

Field Service Campaign

Daimler Trucks
North America LLC

May 2016
SF521AB
REVISED NOTICE

Subject: TBB Entrance Door Labels

Models Affected: Specific Thomas Built Buses Minotour SRW and DRW vehicles manufactured May 1, 2002, through October 31, 2015.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF521 to modify the vehicles mentioned above.

There are approximately 3,400 vehicles involved in this campaign.

On certain vehicles, the entrance door label was installed incorrectly.

The entrance door manual operation label will be replaced and relocated, when needed.

REVISIONS: It has been determined that some vehicles may not need a new entrance door label and an inspection for this has been added. A second label has been added for vehicles with a narrower pillar (SF521B).

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

Replacement labels are now available and can be obtained by ordering from your facing Parts Distribution Center.

Table 1 – Replacement Parts for FL521

Campaign Number	Part Number	Description	Qty. Per Vehicle
SF521A	TBB 205019	LABEL-EMERGENCY DR RELEASE RED/WHT FRT	1 ea
SF521B	TBB 207947	LABEL EMER DR RELEASE RED/WHT FRT ENT DR (1.25")	1 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 1 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Correction Code
SF521AB	Inspect Entrance Door Label	0.2	174-6601B	06 - Inspect
	Inspect/Replace Entrance Door Label	0.3	174-6601C	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 **Field Service Campaign**.
- Enter the campaign number and appropriate group code (**SF521-A or SF521-B**).
- In the Primary Failed Part Number field, enter **TBB 64007001**.
- In the Parts field, enter the appropriate kit/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 **174-023-027** and the Cause Code is **A1 - Campaign**.
- The revised campaign **termination date is May 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 AccessFreightliner.com / My Tickets and Submit an Inquiry, 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 Original Notice to Owners

Subject: TBB Entrance Door Labels

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF521 to modify specific Thomas Built Buses Minotour SRW and DRW vehicles manufactured May 1, 2002, through October 31, 2015.

On certain vehicles, the entrance door label was installed incorrectly.

The entrance door manual operation label will be replaced and relocated.

To arrange for repairs, you should contact your local Thomas Built Bus dealer. The repair should take approximately 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 March 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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Work Instructions Subject: TBB Entrance Door Labels

Models Affected: Specific Thomas Built Buses Minotour SRW and DRW vehicles manufactured May 1, 2002, through October 31, 2015.

REVISIONS: It has been determined that some vehicles may not need a new entrance door label and an inspection for this has been added. A second label has been added for vehicles with a narrower pillar (SF521B).

Entrance Door Label Inspection and Replacement

1. Before bringing the bus into the shop, determine if a new entrance door label is required.
 - 1.1 If the release is located above the door, no further work is needed. Submit a claim for inspection only. See **Figure 1**.
 - 1.2 If the release is located to the side of the door, continue with the next step. See **Figure 1**.

