RECALL

Daimler Trucks North America LLC

August 2019
FL804AB
NHTSA #18V-929 (School Buses)
#18V-930 (Non-School Buses)
Transport Canada #18-735 (School Buses)
#18-736 (Non-School Buses)
REVISED NOTICE

Subject: TBB Saf-T-Liner C2 Power Ports

Models Affected: Specific Model Year 2019-2020 Thomas Built Buses Saf-T-Liner C2 school buses and non-school buses manufactured January 1, 2018, through November 21, 2018, with an optional auxiliary outlet powered by the ignition and accessory power circuits.

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 6,000 vehicles involved in this campaign.

On certain buses, the auxiliary port circuit is connected to the ignition circuit. Both circuits are protected with a 10 amp fuse. A short circuit or overload event on the auxiliary circuit may cause the fuse on the ignition circuit to open, which may lead to an engine shut-down without the ability to restart until the fuse is replaced, increasing the risk of a crash.

Buses will be modified to ensure the current at the power port does not affect the ignition circuit. Please note, fewer than 200 buses are expected to need the new harness. Order TBB 221296 only when it is needed for a specific bus.

REVISIONS: In the *Auxiliary Port and PV360 Harness and Label Installation* procedure, see updated steps 7, 8, and 12.5. Please review.

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 FL804

Campaign Number	Part Number	Description	Qty.
FL804AB	TBB 221296	ADAPTOR HARNESS, CELL OUTLET	1 ea
	Avery Label 5424 (or Equivalent)	Write or Type: LABEL #1 – 7.5 A FOR AUXILIARY PORT ONLY LABEL #2 – 20 A FOR AUXILIARY AND VM360 OPTIONS	2 ea

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 for FL804

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
FL804AB	Inspect for auxiliary or auxiliary and VM360 options	0.1	996-R187A	06 – Inspect
	Inspect and install fuse and label	0.2	996-R187B	12 – Repair Recall/Campaign
	Inspect and install adaptor harness accessory port C2 extension with label	0.4	996-R187C	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 **(FL804)**
- In the Primary Failed Part field, enter **25-FL804-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table. **NOTE:** harness TBB 221296 (SRT 996-R187C) is expected to be needed by fewer than 200 buses. It should be ordered only when needed.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **015-004-045** 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
  - 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 DTNAConnect.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.

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Copy of Notice to Owners

Subject: TBB Saf-T-Liner C2 Power Ports

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. This notice is sent to you in accordance with the requirements the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

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 2019-2020 Thomas Built Buses Saf-T-Liner C2 school buses and non-school buses manufactured January 1, 2018, through November 21, 2018, with an optional auxiliary outlet powered by the ignition and accessory power circuits.

On certain buses, the auxiliary port circuit is connected to the ignition circuit. Both circuits are protected with a 10 amp fuse. A short circuit or overload event on the auxiliary circuit may cause the fuse on the ignition circuit to open, which may lead to an engine shut-down without the ability to restart until the fuse is replaced, increasing the risk of a crash.

Buses will be modified to ensure the current at the power port does not affect the ignition circuit.

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 also confirm your vehicle's involvement in this recall at this URL: https://dtna-dlrinfo.prd.freightliner.com: 48518/ VinLookup/vin-module/getVin LookupPage.

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.

We apologize for any inconvenience this may have caused. If you have any questions or require further information, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. 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. In Canada, you may wish to contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

THOMAS BUILT BUSES WARRANTY DEPARTMENT
Enclosures

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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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REVISIONS: In the *Auxiliary Port and PV360 Harness and Label Installation* procedure, see updated steps 7, 8, and 12.5. Please review.

Inspection – Determine Options Installed

1. Park the vehicle on a level surface, shut down the engine, and set the park brake. Chock the tires.

2. Standing in front of the bus, look for cameras mounted on the bus (one on the hood and/or one on each side of the bus, indicates option PV360).

3. Sitting in the driver's seat, locate the aux port cover to the left of the driver's feet. Pull the cover slightly and it will pop open.

4. Select the correct repair procedure based on the steps above.

   If the bus has an aux port only, go to *Auxiliary Port Fuse Replacement and Label Installation* on page 6. The majority of buses will need this procedure.

