

October 2023
FL981AB
NHTSA #23V-621

Subject: TBB Loose AC Ground Stud

Models Affected: Specific model year 2024 Thomas Built Buses (TBB) Saf-T-Liner C2 buses manufactured May 1, 2023, through August 31, 2023.

General Information

Daimler Truck 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.

On the affected vehicles, the electrical cables for the air conditioning (AC) may not be installed properly, which can allow the electrical connection to overheat. An overheated electrical connection increases the risk of a fire.

A Daimler Truck North America authorized service facility will inspect and tighten the electrical cables as necessary. The Recall will take approximately one half hour and will be performed free of charge.

There are approximately 679 school buses involved in this campaign.

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

No parts are required to complete Recall FL981.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL981, a list of the customers and vehicle identification numbers will be available on the DTNA Portal.

Removed Parts

U.S. Dealers, there are no removed parts.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL981AB	Inspect AC ground stud and tighten if necessary	0.4	996-R213A	12-Repair Recall/Campaign

Table 1

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Claims for Credit

You will be reimbursed for your 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 (**FL981-A or FL981-B**).
- In the Primary Failed Part Number field, enter **25-FL981-000**.
- In the Labor field, first 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. (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.

U.S. and Canadian dealers, if you need additional information, contact the Warranty Campaigns Department using the WSC (Warranty Support Center) app on the DTNA Portal. Export distributors, submit a WSC ticket or contact your International Service Manager.

The letter notifying U.S. 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 Loose AC Ground Stud

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 Truck 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 specific model year 2024 Thomas Built Buses (TBB) Saf-T-Liner C2 buses manufactured May 1, 2023, through August 31, 2023.

On the affected vehicles, the electrical cables for the air conditioning (AC) may not be installed properly, which can allow the electrical connection to overheat. An overheated electrical connection increases the risk of a fire.

A Daimler Truck North America authorized service facility will inspect and tighten the electrical cables as necessary. The Recall will take approximately one half hour and will be performed free of charge.

Please contact an authorized Daimler Truck North America dealer to arrange to have the recall performed. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us/>. Scroll down to "Locate a Dealer," and select the appropriate brand. 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 in the postage-paid envelope 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@daimlertruck.com. **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 go to <http://www.nhtsa.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 Truck 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 Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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Work Instructions

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Models Affected: Specific model year 2024 Thomas Built Buses (TBB) Saf-T-Liner C2 buses manufactured May 1, 2023, through August 31, 2023.

Ground Connection Inspection and Repair

IMPORTANT: Ensure that the personal protective equipment is worn as per the company policy.

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

NOTE: The MPDS is located inside the battery box compartment.

2. Turn the main power disconnect switch (MPDS) to the OFF position.
3. Disconnect the negative terminals on the batteries.

Ground Studs – Front Side Evaporator

4. Locate the glove box on the left-hand side of the driver's overhead compartment. Locate and remove the two square-head screws that hold the inner liner of the glove box in place.
5. Inspect the nut on the grounding stud to make sure it is securely fastened. See [Fig. 1](#).

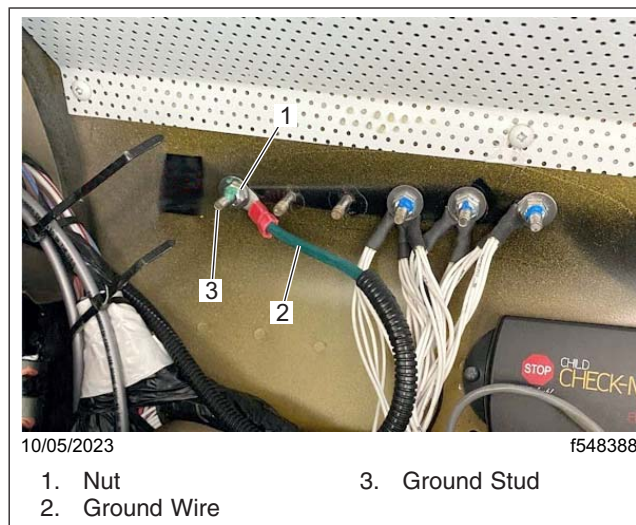


Fig. 1, Location of the A/C Ground Connection

6. If found loose, tighten the fastener 95 lbf-in (1073 N-cm).
7. If the ground stud breaks, connect the ground to a different stud.
8. If the nut is not fastened securely, inspect the wiring for any damage. If the ground wire is damaged, contact TBB for further guidance.

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Ground Stud – Rear Evaporator

9. Remove the Phillips head screws from the brackets that hold the plastic curtain molding. This allows to pull the curtain molding away enough to see the metal header with the ground studs. See [Fig. 2](#).

