

September 2024
F1008 A-B
NHTSA #24V-569 (School Bus)
NHTSA #24V-570 (Non-School Bus)

Subject: Loose A/C Ground Cable

**Models Affected: Specific model years 2024-2025 Thomas Built
SAF-T-LINER C2 and SAF-T-LINER C2 Jouley buses manufactured
October 1, 2023, through June 17, 2024.**

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary Thomas Built Buses, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

In these vehicles, the electrical ground cable for the air conditioning system, may be loose or improperly installed, which can result in excessive heat buildup at the electrical connection, increasing the risk of a vehicle fire.

A Daimler Truck North America authorized service facility will inspect the A/C electrical ground cable on the affected vehicles. If the electrical ground cable is found to be loose or improperly installed, it will be properly fastened or reinstalled with sufficient tightness. The Recall will take approximately one-half hour and will be performed free of charge.

There are approximately 642 vehicles involved in this campaign.

Additional Repairs

In addition to this recall, check OWL for any other open campaigns. 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 required, inspection only.

If our records show your dealership has ordered any vehicle(s) involved in campaign number F1008, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
F1008 A-B	Check and Tighten A/C Evaporator Ground Cable	0.2	996-R242A	12-Repair Recall/Campaign

Table 1

IMPORTANT - Before Beginning Work:

- Check OWL to ensure the vehicle is involved and the campaign has not previously been completed.

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Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting a claim. Please reference the following information in OWL:

- All claims must be submitted within 30 days of the repair date.
- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate population/group code (**F1008-A or F1008-B**).
- In the Primary Failed Part Number field, enter **25-F1008-000**.
- 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 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.)
 - Attach the documentation to a pre-approval recall claim, and submit the pre-approval claim for a decision.
 - If approved, submit a based-on payment claim (based on the pre-approval.)
 - After the claim has been paid, reimburse the customer.

Excess Inventory: U.S. and Canadian dealers, excess inventory related to this campaign, in resalable condition, may be returned to the appropriate PDC. U.S. dealers, submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers, submit a PAR to your facing PDC. PAR requests must include the original purchase invoice number. Export Distributors, excess inventory is not returnable.

For Support: Contact the Warranty Campaigns Department via the Warranty Support Center (WSC) located on the DTNA Portal, or contact the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket or contact your International Service Manager.

The letter notifying U.S. and Canadian vehicle owners is included for 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: Loose A/C Ground Cable

This notice is sent to you in accordance with the National Traffic and 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, has decided that a defect, which relates to motor vehicle safety, exists in certain 2024-2025 Thomas Built SAF-T-LINER C2 and SAF-T-LINER C2 Jouley buses manufactured October 1, 2023, through June 17, 2024.

In these vehicles, the electrical ground cable for the air conditioning system, may be loose or improperly installed, which can result in excessive heat buildup at the electrical connection, increasing the risk of a vehicle fire.

A Daimler Truck North America authorized service facility will inspect the A/C electrical ground cable on the affected vehicles. If the electrical ground cable is found to be loose or improperly installed, it will be properly fastened or reinstalled with sufficient tightness. 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 and to ensure that parts are available at the dealership. 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 the following 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 this recall repair 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 ten 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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address: dtna-war-campaigns@daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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>.

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 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 dealer.

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

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Work Instructions

Subject: Loose A/C Ground Cable

Models Affected: Specific model years 2024-2025 Thomas Built SAF-T-LINER C2 and SAF-T-LINER C2 Jouley buses manufactured October 1, 2023, through June 17, 2024.

Inspection and Repair of the Ground Connection

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

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

NOTE: The Main Power Disconnect Switch (MPDS) is located inside the battery box compartment.

2. Turn the MPDS to the OFF position.
3. Disconnect the negative cables from the batteries.
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](#).
 - If found loose, tighten the fastener 95 lbf-in (1073 N-cm).
 - If the ground stud breaks, connect the ground to a different stud.
 - If the nut is not fastened securely, inspect the wiring for any damage.
 - If the ground wire is damaged, contact TBB for further guidance.

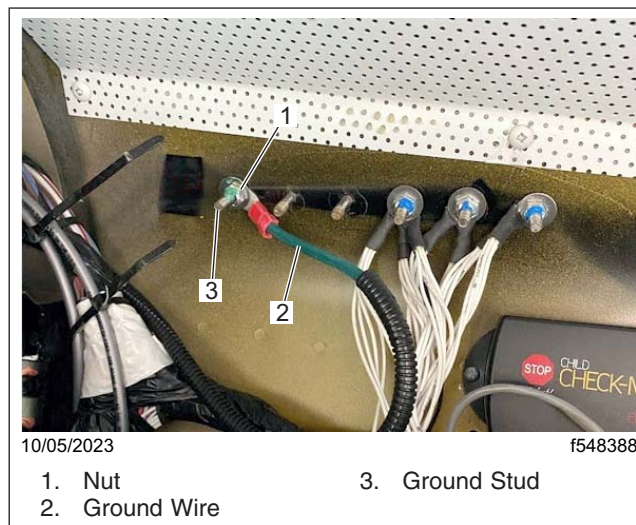


Fig. 1, Location of the A/C Ground Connection

6. Connect the negative cables to the batteries.
7. Turn the MPDS to the ON position.