   If the bus has both an aux port and PV360 option (cameras), go to *Auxiliary Port and PV360 Harness and Label Installation* on page 7. Very few buses will need this procedure. Order harness TBB 221296 only when needed for a specific bus that requires this procedure.

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Auxiliary Port Fuse Replacement and Label Installation

1. Park the vehicle on a level surface, shut down the engine, and set the park brake. Chock the tires.

2. Remove the kick panel to the left of the driver's feet and set aside. See **Figure 1.**

Figure 1: Kick Panel Removed

3. Replace the 10 AMP mini fuse for the aux port with a 7.5 AMP mini fuse. Discard the removed fuse. See **Figure 2** for location.

4. Type or hand write “7.5A” on an Avery 54254 label (or equivalent) and place it on the wire beside the fuse holder. See **Figure 3**.

Figure 2: In-Line Fuse Holder Location

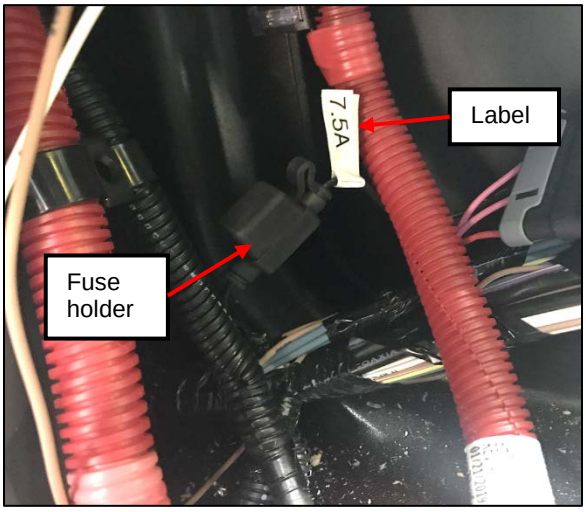

Figure 3: Label Beside 7.5 AMP Fuse in the In Line Fuse Holder

5. Verify auxiliary port operation.

6. Reinstall the cover removed earlier.

7. Remove the chocks from the wheels.

Auxiliary Port and PV360 Harness and Label Installation

NOTE: This procedure and harness TBB 221296 are expected to be needed by fewer than 200 buses. Order the harness only when needed for a specific bus.

1. Park the vehicle on a level surface, shut down the engine, set the park brake, and turn the battery power switch to off. Chock the tires.

2. Remove the kick panel to the left of the driver’s feet and set aside. See **Figure 1.**

3. Pull the plug at the rear of the opening, about 8 in. back from the opening, as far forward as necessary to modify the wiring. See **Figure 4**.

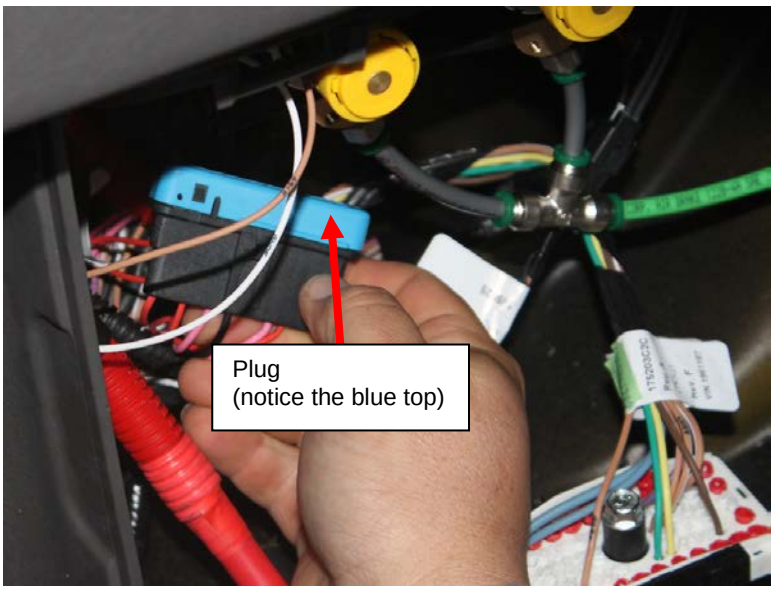

Figure 4: Plug and Locking Mechanism for Terminals.

