

Recall Campaign

Daimler Trucks
North America LLC

December 2018
FL785A-B
NHTSA#18V-560

Subject: TBB Ricon Lift Positioning CAMs

Models Affected: Specific Saf-T-Liner C2 and Saf-T-Liner HDX buses manufactured June 16, 2014, through January 11, 2018, and equipped with an optional wheelchair lift.

General Information

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 the vehicles mentioned above.

On certain buses, the lift positioning CAM may fail while the lift is in use. If this happens while the lift is occupied, the occupant may tip inward toward the vehicle, resulting in possible injury.

The wheelchair lift CAMs 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.

Replacement Parts

Replacement parts will be ordered directly from Ricon. To order Kit RI6161396:

- By phone: Ricon Customer Service at (800) 322-2884
- By email: Admin18E044@wabtec.com

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Table 1 – Replacement Parts for FL785

NOTE: This table is for reference only. **Order from Ricon as shown above.**

| Campaign Number | Part Number | Description | Qty. |
|-----------------|---------------------|--|-------|
| FL785A | RICON KIT RI6161396 | KIT,RETROFIT,CAM,ALU,S&K TITANIUM KIT INCLUDES: <ul style="list-style-type: none"> • RI61395 SPACER,CAM AND SHAFT • RI61354 COM,POSITION INPUT,ALU • RI28278 WASHER,SPL,5/16 • RI282294 SCREW,BHS,5/16-18x2 1/4 BLK | 1 kit |

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 |
|-----------------|--------------------------------|----------------------|-----------|---------------------------|
| FL785AB | Replace CAM (normal access) | 0.8 | 996-R059A | 12-Repair Recall/Campaign |
| | Replace CAM (difficult access) | 2.0 | 996-R059B | |

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 (**FL785-A** or **FL785-B**).
- In the Primary Failed Part field, enter **25-FL785-000**.
- Parts are ordered directly from Ricon and not included on the claim. The contents of Ricon’s kit are provided in **Table 1** for reference only.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **174-014-022** 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 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.

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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Copy of Notice to Owners

Subject: TBB Ricon Lift Positioning CAMs

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 has decided that a defect which relates to motor vehicle safety exists in certain Thomas Built Buses Saf-T-Liner C2 and HDX buses manufactured October 2, 2012, through May 12, 2018, with certain Ricon Corporation S-Series or K-Series titanium wheelchair lifts.

On certain buses, the lift positioning CAM may fail while the lift is in use. If this happens while the lift is occupied, the occupant may tip inward toward the vehicle, resulting in possible injury.

The wheelchair lift CAMs will be replaced.

This is the second notice regarding this recall and is to inform you the remedy is now available. **To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair should take approximately one to two 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) 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

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Work Instructions

Subject: TBB Ricon Lift Positioning CAMs

Models Affected: Specific Saf-T-Liner C2 and Saf-T-Liner HDX buses manufactured June 16, 2014, through January 11, 2018, and equipped with an optional wheelchair lift.

Lift CAM Replacement

NOTE: Use this procedure on both left and right hand pump configurations.

1. Park the vehicle, shut down the engine, place the bus in Park, set the parking brake, and chock the tires.
2. Verify the lift is stowed and disconnect power from the lift.
3. Remove the pump cover as shown in **Figure 1**.

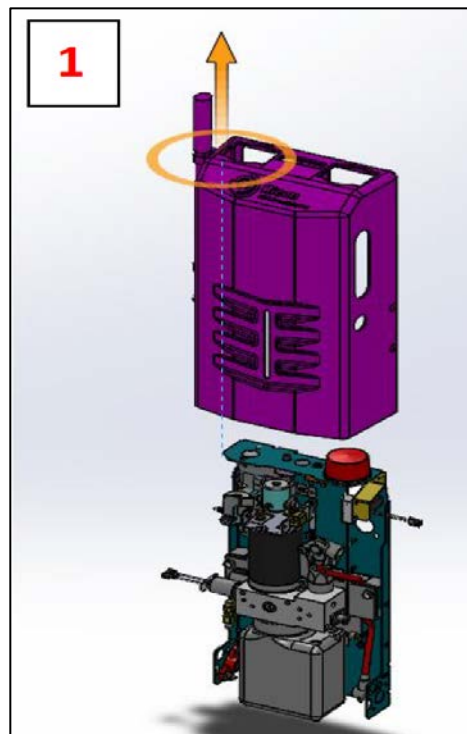


Figure 1: Remove Pump Cover

4. While holding the pump from underneath, remove the two screws with a 1/2 inch drill bit or with a 1/2 inch socket, retain the screws. See **Figure 2**.

