

# Field Service Campaign

Daimler Trucks  
North America LLC

July 2016  
SF530A

## Subject: TBB HDX Alternator Belts

**Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX buses manufactured December 7, 2012, through January 18, 2016.**

### General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF530 to modify the vehicles mentioned above.

There are approximately 1,338 vehicles involved in this campaign.

On certain vehicles, the alternator belt and/or tensioner are failing due to the incorrect alternator belt length.

The alternator belt will be replaced and the tensioner will be replaced if needed.

### 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 repair. Dealers will order the alternator belt and/or tensioner directly from a local Cummins dealer or distributor. They will be claimed as miscellaneous parts (part type of "other" on field service claims).

### 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
SF530A	Replace Belt	0.3	174-6811A	12-Repair Recall / Campaign
	Replace Belt and Tensioner	0.4	174-6811B	
	Replace Belt and Belt Guard	0.6	174-6811C	
	Replace Belt, Belt Guard, and Tensioner	0.7	174-6811D	

Table 1

## 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 (**SF530-A**).
- In the Primary Failed Part Number field, enter **TBB 180321**.
- Formal kits are not needed for this repair. Dealers will order the alternator belt and/or tensioner directly from a local Cummins dealer or distributor. Claim them as miscellaneous parts (part type of “other” on field service claims).
- In the Labor field, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **042-003-010** and the Cause Code is **A1 - Campaign**.
- The campaign will **terminate on July 30, 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 HDX Alternator Belts

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF530 to modify specific Thomas Built Buses Saf-T-Liner HDX buses manufactured December 7, 2012, through January 18, 2016.

On certain vehicles, the alternator belt and/or tensioner are failing due to the incorrect alternator belt length.

The alternator belt will be replaced and the tensioner will be replaced if needed.

To arrange for repairs, you should contact your local Thomas Built Bus dealer. The repair should take just under an hour and will be performed at no charge to you. To find a dealer in your area please go to [www.thomasbus.com](http://www.thomasbus.com).

This Field Service Campaign will **terminate on July 30, 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 HDX Alternator Belts

**Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX buses manufactured December 7, 2012, through January 18, 2016.**

#### Alternator Belt and Tensioner Replacement

1. Chock the wheels, set the parking brake, put the transmission in park/neutral, and turn the ignition to key off. Put the key in your pocket.
2. Remove the negative battery cable.
3. If it is a Thomas Built Bus Saf-T-Liner HDX School Bus: Verify the unit has had either a belt tensioner locating pin failure or alternator belt issue. See **Figure 1** and **Figure 2**.



Figure 1: Belt Tensioner Locating Pin Failure

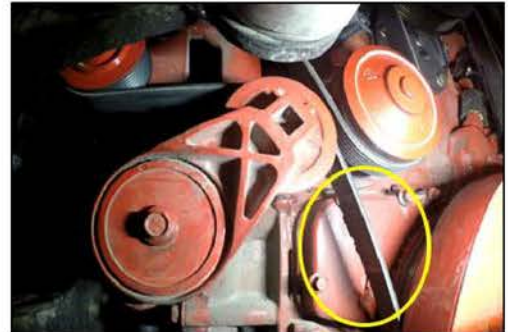


Figure 2: Cooling Fan Belt Shredding

4. Replace the alternator belt with a Cummins 2,290 mm length alternator belt. Cummins Part number 5264521 or approved equivalent.
5. Replace alternator belt tensioner if failed. See Cummins service procedure 008-087 in the ISB6.7 CM2350 B101 Service Manual, Bulletin 2883567.
6. Confirm the belt tensioner is centered between stops. See **Figure 3** and **Figure 4**.

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Figure 3: Belt Tensioner Not Centered



Figure 4: Belt Tensioner Centered

7. Reconnect the battery. Remove the chocks from the wheels.