4. Remove the gray wire “keeper” and set aside. See **Figure 5**.

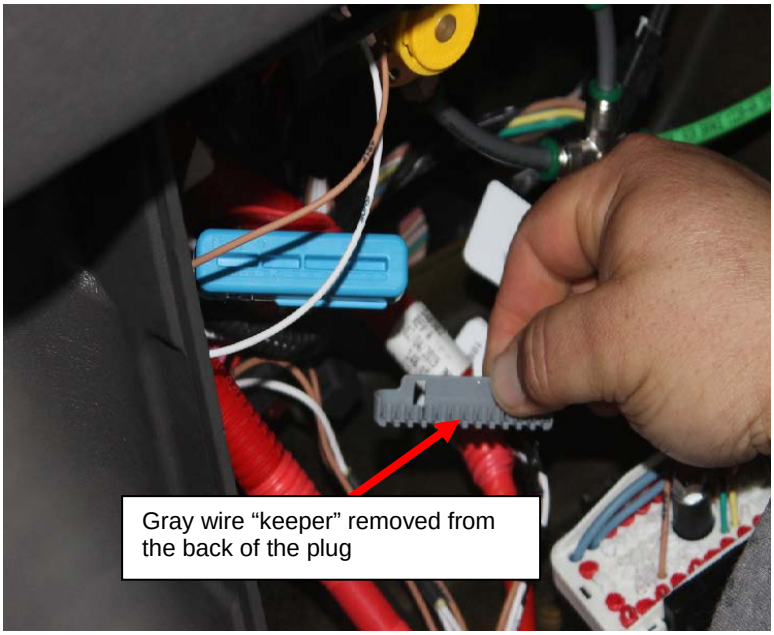

Figure 5: Wire Keeper Removed from the Back of the Plug

5. Locate Position E on the plug. See **Figure 6**.

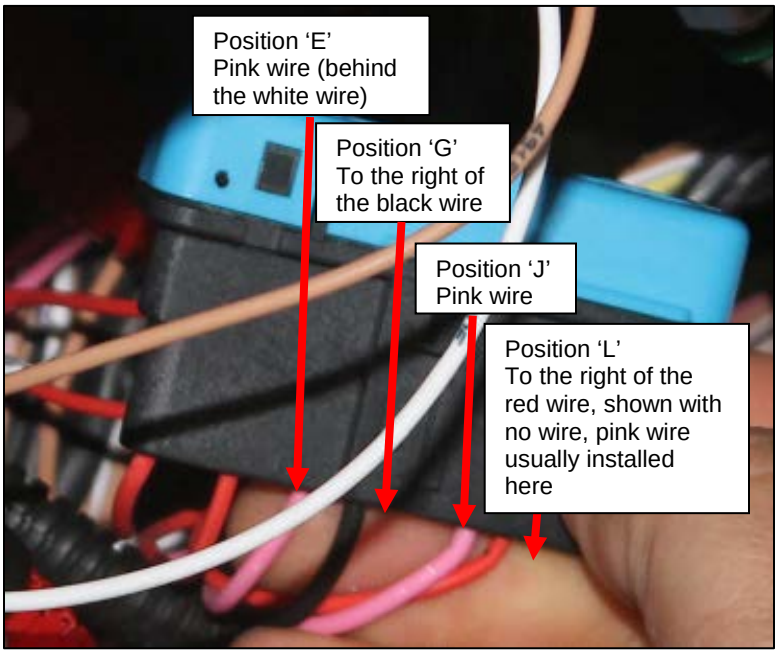

Figure 6: Location of Positions E, G, J, and L

6. Using a pair of wire cutters, cut the wire at Position 'E' at a distance from the plug/connector just long enough to allow placing a cap or sealing butt splice on the wire. From TBB 221296, take the wire with the butt splice (52B_1) and connect it to the end of the wire just cut from the plug. See **Figure 7**.