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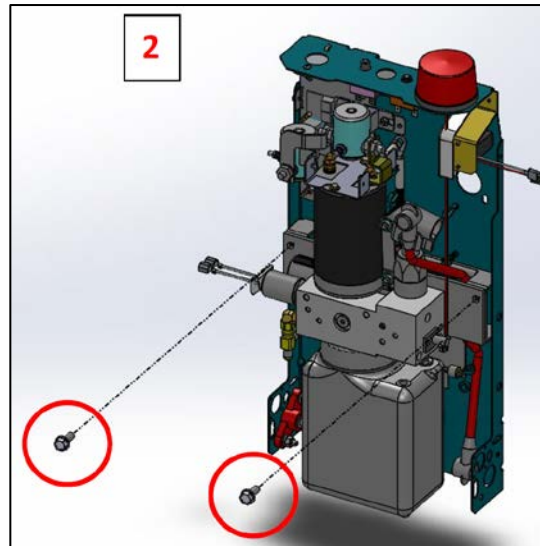


Figure 2: Remove Two Pump Mount Screws

IMPORTANT: Do not move the pump too far from the chassis assembly, as this could stress and separate the wires.

5. With the pump on a flat surface, slide the pump assembly over slightly to access the CAM. See **Figure 3**.
6. Remove the #8 screw and retain. See red circled area in **Figure 4** for location.
7. Slide the actuator off the cylinder as shown in **Figure 5** and retain for reinstallation.
8. Using an Allen wrench or 3/16 inch hex driver, unfasten the screw then remove the CAM shown in **Figure 6**. Discard the screw, CAM, and washer.

