

# Recall Campaign

Daimler Trucks  
North America LLC

June 2019  
FL797A  
NHTSA#18V-698

## Subject: TBB Minotour Emergency Doors

**Models Affected: Specific Thomas Built Buses Minotour model buses manufactured March 14, 2014, through June 28, 2018.**

### 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 700 vehicles involved in this campaign.

On certain buses, the rear door may not open wide enough to meet the unobstructed emergency egress area requirements of FMVSS 217 – *Bus Emergency Exits and Window Retention and Release*. If the emergency exit door does not open wide enough, it may limit the ability to exit the bus, increasing the risk of injury in the event of an emergency.

The rear door slide systems will be modified to increase the opening angle of the doors.

### 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.

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## Replacement Parts

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

Table 1 – Replacement Parts for FL797

Campaign Number	Kit or Part Number	Description	Qty.
FL797A	TBB 219998	PROP SUPPORT EXT ASSEMBLY REAR EMER	1 ea
	TBB 168737	PROP TELESCOPIC HEAVY DUTY	1 ea
	TBB 221716	FL797 FASTENER KIT Contains: 4 ea TBB 64004170 WASHER-NYLON 5/16 I 4 ea TBB 203847 SCREW, 1/4-20 X 1.00, 100 DEGRE FLAT HD 4 ea TBB 69002073 1/4-20 X 3/4, SAE GRADE 5, DRIVE 3 RECESS, YELLOW POLYMER FINISH	1 kit
	TBB 221373	FASTENER KIT FOR FL797 Contains: 3 ea TBB 69004270 WASHER-NYLON 5/16 I 1 ea TBB 64004170 WASHER-NYLON 5/16 I 1 ea TBB 203847 SCREW 1/4-20 X 1.00 100 DEGRE FLAT HD 1 ea TBB 69003091 SCREW-TAPPING, NO 10 X 5/8, TRUSS	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
FL797A	Install door prop-rod extension	0.3	996-R186A	12 – Repair Recall/Campaign

Table 2

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## 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 (**FL797A**).
- In the Primary Failed Part field, enter **25-FL797-000**.
- 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. 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](http://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 Minotour Emergency Doors

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, has decided that a defect which relates to motor vehicle safety exists on specific Thomas Built Buses Minotour model buses manufactured March 14, 2014, through June 28, 2018.

On certain buses, the rear door may not open wide enough to meet the unobstructed emergency egress area requirements of FMVSS 217 – Bus Emergency Exits and Window Retention and Release. If the emergency exit door does not open wide enough, it may limit the ability to exit the bus, increasing the risk of injury in the event of an emergency.

The rear door slide systems will be modified to increase the opening angle of the doors.

**To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair should take approximately half 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 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](http://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>.

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 Minotour Emergency Doors

**Models Affected: Specific Thomas Built Buses Minotour model buses manufactured March 14, 2014, through June 28, 2018.**

#### Door Prop Extension Installation

1. Park the vehicle on a level surface, shut down the engine, and set the park brake. Chock the tires.
2. Fully open the rear emergency door. If the pad underneath the prop-rod interferes with access, remove the pad from underneath the prop-rod and the vertical pad. Retain the pads and screws for reinstallation. See **Figure 1**. Otherwise, it is not necessary to remove the pads, go to the next step.

