

Field Service Campaign

Daimler Trucks
North America LLC

June 2017
SF540A

Subject: TBB Saf-T- Liner C2 Battery Cables

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 vehicles manufactured September 20, 2010, through August 10, 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 SF540 to modify the vehicles mentioned above.

There are 883 vehicles involved in this campaign.

On certain vehicles, the 8D battery positive depopulation terminal may contact the battery box door frame when the battery tray is pulled out or pushed into the bus body.

The negative and positive cables on 8D batteries will be replaced.

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. Please use the parts listed in the table below.

Table 1 – Replacements parts for SF540

Campaign Number	Part Number	Description	Qty. Per Vehicle
SF540A	A66-09218-000	Positive Battery Cable	1
	A66-09219-000	Negative Battery Cable	1
	N/A	Tie Straps	As Needed

Table 1

Field Service Campaign

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Removed Parts

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

Labor Allowance

Table 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Correction Code
SF540A	Replace positive and negative battery cables	0.5	174-6649B	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 (**SF540-A**).
- In the Primary Failed Part Number field, enter **TBB 162184**.
- 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 June 30, 2018**.

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 Sat-T-Liner C2 Battery Cables

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF540 to modify specific Thomas Built Buses Saf-T-Liner C2 vehicles manufactured September 20, 2010, through August 10, 2016.

On certain vehicles, the 8D battery positive depopulation terminal may contact the battery box door frame when the battery tray is pulled out or pushed into the bus body.

The negative and positive cables on 8D batteries will be replaced.

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 June 30, 2018**. 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

June 2017
SF540A

Subject: TBB Saf-T- Liner C2 Battery Cables

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 vehicles manufactured September 20, 2010, through August 10, 2016.

Replace Positive & Negative Battery Cables

1. Turn vehicle off, place in park, and chock the wheels.
2. Pull out the battery tray to access the batteries.
3. Remove the main ground cable from the chassis to the batteries.
4. Remove the main positive cable from the chassis to the batteries.

NOTE: There are two jumper cables that go across the two 8D batteries, connecting them. The black and red cables will be replaced. See **Figure 1**.

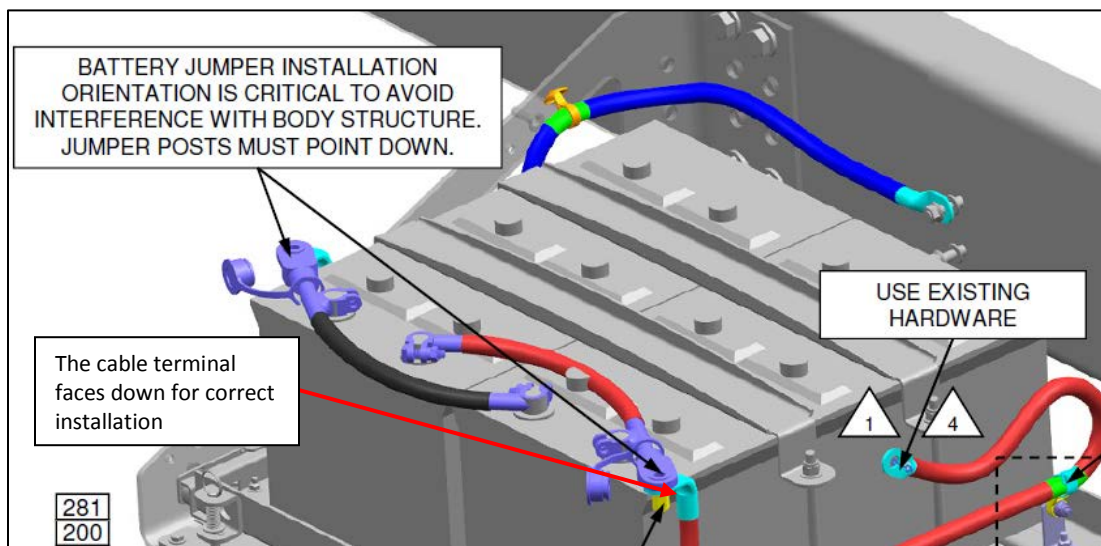


Figure 1, Cable Installation

5. Remove all cables attached to the two jumper cables. Note how and where they are connected for reattachment.
6. Replace the two cables (positive cable A66-09218-000, negative cable A66-09219-000).
7. Connect red cables to positive terminals and black cables to negative terminals on the batteries.
8. After installing the new cables, reattach the other cables disconnected in step 6.
9. Using tie straps (if needed), make sure cables will not contact any part of the battery box.
10. Reinstall the main positive battery cable.
11. Reinstall the main negative battery cable.
12. Slide the battery tray in and out to confirm clearance, reroute cables if needed.
13. Remove the chocks from the wheels.