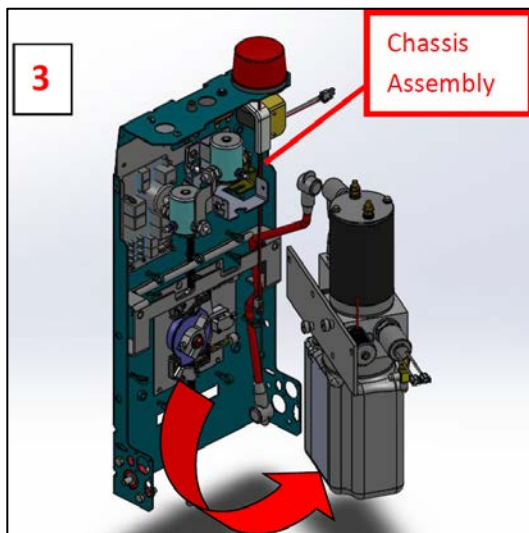


Figure 3: Pull Pump Away from Chassis for Access

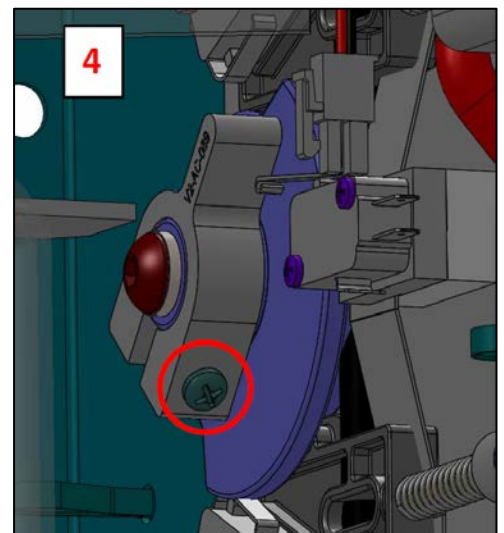


Figure 4: Remove Circled Screw from Actuator

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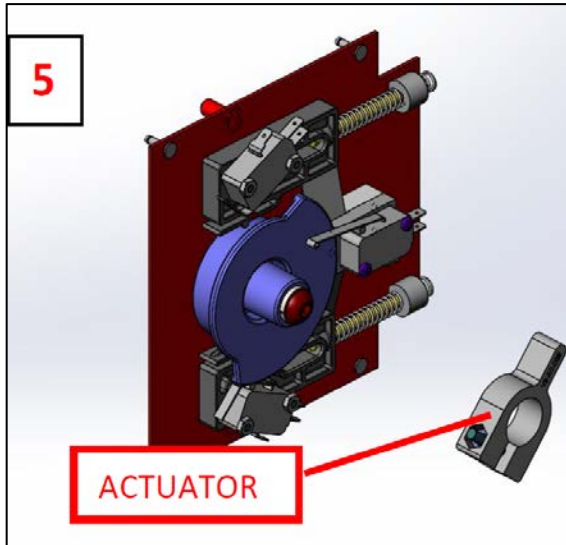


Figure 5: Remove Actuator

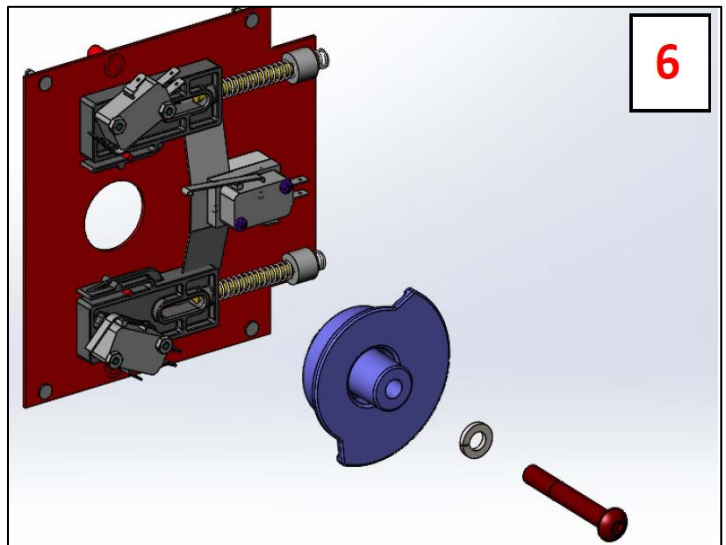


Figure 6: Remove CAM, Screw, and Washer

9. Install the ring from the kit (Ricon kit RI61395) over the PIN, making sure the PIN passes through the ring. See Figure 7.

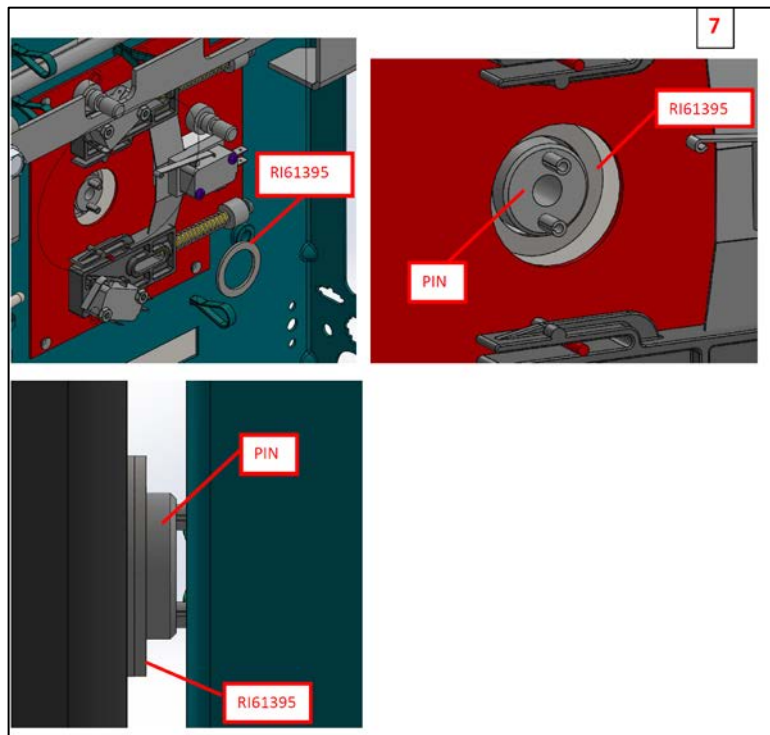


Figure 7: Installation of Spacer and PIN

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10. Install the CAM from the kit onto the PIN. Make sure the roll pins from the PIN are inserted into the slot that is oriented approximately 90 degrees in **Figure 8A** for right hand configurations and **Figure 8B** for left hand configurations. The CAM should only touch the bottom limit switch. Depress the switch until you hear a click.

