

# Recall Campaign

March 2020

FL801AB

NHTSA #18V-877 (School Buses)

#18V-878 (Non-School Buses)

Transport Canada #2018-691 (School Buses)

#2018-692 (Non-School Buses)

REVISED NOTICE

## Subject: TBB Saf-T-Liner C2 Roof Header Adhesive

**Models Affected: Specific Model Year 2017-2019 Thomas Built Buses Saf-T-Liner C2 buses manufactured July 1, 2016, through June 8, 2018.**

### 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.

The adhesive used to support the roof header may not have been installed correctly on certain vehicles. Improper bonding of the roof header joint may affect the structure of the bus in a roll over event, increasing the risk of injury.

The roof header joints will be inspected and mechanical fasteners will be added to the joints as necessary.

There are approximately 6,600 vehicles involved.

**REVISION:** How the screws for this repair are ordered and claimed has changed. Order TBB 223320 individually in multiples of 50 (these screws are shipped in bags of 50 screws). Claim the specific number of screws needed for each bus.

### 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

Table 1 – Replacement Parts for FL801

Campaign Number	Part Number	Description	Qty.
FL801AB	TBB 223320	FASTENER THREADED 3/4 W/ NDMICRO (Order in Multiples of 50 Screws)	1 ea to 50+ 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	Number of Rafters (Total for both sides of the bus)	Time Allowed (Hours)	SRT Code	Corrective Action
FL801AB	Standard Bus (No A/C or Luggage Racks)	5-6	1.8	996-R074A	12 – Repair Recall/Campaign
		7-8	2.4	996-R074B	
	Remove:	9-10	3.0	996-R074C	
	• Header covers (includes 2-10 box and entrance door cover)	11	3.4	996-R074D	
	Install New Screws with Loctite and Reassemble:				
	• Header covers (includes 2-10 box and entrance door cover)				
	Bus with Side-Mounted A/C and Luggage Racks	5-6	5.2	996-R074E	
		7-8	5.8	996-R074F	
	Remove:	9-10	6.4	996-R074G	
• Luggage racks	11	6.8	996-R074H		
• Header covers (includes 2-10 box and entrance door cover)					
• A/C cover					
Install New Screws with Loctite and Reassemble:					
• Luggage racks					
• Header covers (includes 2-10 box and entrance door cover)					
• A/C cover					
Bus with Side-Mounted A/C	5-6	2.2	996-R074J		
	7-8	2.8	996-R074K		
Remove:	9-10	3.4	996-R074L		
• Header covers (includes 2-10 box and entrance door cover)	11	3.8	996-R074M		
• A/C cover					
Install New Screws with Loctite and Reassemble:					
• Header covers (includes 2-10 box and entrance door cover)					
• A/C cover					

Table 2

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## Claims for Credit

**REVISION:** How the screws for this repair are ordered and claimed has changed. Order TBB 223320 individually in multiples of 50 (these screws are shipped in bags of 50 screws). Claim the specific number of screws needed for each bus.

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 (**FL801-A or FL801-B**)
- In the Primary Failed Part field, enter **25-FL801-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table. Claim the number of individual screws needed for each bus.
- 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.

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

A sample letter notifying 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 Saf-T-Liner C2 Roof Header Adhesive

**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 Thomas Built Buses Saf-T-Liner C2 school buses and non-school buses manufactured June 1, 2016, through June 8, 2018.

The adhesive used to support the roof header may not have been installed correctly on certain vehicles. Improper bonding of the roof header joint may affect the structure of the bus in a roll over event, increasing the risk of injury.

The roof header joints will be inspected and mechanical fasteners will be added to the joints as necessary.

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

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) 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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## 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 Thomas Built Buses authorized dealer concerning this matter.

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## Subject: TBB Saf-T-Liner C2 Roof Header Adhesive

**Models Affected: Specific Model Year 2017-2019 Thomas Built Buses Saf-T-Liner C2 buses manufactured July 1, 2016, through June 8, 2018.**

Perform one, two, or all the procedures as required for each bus:

- **Header Cover Removal and Screw Installation (Both sides)**
- **Luggage Rack Removal (Both sides)**  
Few buses have luggage racks. If equipped, remove luggage racks first.
- **A/C Cover Removal and Screw Installation**

### Header Cover Removal and Screw Installation (Both Sides)

NOTE: If the bus has luggage racks, remove them first. See page 10 for **Luggage Rack Removal (Both sides)**. After removing luggage racks, complete this procedure.

