

Field Service Campaign

Daimler Trucks
North America LLC

December 2016
SF532A
REVISED NOTICE

Subject: TBB Heater/Defroster Fuses

Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX diesel vehicles manufactured October 6, 2003, through April 6, 2010, and compressed natural gas vehicles manufactured May 5, 2008, through November 29, 2010.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF532 to modify the vehicles mentioned above.

There are approximately 7,600 vehicles involved in this campaign.

On certain vehicles, the fuses for the heater/defroster are the incorrect size, 15 amp fuses/breakers.

The heater/defroster fuses will be replaced with 1 amp fuses.

REVISION: The need to install covers on the PC board(s) is not needed as part of the campaign and the instruction regarding it has been removed from the work instructions. It is part of regular maintenance and was also addressed in a previous Service Bulletin.

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

Formal kits are not needed for this campaign. Please use the parts listed in the table below.

Table 1 – Replacements Parts for SF532

Campaign Number	Part Number	Description	Qty. Per Vehicle
SF532	TBB 151450 or Equivalent	1 AMP ATC/ATO FUSE	3 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	Time Allowed (Hours)	SRT Code	Correction Code
SF532	Replace heater/defroster fuses as needed	0.3	174-6534E	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:

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- Claim Type is **Field Service Campaign**.
- Enter the campaign number and appropriate group code (**SF532-A**).
- In the Primary Failed Part Number field, enter **TBB 151450**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor field, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **053-004-002** and the Cause Code is **A1 - Campaign**.
- The campaign will **terminate on December 31, 2017**.

IMPORTANT: OWL must be viewed prior to performing the field service to ensure the vehicle is involved and the campaign has not been previously completed.

Contact the Warranty Campaigns Department at (336) 889-4871, from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, via Web inquiry at DTNAConnect and click the WSC link, if you have any questions or need additional information.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. All excess inventories to be returned to the PDC following the conclusion of the campaign must be returned in resalable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.)

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Copy of Notice to Owners Subject: TBB Heater/Defroster Fuses

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF532 to modify specific Thomas Built Buses Saf-T-Liner HDX diesel vehicles manufactured October 6, 2003, through April 6, 2010, and compressed natural gas vehicles manufactured May 5, 2008, through November 29, 2010.

On certain vehicles, the fuses for the heater/defroster are the incorrect size, 15 amp fuses/breakers.

The heater/defroster fuses will be replaced with 1 amp fuses.

To arrange for repairs, contact your local Thomas Built Bus dealer. The repair should take less than half an hour and will be performed at no charge to you. To find a dealer in your area please go to www.thomasbus.com.

This Field Service Campaign will **terminate on December 31, 2017**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Thomas Built Buses will not pay for any damage caused by failure to properly maintain your vehicle. Thomas Built Buses considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

If you have any questions about this Field Service Campaign please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday.

THOMAS BUILT BUSES WARRANTY DEPARTMENT
Enclosure

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Heater/Defroster Fuse Replacement

- 1) Place the bus in park/neutral and chock the wheels.
- 2) Turn the ignition off.
- 3) Open the exterior electrical panel door. Remove the PC Board cover on Board 1. See **Figure 1**.



Figure 1, PC Board 1 with cover removed

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- 4) Locate fuse circuit breakers 1, 2, and 3 as shown in **Figure 2**. Replace them with a 1 amp fuse (TBB 151450 or equivalent).

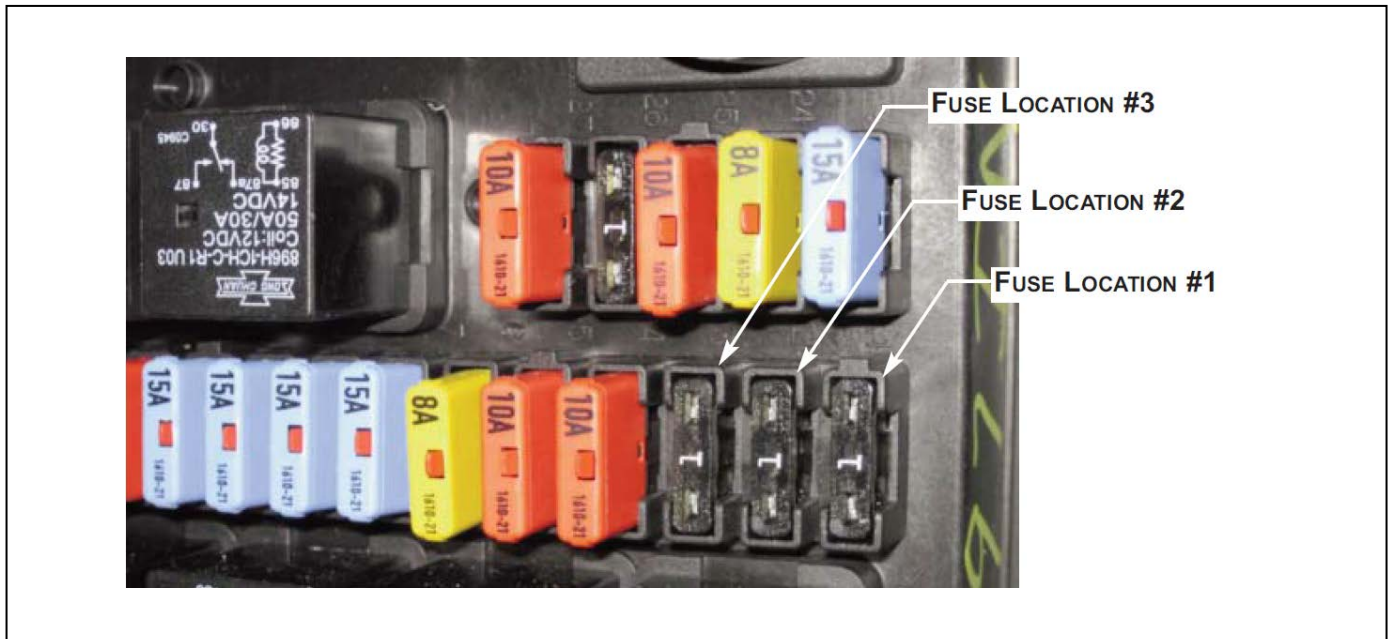


Figure 2, Location of fuses/circuit breakers

- 5) Replace the PC board cover and latch the exterior panel.
- 6) Remove the chocks from the wheels.