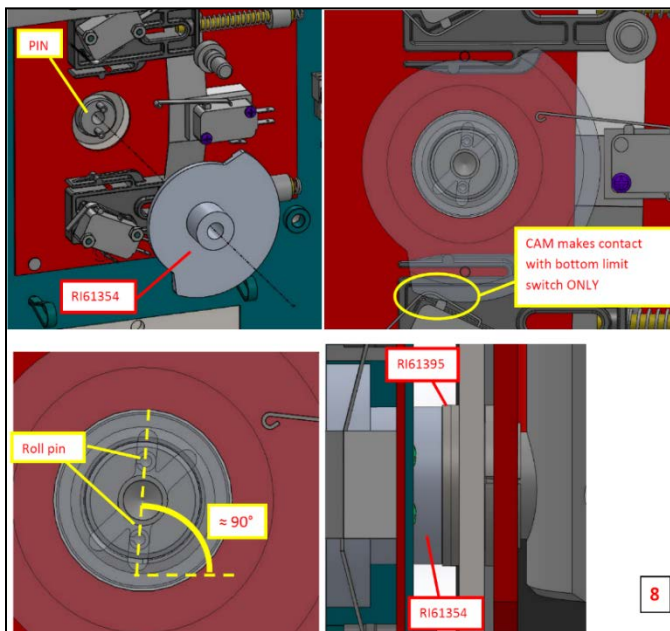


Figure 8A: Installing the CAM onto the PIN
Right Hand Configuration

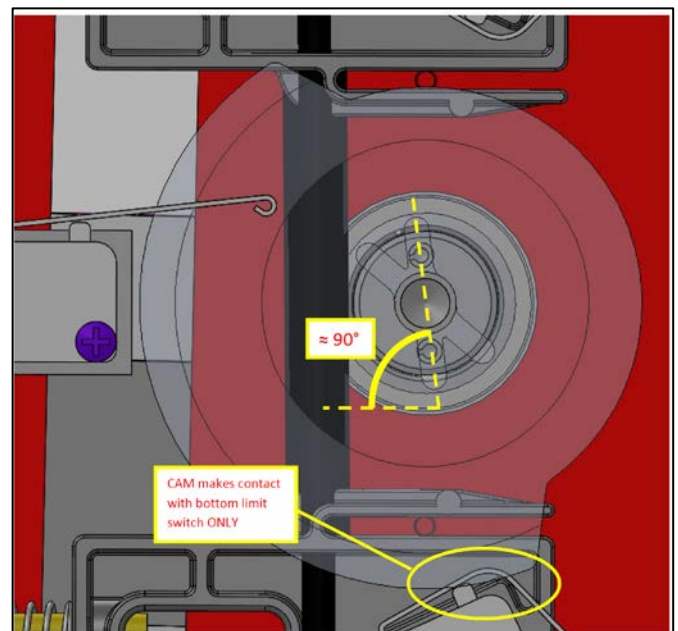


Figure 8B: Pump Installation – Left Hand
Configuration.

11. Apply Loctite Blue on 5-8 threads of the new screw from the kit. Install the split washer and screw. See **Figure 9**.
12. Tighten the screw to 7 lbf-lbs

