

Recall Campaign

Daimler Trucks
North America LLC

February 2017

FL708AB

NHTSA

#16V-323 School Buses

#16V-324 Non-School Buses

Transport Canada #16-222 School Buses

#16-223 Non-School Buses

REVISED NOTICE

Subject: TBB HDX Heater Hose Plumbing

Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX buses manufactured November 29, 2012, through February 4, 2016.

General Information

Daimler Trucks 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.

There are approximately 2,188 vehicles involved in this campaign.

On certain vehicles, a rubber elbow may have been used in place of a glass-filled nylon fitting. The elbow may restrict coolant flow and increase the stresses in the elbow and may lead to premature failure of the elbow. Failure of the rubber elbow may lead to hot coolant leaking inside the bus, increasing the risk of injury to passengers.

Rubber elbows will be replaced with a brass fitting.

REVISION: The repair time for the recall has been increased to 0.8 hours for all repairs going forward. See **Table 3 – Labor Allowance**.

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.

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Replacement Parts

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

Table 1 – Replacement Parts for FL708

Campaign Number	Part Number	Description	Qty.
FL708AB	TBB 208404	Brass Elbow and Worm Clamp Service Kit Kit Contains: <ul style="list-style-type: none"> TBB 205507-BC- Hose Coupler, 1" OD, Brass, 2 ea TBB 205509-BC-Hose Elbow, 90 Deg, 1" OD, Brass, 2 ea TBB 26037365 – BC - Worm Gear Hose Clamp, Standard, 13/16 inches to 1 ½ inches, 4 ea 	1 kit
	TBB 65004144	Trim, Flexible Edging, Russell Products Rt, - 400	8 inches
	See Table 2	Heater Hose	20 inches

Table 1

Table 2 – Existing to Replacement Hose Cross Reference Table

Campaign Number	Old Part Number	Replacement Part Number (Order One 50 ft. Section)	Description
FL708AB	TBB 26074365	GT 4230T1	Hose, Heater, 1 in ID
	TBB 66000390	GYR 65035	OSE, Heater, Standard 20R3 SGL PLY (D2)
	TBB 66004516	GT 4230SB1	Heater Hose, 1.00 Gates Blue Stripe, SAE J20R3 Class D-1
	TBB 206596	GT 28444	Hose, Heater, 1 in ID, Green Stripe

Table 2

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

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Labor Allowance

Table 3 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
FL708AB	Replace Nylon Elbow with Brass Fitting	0.8	174-6813A	12 – Repair Recall/Campaign

Table 3

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 **Recall Campaign**.
- In the Campaign field, enter the campaign number (**FL708**)
- In the Primary Failed Part field, enter **TBB 26021367**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Tables.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. **REVISION:** The repair time for the recall has been increased to 0.8 hours for all repairs going forward.
- The VMRS Component Code is **001-002-175** 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.
 - Submit a Recall Pre-Approval request for a decision and authorized amount.
 - Submit a "based on" claim for the approved pre-approval.
 - Attach the documentation to the pre-approval request.
 - When your claim is paid, 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. .

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.

To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number.

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The letter notifying U.S. and Canadian 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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REVISED NOTICE

Copy of Notice to Owners

Subject: TBB HDX Heater Hose Plumping

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that a defect which relates to motor vehicle safety exists on specific Thomas Built Buses Saf-T-Liner HDX buses manufactured November 29, 2012, through February 4, 2016.

On certain vehicles, a rubber elbow may have been used in place of a glass-filled nylon fitting. The elbow may restrict coolant flow and increase the stresses in the elbow and may lead to premature failure of the elbow. Failure of the rubber elbow may lead to hot coolant leaking inside the bus, increasing the risk of injury to passengers.

Rubber elbows will be replaced with a brass fitting.

To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately. Thomas will remedy this defect without charge. The repair should take approximately half an hour.

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 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 10 days.

If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. For further information, please contact the Warranty Department at (336) 889-4871, 8 a.m. to 5 p.m. Eastern Time Monday through Friday. To find a dealer in your area please go to www.thomasbus.com.