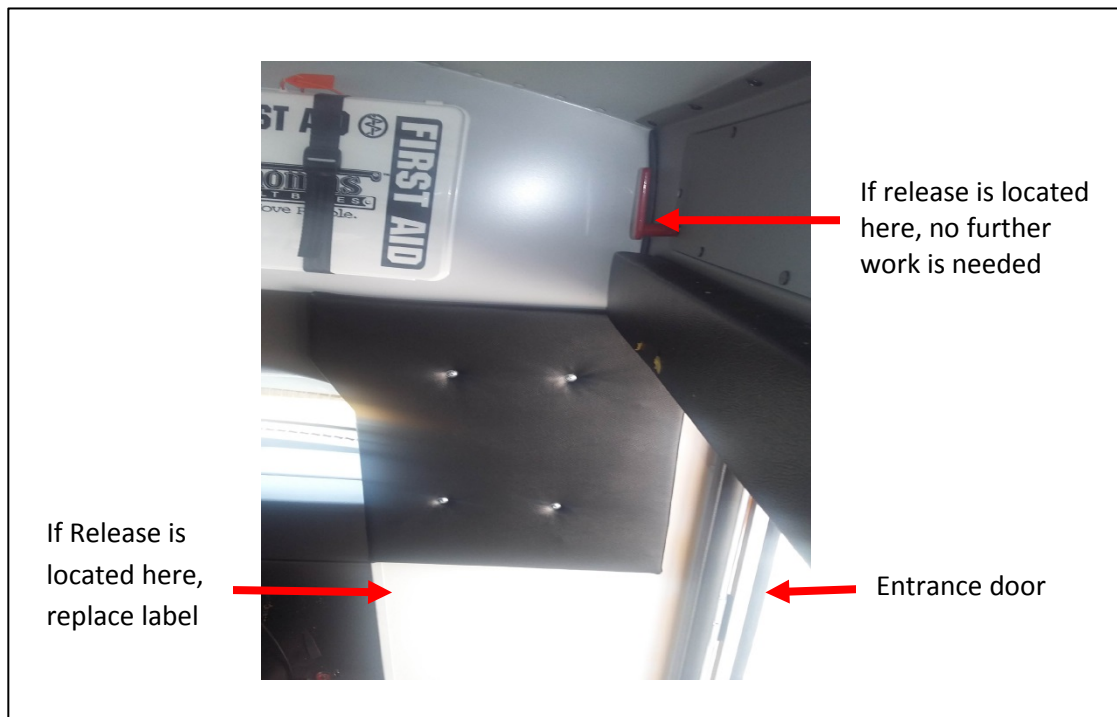


Figure 1, Release Locations

NOTE: Cold environments may make decal removal difficult.

2. Bring the vehicle into a shop bay or another location where it can be brought up to room temperature.
3. Chock wheels, set parking brake, put the transmission in park/neutral, and turn the ignition key to off.

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4. Remove the positive battery cable.
5. Locate the current label. See **Figure 2**. Carefully remove the label and discard. Clean the area with alcohol or another cleaner to remove any remaining adhesive.



Figure 2, Existing Label Location

6. Clean the new location for the label on the A-post with alcohol or another cleaner so the label will adhere properly. See **Figure 3** for the location.
7. Install the new label on the side of the A-post.
For SF521A, use label TBB 205019
For SF521B, use label TBB 207947

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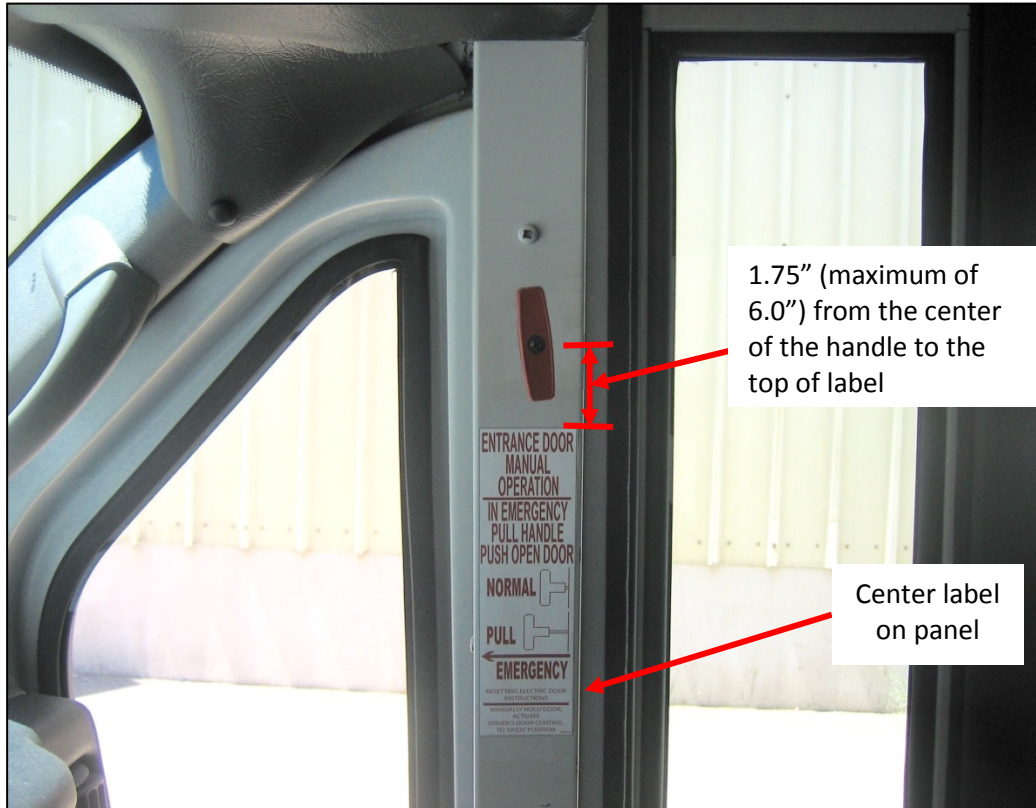


Figure 3, New Label Location

8. Reattach the battery cable and remove the chocks from the wheels.