlier.
8. Verify the system works correctly. If not, verify the installation and make any changes needed.
9. Tie up any loose wires, verifying that no wires could rub or contact a rough/sharp surface.
10. Reinstall the pad with the screws removed earlier.
11. Remount the mounting panel.
12. Remove the chocks from the tires.

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

Option B3800-20-000 Repair

1. If not already done, park the vehicle on a level surface, shut down the engine, and set the park brake. Chock the tires.
2. Remove the dash cover below the steering column and set aside for reinstallation. See **Figure 5**.



Figure 5: Cover Underneath the Dash

3. Locate the parking brake wiring. See **Figure 6**. If a harness is already installed there, cut and cap off the two wires connected to the park brake wire. Make sure the WC565 wire (yellow) remains so the new harness can be connected to it.

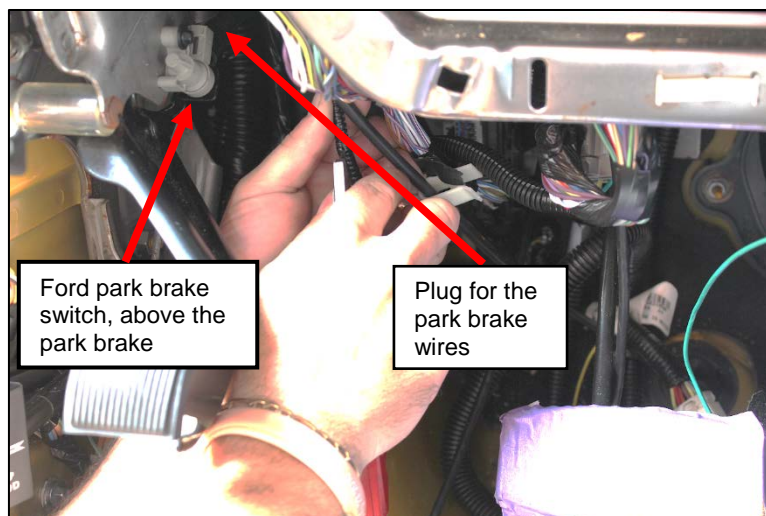


Figure 6: Location of Park Brake Switch and Plug with Wires.

4. Unplug the two-wire plug at the top of the switch. Pull it down toward an area where you can reach it.

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

5. Remove the loom from the brake wires at a minimum of 4 inches from the plug. See **Figure 7**.

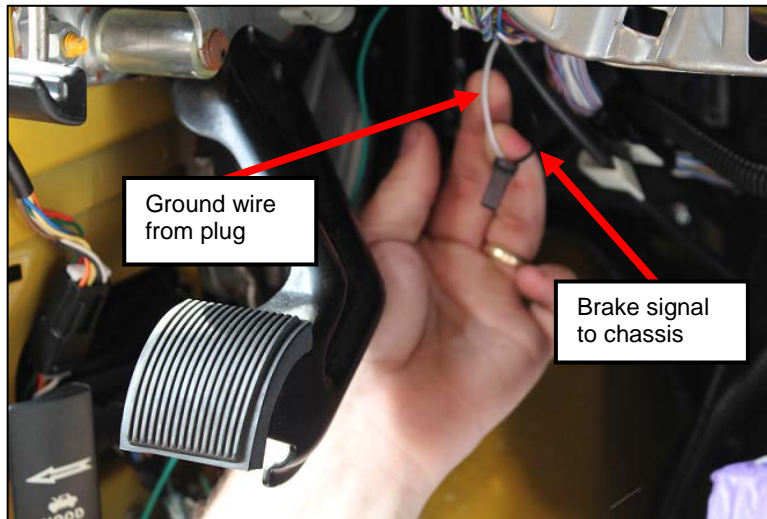


Figure 7: Brake Plug Containing Ground and Signal

6. Cut the signal-wire-to-chassis in half, 3-4 inches from the plug.
7. Take the wire from TBB 221554 labeled BODY_H_PRK_BRK_SIG_FROM_BRK-SW and connect it to the wire coming out of the park brake switch.
8. Take the wire from TBB 221554 labeled BODY_H_PRK_BRK_SIG_TO_CHAS and the cut park brake wire going to the chassis and connect these two wires. See **Figure 8**.