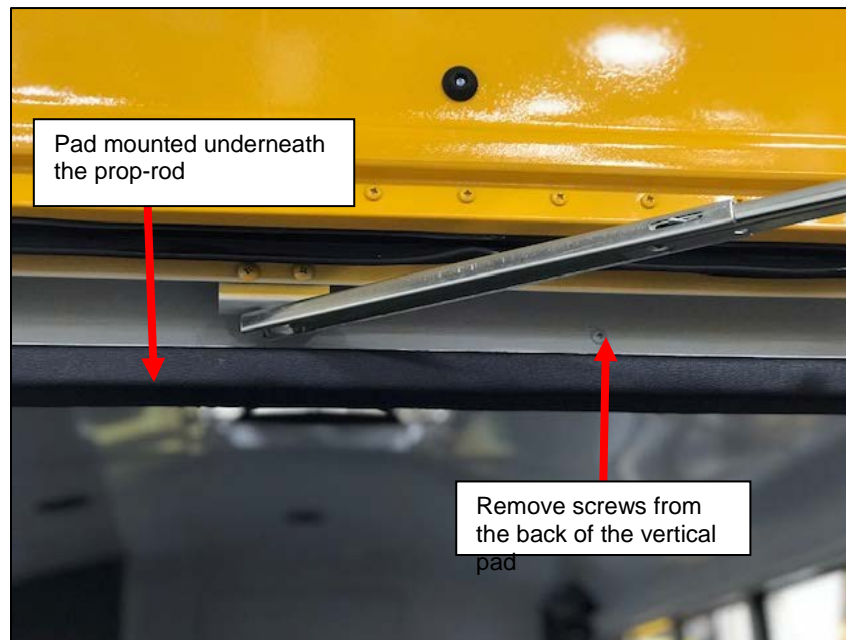


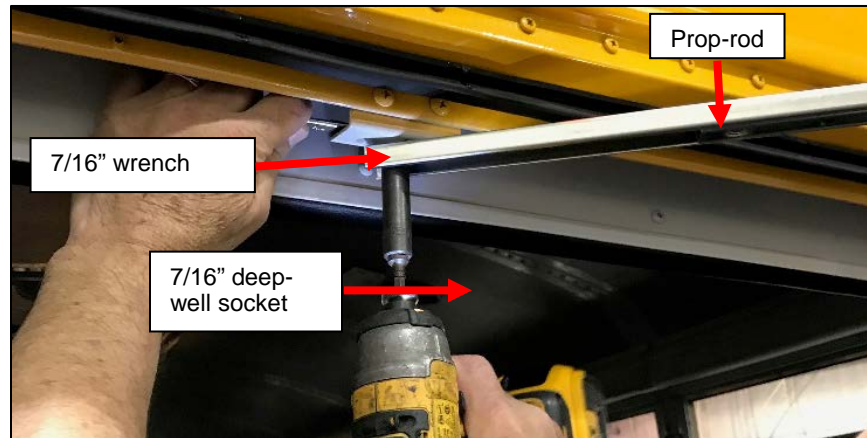
Figure 1: Location of Pads

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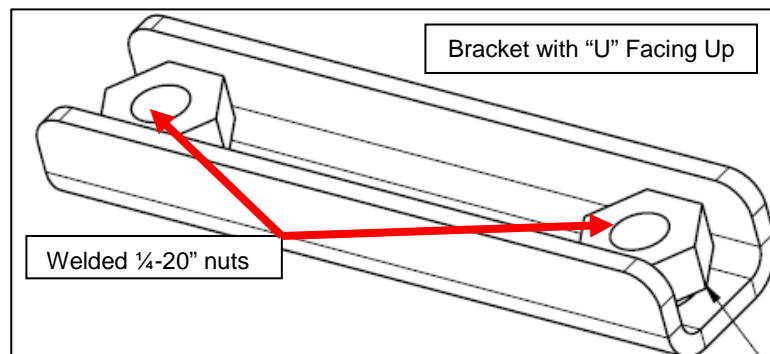
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- Using a 7/16 inch deep-well socket and wrench, remove the prop-rod (disconnect on both the body side and door side) and discard. (Note that extra bolts, nuts, and washers will be provided.) See **Figure 2**.



**Figure 2: Removing the Prop-Rod (Body Side Removal Shown)**

- Install the extension bracket (TBB 219998) with the “U” of the bracket facing up on top of the existing mounting for the prop-rod connection to the body. See **Figure 3**.



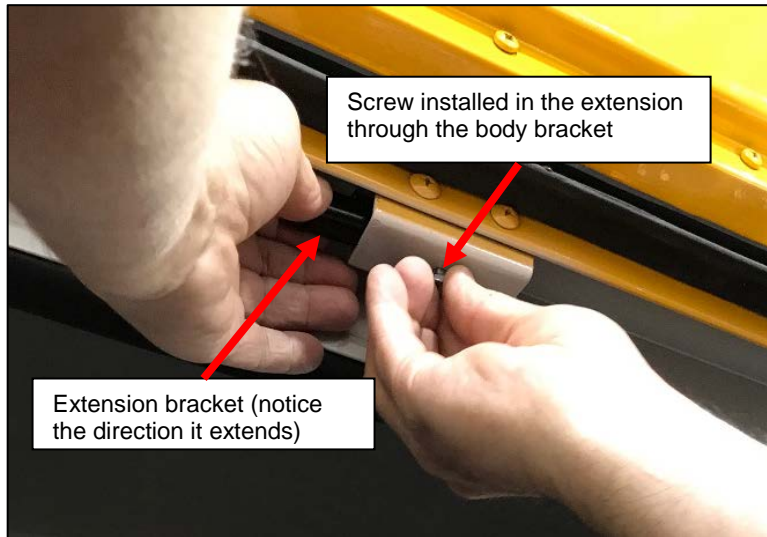
**Figure 3: Extension Bracket (TBB 219998)**

- Put 2-3 drops of red Loctite on a new 7/16 inch screw (TBB 69002073).

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6. Push the screw through the body bracket hole and into the extension bracket with the extension sticking out of the body bracket to the left and hand tighten flush (if it is too tight to hand tighten, use a drill to loosen). See **Figure 4**.



**Figure 4: Installing the Extension into the Body Bracket.**

7. Ensure the extension bracket is straight and drill a 5/32 inch hole in the original bracket through the extension bracket.
8. Install a self-tapping screw (TBB 69003091) in the hole just drilled and tighten.
9. Tighten the screw installed in step 5 (TBB 69002073). See **Figure 5**.



**Figure 5: View of Installed Extension**

NOTE: The new prop-rod has an inner and an outer slide. Assistance may be needed to hold the prop-rod so it does not bend while being installed.

10. Orient the prop-rod (TBB 168737) so the pivot hole in the larger outer slide can be attached to the remaining threaded hole in the bracket extension.

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11. Install a 7/16 inch bolt (TBB 203847) through the prop-rod. Place washers on the bolt between the prop-rod and the extension to prevent interference. (Not all washers may be needed.) See **Figure 6**.



**Figure 6: Installed Extension Bracket Connection to the Prop-Rod**

12. Hand tighten the screw to the extension.
13. Install the other end of the prop-rod to the door using the bolt, nut, and washer (if a washer as installed) retained earlier. Tighten with a 7/16 inch socket and wrench.
14. Tighten the extension screw (TB 203847) on the extension, if pads were removed, reinstall.
15. Operate the door to ensure correct installation.
16. Remove the chocks from the tires.