If you have any questions about this recall, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. 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 to <http://www.safercar.gov>. In Canada, you may contact Transport Canada-road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

THOMAS BUILT BUSES WARRANTY DEPARTMENT
Enclosure

February 2017
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Work Instructions

Subject: TBB HDX Heater Hose Plumping

Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX buses manufactured November 29, 2012, through February 4, 2016.

REVISION: The repair time for the recall has been increased to 0.8 hours for all repairs going forward. See **Table 3 – Labor Allowance**

Heater Hose Elbow Replacement

1. Turn the ignition off, set the parking brake, chock the wheels.
2. Close the $\frac{1}{4}$ turn gate valves at the engine compartment. See **Figure 1**.

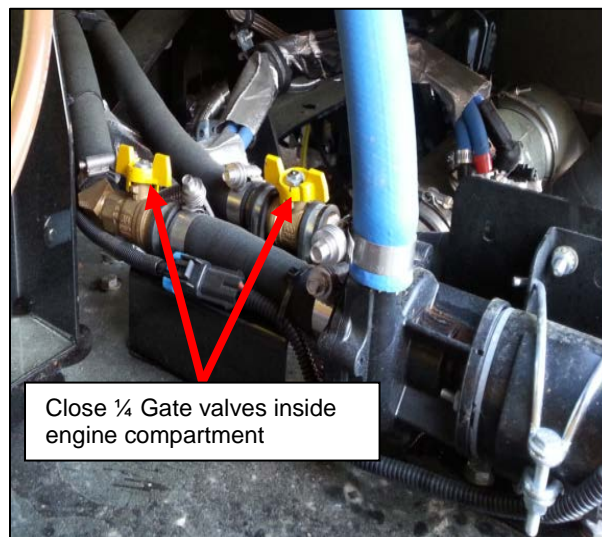


Figure 1, Closing 1/4 Gate valves

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3. Remove the clamps from the supply and return hoses shown in **Figure 2**. Drain the hoses into a clean drain pan underneath the bus.

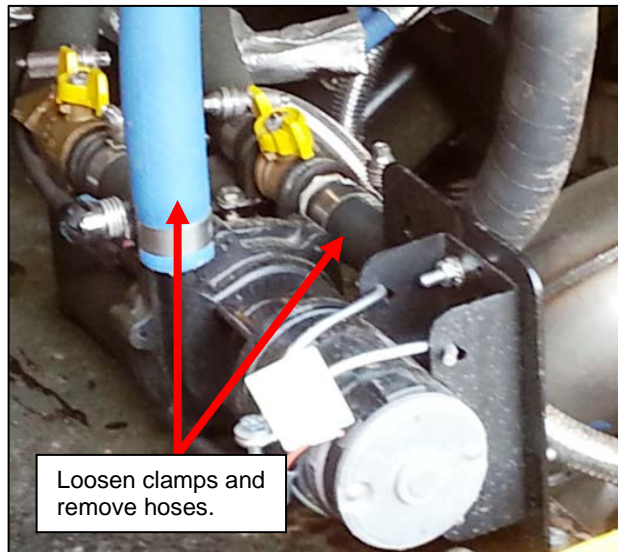


Figure 2, Removal of return and supply lines

4. Remove the hose cover located on the curb side of the bus in the corner of the bus body and the davenport. See **Figure 3**. Retain the screws for reinstallation.



Figure 3, Removal of interior heater hose cover

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5. Place an absorbent mat under the hoses to catch any leftover coolant in hoses. See **Figure 4**.



Figure 4, Place absorbent pad under the hoses

6. Remove the clamps and straight nylon fittings on both the supply and return lines. Retain the clamps for reuse and discard the nylon fittings. See **Figure 5**.