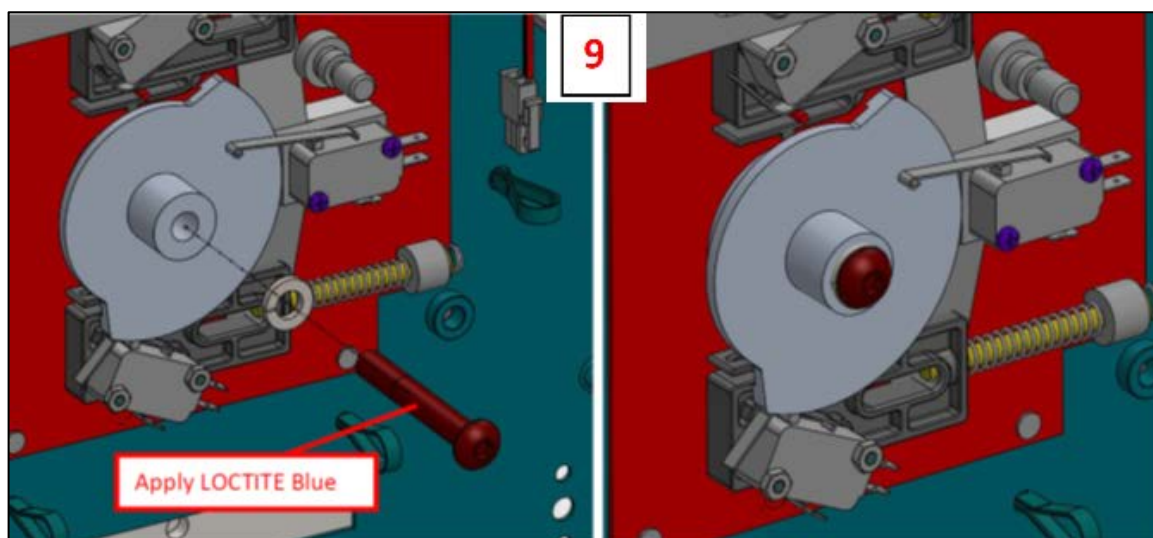


Figure 9: Mounting CAM

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13. Reinstall the actuator using the screw removed earlier. See **Figure 10**.

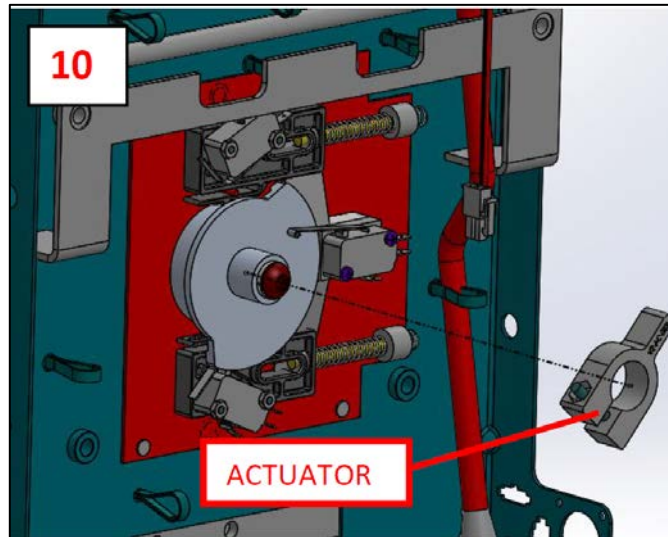


Figure 10: Install Actuator

14. Adjust the actuator position so the limit switch has been pressed down until you hear a click. Using a #8 screw driver, reinstall the screw. See **Figure 11**.