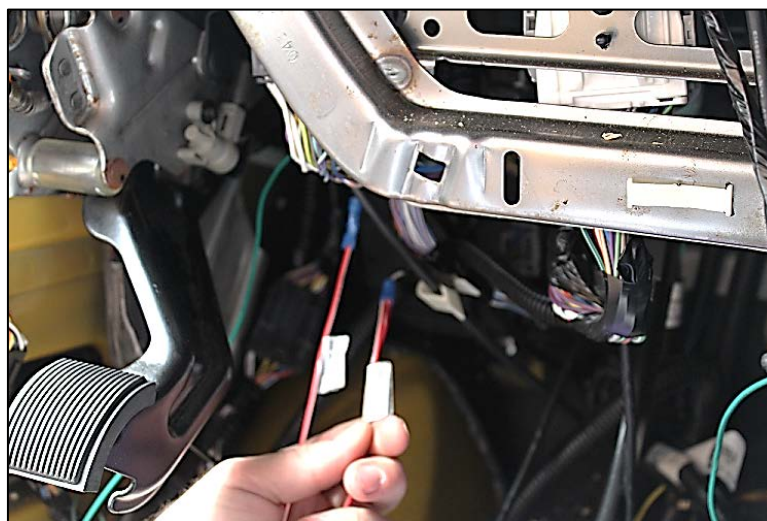


Figure 8: Wires from TBB 221554 Connected to the Park Brake

9. Install the power to the IGN wire to the body harness. It should be a snap together connection underneath the floor covering. If something else is plugged into the same plug, connect both to the same circuit, making sure this does not overload the circuit.

Recall Campaign

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

10. Open the PC board cabinet (above the driver's seat). See **Figure 9**.
11. Remove the three relays from the mounting panel (**Figure 9, Item A**) and push them back through the opening. Retain the screws and relays for installation of the new harness.

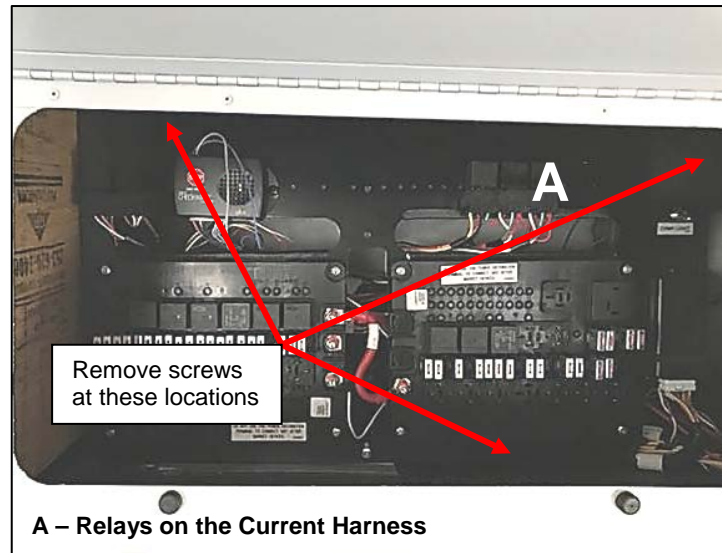


Figure 9: View of PC Boards

12. Remove the screws holding the PC board panels and lean the panels forward. Retain the screws for reinstallation.
13. Remove the side cushion and retain it and the screws for reinstallation.
14. Remove harness TBB 52007511 from the back of the PC board and replace it with harness TBB 219022. See **Figure 10**. Both the old and new harness have the same connection points on the back of the PC boards and with connecting harnesses. Plug the connectors from the new harness into the PC board as shown in **Figure 10**.

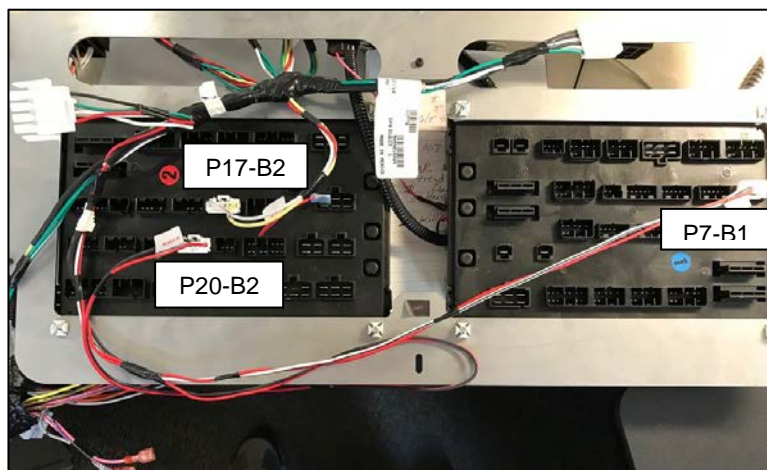


Figure 10: Location of Plug-ins on the Back of PC Boards

15. Remove each plug from the PC boards and old harness TBB 52007511 and replace with the plug from the new harness TBB 219022. Once the plugs on the PC boards are swapped out, do the same with the remaining connections to other harnesses as labeled.

Recall Campaign

Daimler Trucks
North America LLC

November 2019

FL770AB

NHTSA #18V-301 (School Buses)

#18V-330 (Non-School Buses)

Transport Canada #18-246 (School Buses)

#18-247 (Non-School Buses)

16. Feed the 5 relays from harness TBB 219022 through opening in the panel.
17. Mount the relays on the panel.
18. Verify the system works correctly. If not, verify the installation and make any changes needed.
19. Tie up any loose wires, verifying that no wires could rub or contact a rough/sharp surface.
20. Reinstall the pad with the screws removed earlier.
21. Remount the mounting panel.
22. Remove the chocks from the tires.