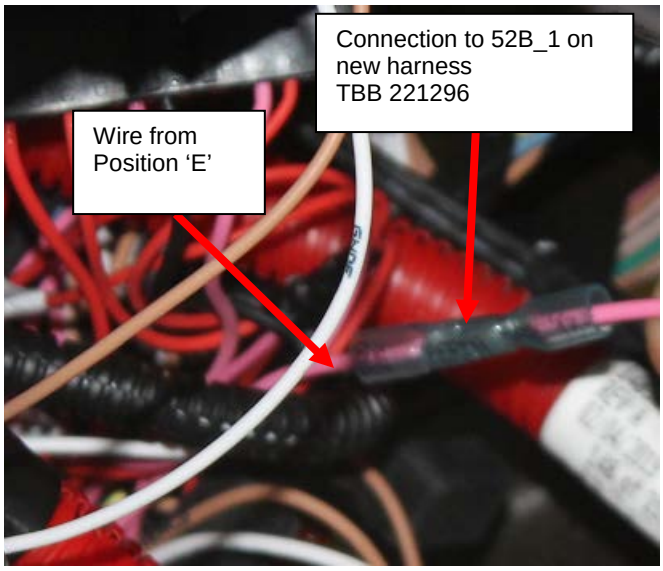

Figure 7: Installation of New Harness

7. Push the terminal of wire 52B_2 (from new harness TBB 221296) into Position 'G' until it locks into place.

8. Cut the wire in Position 'J' and put a cap or sealing butt splice on the wire coming out of the plug. See **Figure 6** for location of Position 'J.'

9. Take the remaining wire cut off from plug Position 'J' and connect it to 52D_1 from harness TBB 221296.

10. Push wire 52D_2 into the terminal at Position 'L' until it locks into place. See **Figure 7**.

11. Reinstall the gray wire "keeper" on the back side of the plug. See **Figure 8** for final installation.

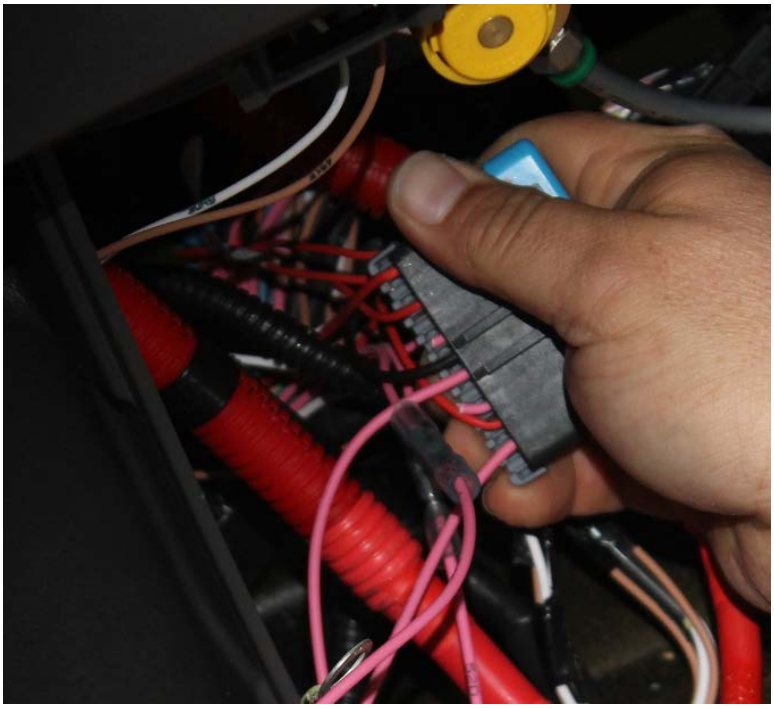

Figure 8: Completed Wiring Connections

12. Install the main power and ground

12.1 Locate the large battery bolt on floor inside of this cabinet.

12.2 Confirm the battery has been shutoff.

12.3 Pull back the cover on the terminal and remove the battery nut and washer.

IMPORTANT: It is important that the ring terminal from harness TBB 221296 lays on a solid flat surface to make the best connection.

12.4 Attach the red wire with the ring terminal from harness TBB 221296 to the battery cable connection. Reinstall cables previously removed.