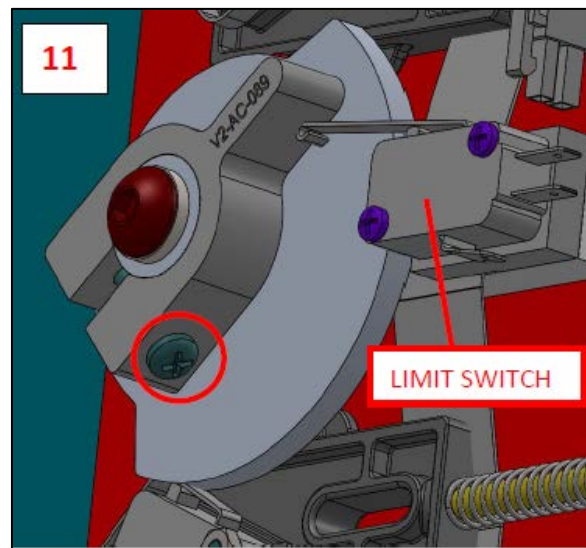


Figure 11: Adjust Actuator

15. Place the pump assembly against the mounting bracket on the chassis assembly. See **Figure 12**.

16. Hold the pump against the chassis and line up the two screw locations (where the screws were removed earlier).

17. Using a 1/2 inch wrench or socket, reinstall the two screws. See **Figure 13**.

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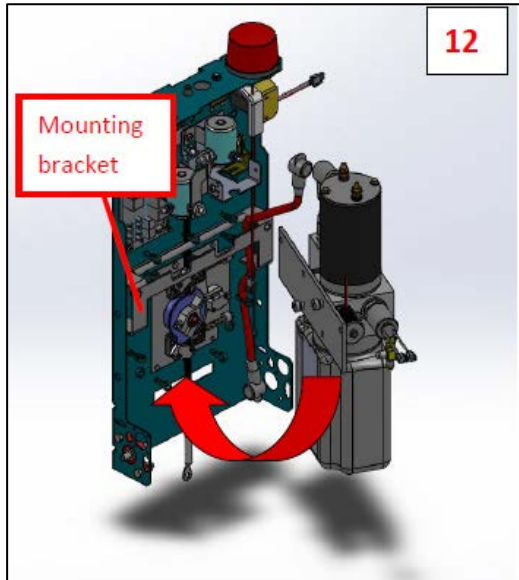


Figure 12: Line Up the Pump and Mounting Bracket

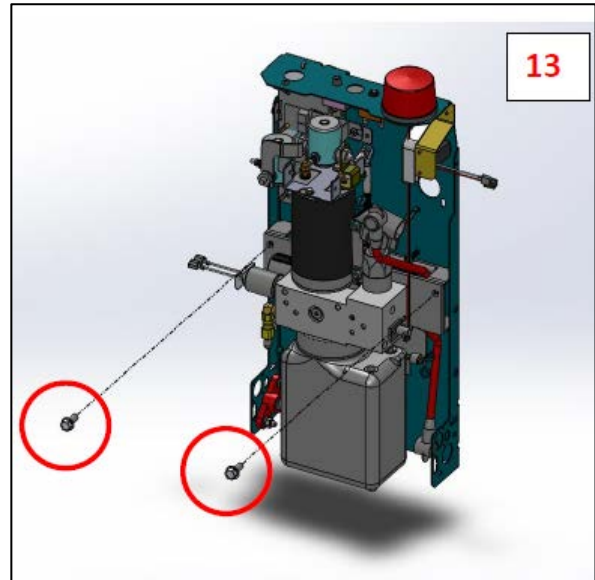


Figure 13: Reinstall Screws to Secure the Pump

18. Reinstall the cover by sliding it all the way down over the pump assembly. See **Figure 14**.

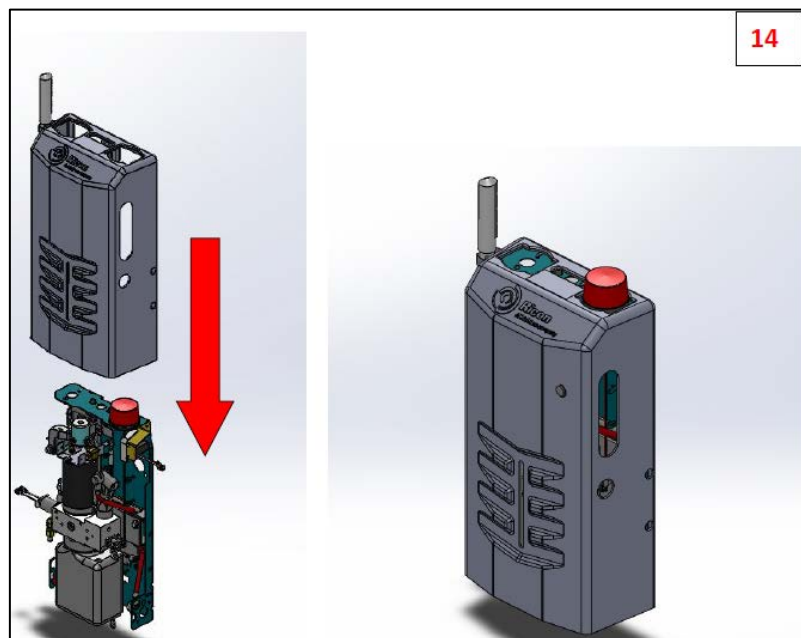


Figure 14: Reinstallation of the Cover

19. Verify the lift works properly by operating the lift. If the lift does not work properly, refer to **Final Adjustments (Limit Switch Adjustment)** to adjust the CAM if needed. See **Figure 15**.