1. Park the vehicle on a level surface, turn the key completely off, put the bus in Park, and set the parking brake. Chock the tires.
2. Starting at the back of the bus, remove the header covers by removing the screws shown in **Figure 1**, the cover supports, and the black clip between windows. The covers will pull off the bottom ridge. Retain the supports and screws for reinstallation.



Figure 1: Header Cover Screw Location

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3. Remove the two "Christmas trees" on the entrance door cover at the front passenger side of the bus and the two "Christmas trees" on the 2-10 box above the front driver's side. Retain for reinstallation. See **Figure 2**.



**Figure 2: Removing "Christmas Trees" (Driver's Side Shown)**

4. Remove screws from the cover above the entrance door (required to add the additional screws at the front rafter). Retain for reinstallation. See **Figure 3**.
5. Remove the two screws behind and the one screw underneath the front entrance door cover. Retain for reinstallation. See **Figure 4**.
6. After verifying all of the screws have been removed, carefully take off the cover and set aside for reinstallation.
7. Remove the screws at the top of the interior. Retain for reinstallation. See **Figure 5**.
8. On the driver's side, remove the 2-10 box. (This is very similar to the removal of the entrance door cover.)
9. Remove the two "Christmas trees" at the back of the box. Retain for reinstallation.

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Figure 3: Entrance Door Cover & Screw Locations



Figure 4: Screws Behind the Cover



Figure 5: Screw Locations Inside the Entrance Door Header Cover

10. Remove the screws from the 2-10 box as indicated in **Figure 6**. Retain for reinstallation.
11. Remove the panel at back of the 2-10 box. Pull it up from the channel it sits in, then fold the corner to remove.
12. After removing the panel, remove the 4 nuts holding the safety tray and remove the safety tray.
13. Remove the 2-10 box cover and set aside for reinstallation.
14. On the first rafter on one side of the bus, install 3 screws between the existing rivets. Drill a 7/32-inch hole for each screw then install the screws. See **Figure 7**. Repeat on the first rafter on the other side of the bus.
15. Install 2 screws on all remaining rafters on both sides of the bus. See **Figure 8**.
16. After installing screws on all rafters, reinstall the entrance door cover and the 2-10 box by reversing steps 2-13 above.
17. If needed, reinstall the luggage racks on both sides of the bus by reversing the **Luggage Rack Removal and Screw Installation (Both sides)** procedure.



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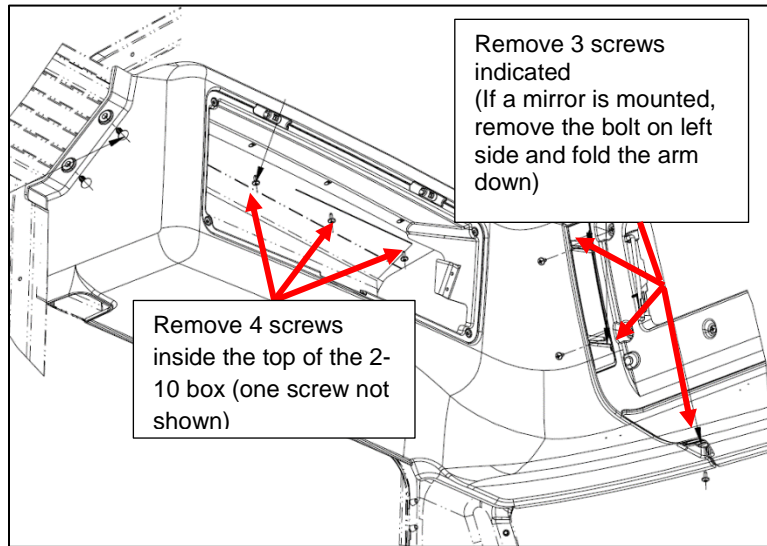


