

November 2019
FL828A
NHTSA #19V-686
Transport Canada #2019-483

Subject: FCCC School Bus Chassis Torque Converter Bolts

Models Affected: Specific Model Year 2017-2020 FCCC B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2) manufactured June 29, 2016, through April 4, 2019, and equipped with a DD5 engine and Allison Transmission.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating recall FL828 to modify the vehicles mentioned above.

There are approximately 676 vehicles involved.

On certain school buses, the torque converter bolts may come loose and lodge in the starter, which could disable the school bus and result in an evacuation in an uncontrolled traffic situation, increasing the risk of an injury.

The torque converter bolts, located at the engine/transmission mating point, will be replaced as necessary. Repairs will be performed by Daimler Trucks North America authorized service facilities.

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. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Parts

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL828, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL828

Campaign Number	Kit Number	Part Description	Part Number	Qty per kit
FL828A	25-FL828-000	BOLT-HEXFLGH,M10X1.5,SPECIAL	23-14441-000	1 ea

Table 1

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL828A	Replace torque convertor bolts	0.6	996-R078A	12-Repair Recall/Campaign

Table 2

IMPORTANT: When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) 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 and appropriate condition code (**FL828A**).
- In the Primary Failed Part Number field, enter **25-FL828-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- 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. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - 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.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNACconnect.com / WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: 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. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

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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: FCCC School Bus Chassis Torque Converter Bolts

For the Notice to U.S. Customers: This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** This notice is sent to you in accordance with the requirements of 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 (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect that relates to motor vehicle safety exists on specific Model Year 2017-2020 FCCC B2 school bus chassis (Thomas Built buses Saf-T-Liner C2) manufactured June 29, 2016, through April 4, 2019, and equipped with a DD5 engine and Allison Transmission.

On certain school buses, the torque converter bolts may come loose and lodge in the starter, which could disable the school bus and result in an evacuation in an uncontrolled traffic situation, increasing the risk of an injury.

The torque converter bolts, located at the engine/transmission mating point, will be replaced as necessary. Repairs will be performed by Daimler Trucks North America authorized service facilities.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately one 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/getVinLookupPage>

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 questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. **For the Notice to U.S. Customers:** 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>. **For the Notice to Canadian Customers:** If you wish to submit a complaint about this recall, you can contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS 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 Daimler Trucks North America LLC authorized dealer concerning this matter.

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Work Instructions

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NOTE: Detroit Diesel Tool DDE W904589046300 is required to rotate the engine.

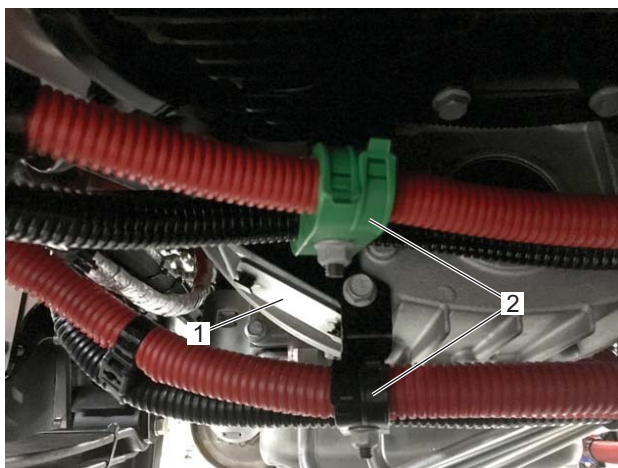
Torque Converter Bolt Replacement

1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL828 (Form WAR260). If a sticker is present for campaign FL828, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and apply the parking brake. Chock the tires.

DANGER

When working on the vehicle, shut down the engine, set the parking brake, and chock the tires. Before working under the vehicle, always place jack stands under the frame rails to ensure the vehicle cannot drop. Failure to follow these steps could result in serious personal injury or death.

3. If the vehicle is raised, use jack stands to support the vehicle when working underneath it.
4. Disconnect the negative battery cables at the batteries.
5. Remove the four battery cable clamps at the bottom of the flywheel housing to gain access to the flywheel and torque converter bolt covers. See [Fig. 1](#). Set the battery cable clamps aside.
6. Move the battery cables away from the access covers.
7. Remove the access covers. See [Fig. 1](#) and [Fig. 2](#).

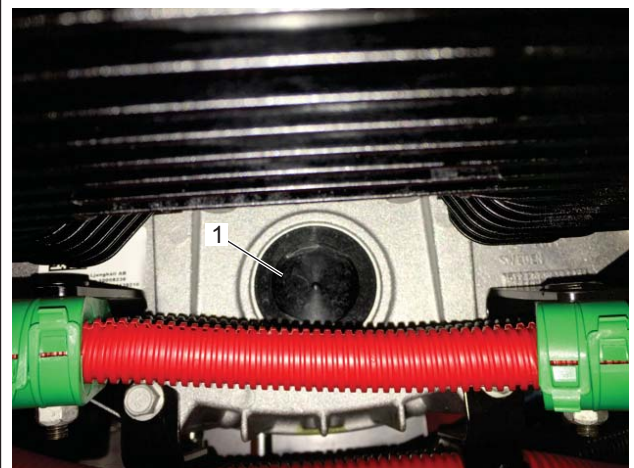


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Only two of the four battery cable clamps are shown for clarity.

1. Access Cover
2. Battery Cable Clamps

Fig. 1, Removing the Battery Cable Clamps



08/05/2019 f012245

1. Access Cover

Fig. 2, Access Cover

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8. Install the engine barring tool (Detroit Diesel Tool DDE W904589046300) to rotate the engine. See [Fig. 3](#) for an example of the engine barring tool.



Fig. 3, Engine Barring Tool

9. Rotate the engine to the first bolt in the inspection cover opening.
10. Use a marker to make a mark on the adaptor ring to identify the starting point.
11. With a hand ratchet and socket only, remove the torque converter bolt. Take note if the bolt feels like it is cross-threaded when turning the socket. Once it is removed, check the thread condition of the bolt. If the bolt was cross-threaded, chase the threads in the torque converter with an M10x1.5, first with a starting tap and then a bottoming tap, before installing the new bolt. If the torque converter threads cannot be repaired, or you find significant additional damage, replace the torque converter. (Only 2% of the population is expected to need the torque converter replaced.)
12. Install the new bolt. Tighten the torque converter bolts 46 ± 3 lbf-ft (62 ± 4 N·m). Ensure that the bolt starts straight before tightening. If the bolt will not tighten, replace the torque converter.
13. Using the barring tool installed earlier, rotate the engine to the next torque converter bolt viewable in the access hole and repeat step 11.
14. Continue rotating the engine with the barring tool and check each torque converter bolt for cross-threading until the engine is rotated back to the mark made earlier on the adaptor ring.
15. Remove the barring tool.
16. Install both access covers.
17. Install the four battery cable clamps removed earlier. See [Fig. 1](#).
18. Connect the negative battery cables.
19. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for FL828 (Form WAR260) indicating this work has been completed.