20. Put the lift in the stowed position. Remove chocks from the tires.

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TITANIUM S-SERIES AND K-SERIES
PUBLIC USE SERVICE MANUAL

INSTALLATION

NOVEMBER 2015

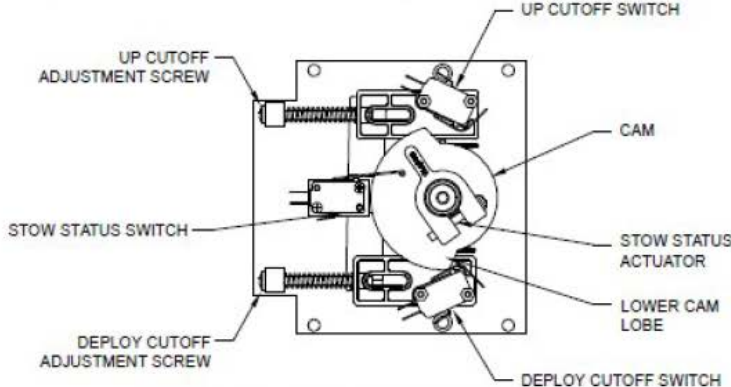
C. FINAL ADJUSTMENTS

1. LIMIT SWITCH ADJUSTMENT

Refer to Figures 2-17, 2-18, and the following procedure.

NOTE: To avoid operational "dead-spots", adjust DEPLOY CUTOFF SWITCH before UP CUTOFF SWITCH.

NOTE: When loosening adjustment screws, apply enough pressure to screw to move block instead of screw. (The block might stick if insufficient pressure is applied to screw.)




RSM0051700

FIGURE 2-17: LIMIT SWITCH ADJUSTMENT DIAGRAM

- a. Fully DEPLOY platform.
- b. Adjust UP CUTOFF ADJUSTMENT SCREW and DEPLOY CUTOFF ADJUSTMENT SCREW 6-8 turns **counterclockwise** (CCW) and then push screws FORWARD.
- c. Cycle platform to STOW then DEPLOY.
- d. When in DEPLOY position, platform should stop at an angle and NOT even with vehicle floor. If not, turn DEPLOY CUTOFF ADJUSTMENT SCREW an additional 2-3 turns **counterclockwise** (CCW), push screw forward, STOW then DEPLOY platform, then repeat this step.
- e. Cycle platform to UP position.
- f. When in UP position, platform should stop short of vehicle floor level. If not, turn UP CUTOFF ADJUSTMENT SCREW an additional 2-3 turns **counterclockwise** (CCW), push screw forward, cycle platform DOWN then UP, then repeat this step.
- g. Cycle platform to STOW then DEPLOY.
- h. Push and hold control pendant DEPLOY switch. Slowly turn DEPLOY CUTOFF ADJUSTMENT SCREW **clockwise** (CW) until platform "jogs" down to vehicle floor level. Make sure that clearance between knuckle actuator saddle and parallel arm is 1/8" minimum (distance may be 1/2" maximum and unequal from left or right arm), stop turning screw and release DEPLOY switch.
- i. Position platform DOWN to ground level then UP until it stops.
- j. Push and hold control pendant UP switch. Slowly turn UP CUTOFF ADJUSTMENT SCREW **clockwise** (CW) until platform "jogs" up to vehicle floor level. Make sure that clearance between knuckle actuator saddle and parallel arm is 1/8" minimum (distance may be 1/2" maximum and unequal from left or right arm); stop turning screw and release UP switch.

NOTE: If lift does not operate after 1-2 full turns of adjustment screw, cycle platform UP and DOWN (The UP CUTOFF SWITCH is less sensitive than DEPLOY CUTOFF SWITCH.)

2 - 10

 Ricon
A Mahle subsidiary

32DSKF02.0

Figure 15: Final Adjustments (Limit Switch Adjustment)