Figure 6: 2-10 Box Screw Locations

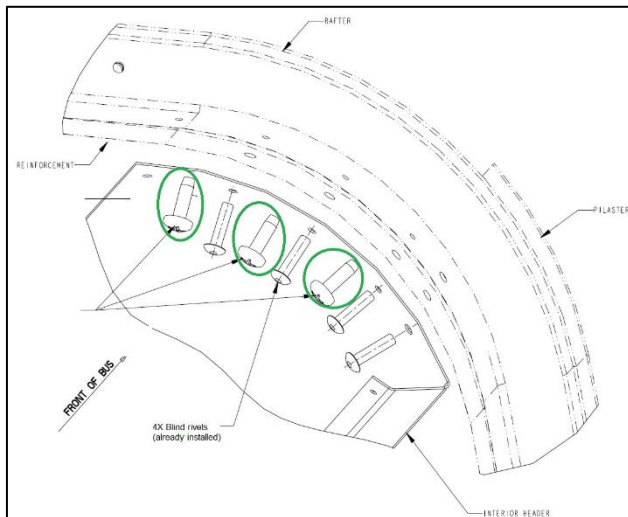


Figure 7: First Rafter Screw Installation

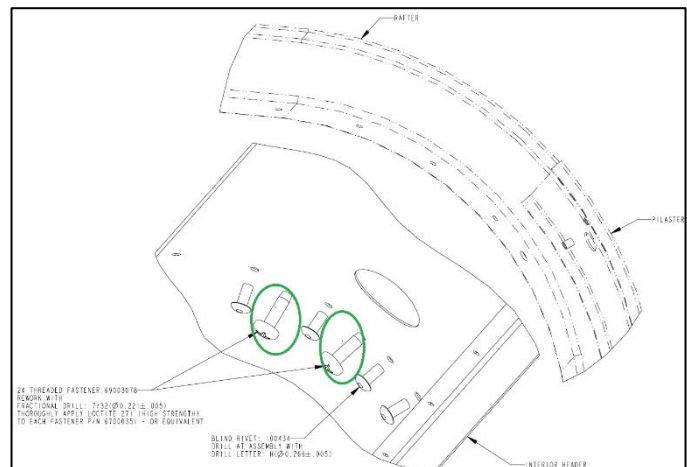


Figure 8: Screw Installation on Remaining Rafters

18. If A/C cover procedure is not needed, remove the chocks from the tires.

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## Luggage Rack Removal (Both sides)

NOTE: Few buses have luggage racks. If equipped, remove luggage racks first.

1. Empty the luggage racks, if needed.

### ⚠ CAUTION

As screws are removed, the luggage rack will start leaning away from the side of the bus and toward the aisle. Once all screws are removed, the luggage rack will be held up only by the screws in the ceiling.

2. Starting at the back of the bus, remove the screws holding the luggage rack to the sidewall, between the windows. Retain for reinstallation. See **Figure 9** and **Figure 10**.

### ⚠ CAUTION

**Caution: Support the luggage rack while removing the screws from the ceiling, so that the stainless poles do not separate from brackets.**

3. Remove the screws from ceiling. Retain for reinstallation. Lay the luggage rack on the seats close to the windows.
4. Repeat the luggage rack removal on the other side of the bus.
5. Go to **Header Cover Removal and Screw Installation (Both Sides)** and/or **A/C Cover Removal and Screw Installation** before reinstalling the luggage racks.
6. Reinstall the luggage racks by reversing this procedure.



Figure 9: Removing the screws on rack at windows



Figure 10: Luggage Rack Shown with Sidewall Screws Removed

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## A/C Cover Removal and Screw Installation

NOTE: If the bus has luggage racks, remove them first. See page 10 for **Luggage Rack Removal (Both sides)**. After removing luggage racks, complete this procedure.

1. Remove the A/C cover by removing screws on the front, sides, and underneath. Retain for reinstallation. See **Figure 11** and **Figure 12** for screw locations.

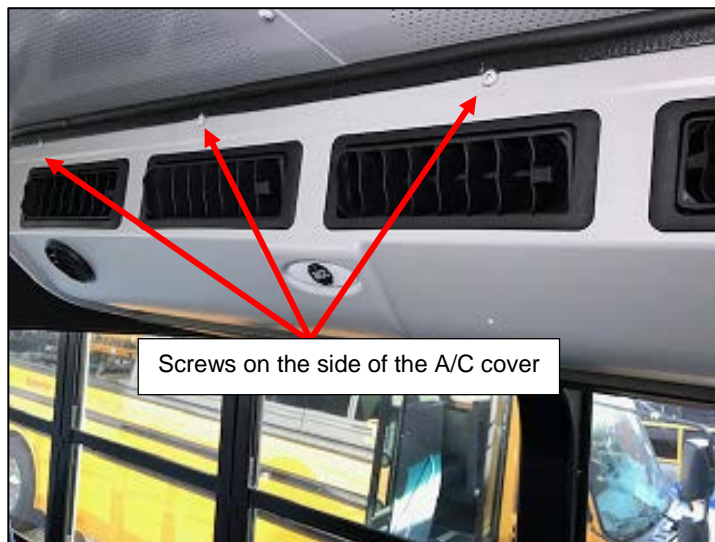


Figure 11: A/C Cover Screw Locations (Front and Sides)