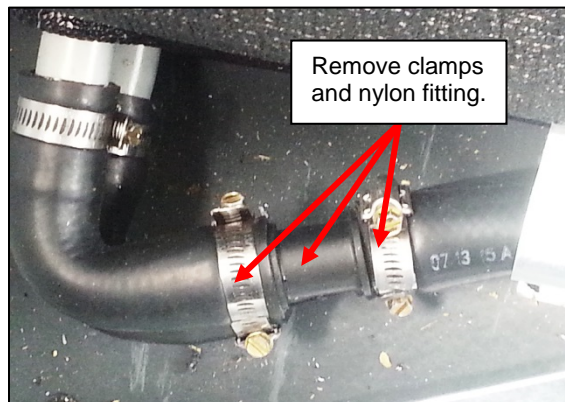


Figure 5, Removal of clamps and nylon fittings

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7. Remove other side of rubber hose elbow and discard hose, but keep clamps for reuse. See **Figure 6**.



Figure 6, Removal of rubber elbow

NOTE: The installation of the elbow and straight brass fittings will require additional clamps. They are included in the kit with the elbows and straight brass fittings.

8. Cut a 4 inch piece of the proper type hose, see **Table 2**. Install the straight brass fitting from the kit into the existing hose using clamps. See **Figure .7**



Figure 7, Installation of 4 inch hose and brass fittings

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9. Install edge guard in the cover that has not been removed. See **Figure 8**.

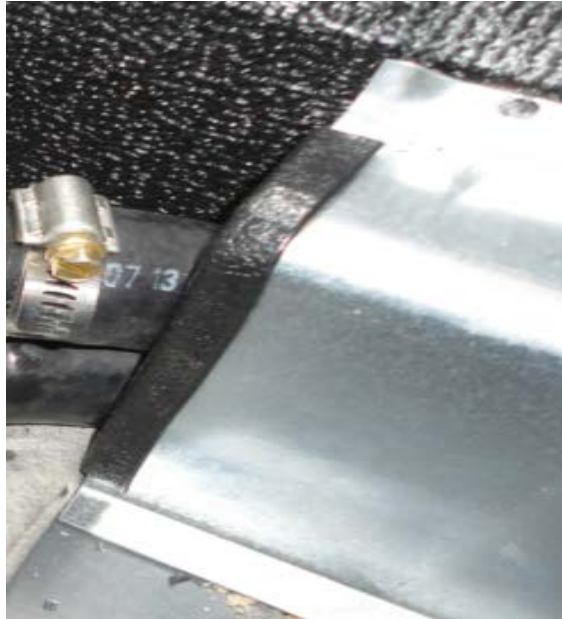


Figure 8, Installation of edge guard on metal cover

10. Install 3 inches of hose onto each of the brass elbow fittings (see **Table 2** for appropriate hose). Slide two clamps onto each hose. On each hose, slide the clamp closest to davenport down onto the lower davenport tube coming through the firewall, making sure the clamp is on other side of the nipple with enough hose. Tighten the clamps. See **Figure 9**.

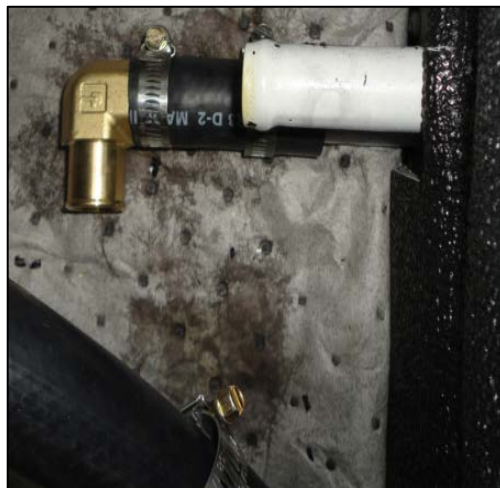


Figure 9, Installation of elbow on Davenport tubes

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11. Slide a clamp onto each 4 inch section of hose then install the hoses (connected earlier) onto the other side of elbows as shown in **Figure 10**, making sure the supply and return lines are installed correctly. Tighten the clamps after adjusting to ensure no kinks in the lines will restrict coolant flow.



Figure 10, Installation of 4 inch lines onto elbow

12. Reinstall hoses removed in step 3 in engine compartment. Refill with the coolant removed earlier. Turn the $\frac{1}{4}$ turn valves on.
13. Start the bus and check for leaks, both inside and out. If no leaks are found, reinstall the hose cover.