12.5 Tighten the nuts on the battery ground cables 140-150 lbf·in.

12.6 Pull the boot back over the battery cable. See **Figure 9** for final power cable installation.

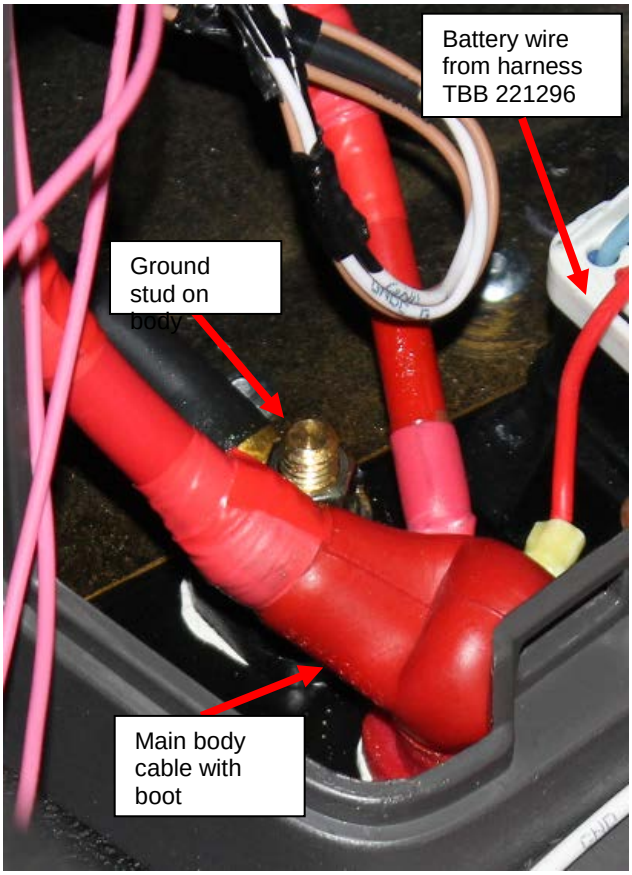

Figure 9: Battery Wire Installation

13. Install the ground from TBB 221296 by removing the nut and washer (if a washer is present). See **Figure 10** for location of the ground.

14. Attach the ring terminal to the ground stud and reinstall any terminals that were removed earlier. Reinstall the nut and washer. See **Figure 10** for final installation of the battery and ground wires.

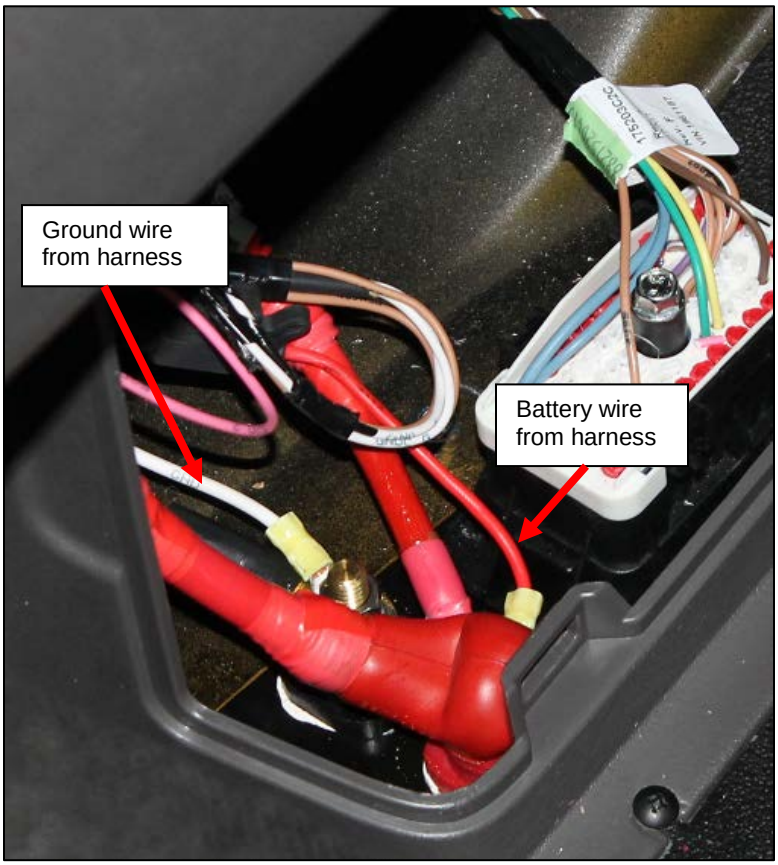

Figure 10: Battery and Ground Cable Installation

15. Tie the harness together neatly with wire ties, install a 20 AMP mini fuse in the inline fuse holder. Type or hand write “20 AMP” on an Avery 54254 label (or equivalent) and place it beside the fuse holder.

16. Verify the operation of the IGN and accessory port.

17. Tie the harness securely inside the cavity and reinstall the cavity cover.

18. Remove the chocks from the tires.