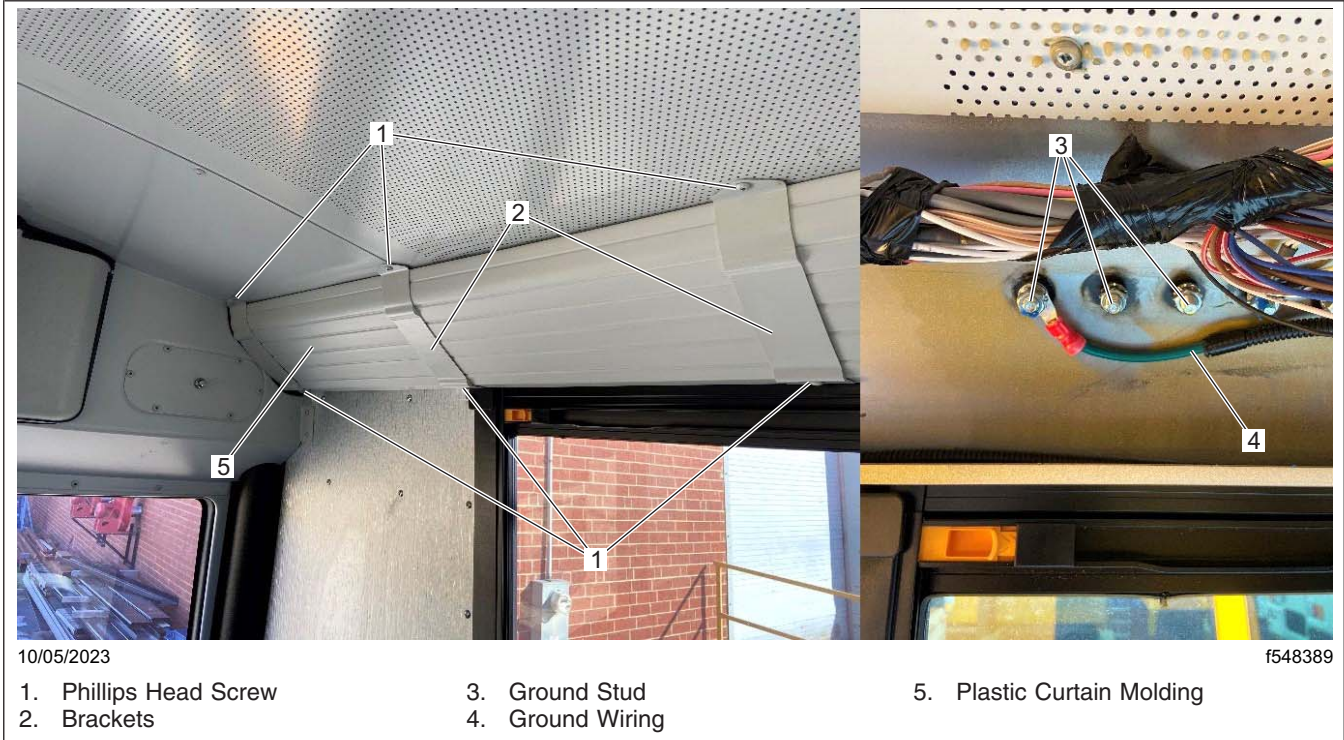


Fig. 2, Ground Stud Referencing Rear A/C Evaporator

10. Inspect the nut on the grounding stud for tightness.
11. If found loose, tighten the fastener 95 lbf-in (1073 N-cm).
12. If the ground stud breaks, connect the ground to a different stud.
13. If the nut is not fastened securely, inspect the wiring for any damage. If the ground wire is damaged, contact TBB for further guidance.

Connections Inside the A/C Box

14. Open the cover of the first door, located behind the battery compartment.

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15. Check if the nuts that attach the cables to the bus climate control (BCC) modules are properly tightened. Tighten the B (+) connectors between the cables and the mega fuses 95 lbf-in (1073 N-cm). See **Fig. 3**.

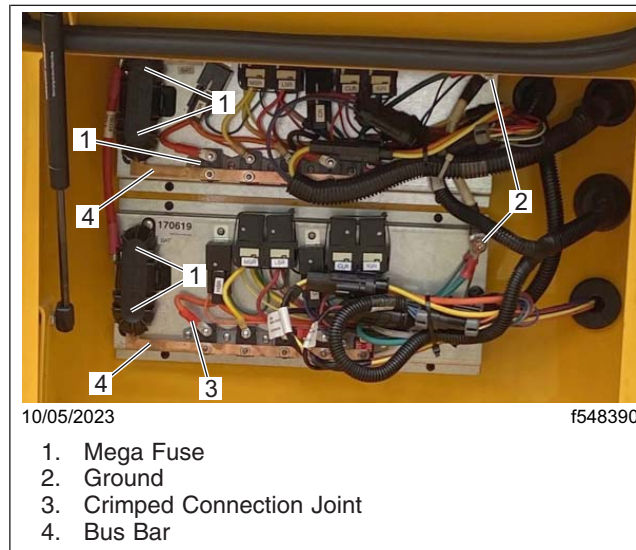


Fig. 3, BCC Module

16. Inspect all the wires and connections on the control module that are connected to the bus bar. The joints should not be loose. If found loose, tighten the nuts that connect the wires to the bus bar 24 to 32 lbf-in (271 to 362 N-cm).
17. Check all the crimped connection joints so that the wires are firmly connected.
18. Connect the negative terminals to the battery.
19. Turn the MPDS to the ON position.