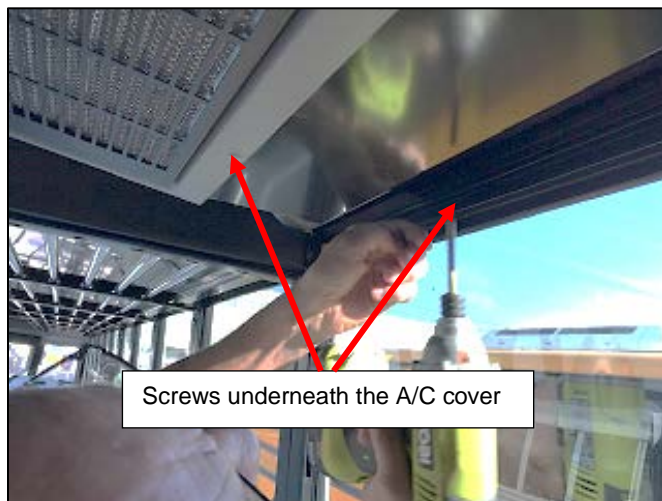


Figure 12: A/C Cover Screw Locations (Underneath)



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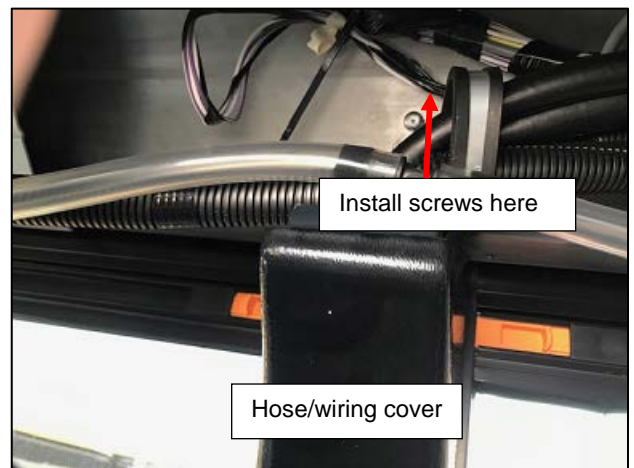
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2. Gently remove cover. See **Figure 13**.
3. At the back, underside of the A/C unit and above the plastic cover for wiring and hoses coming from the floor, install two screws. See **Figure 14**.

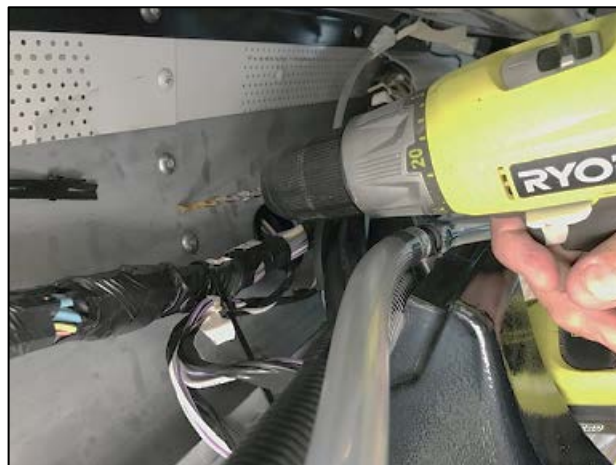


**Figure 13: Remove A/C Cover**



**Figure 14: Screw Installation Location**

4. Move hoses and wiring aside and drill two 7/32 inch pilot holes located as shown in **Figure 8** and **Figure 15**.



**Figure 15: Pilot Hole Location**

5. Install screws in the locations as shown in **Figure 8**.
6. Move hoses and wiring back into place and make sure there are no kinks or leaks and that no harnesses were unplugged.
7. Reinstall the A/C cover with the screws removed earlier.
8. Remove the chocks from the tires.