

# Field Service Campaign

Daimler Trucks  
North America LLC

August 2018  
SF570A

## Subject: TBB Defender Stop Arms

**Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 buses manufactured April 24, 2017, through August 15, 2017.**

### General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF570 to modify the vehicles mentioned above.

There are approximately 150 vehicles involved in this campaign.

On certain buses, the stop arm may open or close without activation.

Resistance will be added to the circuit to prevent unintended operation.

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

**Table 1** – Replacement Parts for SF570

Campaign Number	Part Number	Description	Qty.
SF570A	TBB 216441	HARNESS OVERLAY STOP ARM RETRO FIT	1 ea

Table 1

### Removed Parts

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

# Field Service Campaign

Daimler Trucks  
North America LLC

August 2018  
SF570A

## Labor Allowance

Table 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
SF570A	Install additional stop arm harness	0.3	996-F022A	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 **Recall Campaign**.
- In the Campaign field, enter the campaign number (**SF570-A**)
- In the Primary Failed Part field, enter **TBB 158905**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **174-017-004** and the Cause Code is **A1 - Campaign**.
- The campaign will **terminate on August 31, 2019**. All work must be completed by this date.

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](http://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.

The letter notifying vehicle owners is included for your reference.

# Field Service Campaign

Daimler Trucks  
North America LLC

August 2018  
SF570A

## Copy of Notice to Owners

### Subject: TBB Defender Stop Arms

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF570 to modify specific Thomas Built Buses Saf-T-Liner C2 buses manufactured April 24, 2017, through August 15, 2017.

On certain buses, the stop arm may open or close without activation.

Resistance will be added to the circuit to prevent unintended operation.

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](http://www.thomasbus.com).

This Field Service Campaign will **terminate on August 31, 2019**. 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

## Work Instructions

### Subject: TBB Defender Stop Arms

**Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 buses manufactured April 24, 2017, through August 15, 2017.**

#### Stop Arm Repair

1. Park the vehicle, shut down the engine, and put the shifter in Park or Neutral. Chock the tires.
2. Remove the panel above the second row of passenger seats on the driver's side, retaining the panel and hardware for reinstallation.
3. Locate splice pack J478 (Stop Arm SPL) on the main harness. See **Figure 1**.
4. Locate tan wire 489A in position A. Measure 10 in. away from the splice pack and cut the wire.



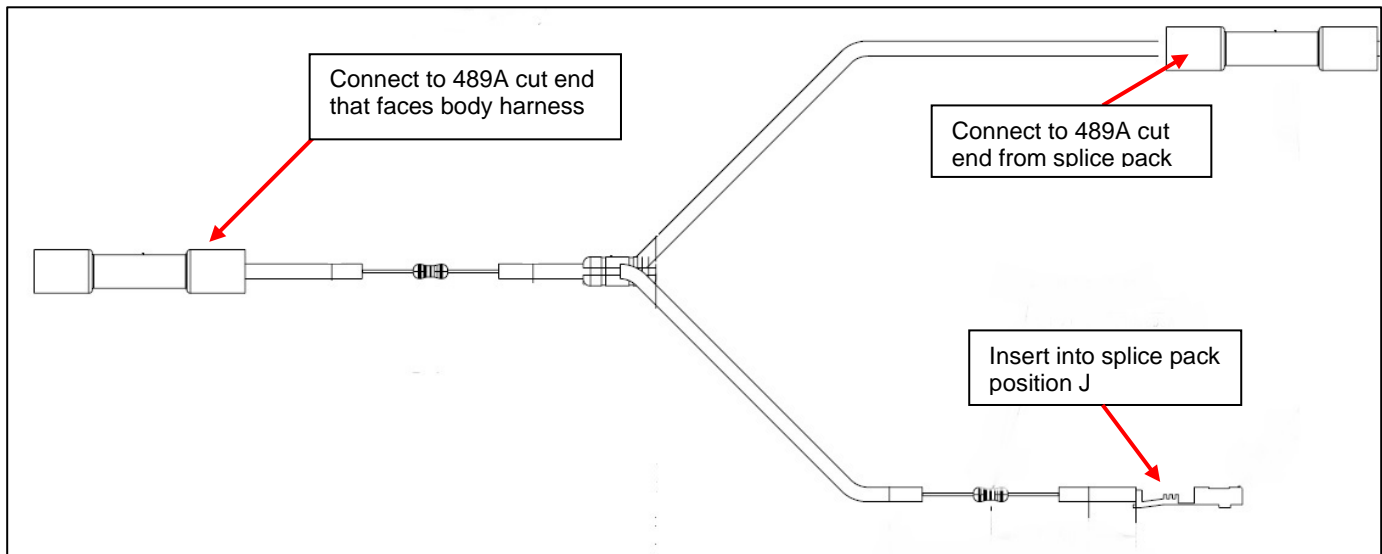
**Figure 1: Splice Pack J478**

# Field Service Campaign

Daimler Trucks  
North America LLC

August 2018  
SF570A

5. Lay out harness TBB 216441 and connect wire 489A as shown in **Figure 2**.
6. Crimp the two butt connectors between the two ends of the cut wire 489A.
7. Seal the two butt connectors with heat shrink.
8. Insert the terminal into the splice pack at position J.
9. Verify stop arm operation.



**Figure 2: Connections to Harness TBB 216441**

10. Return the splice pack to its original location.
11. Reinstall the panel using the hardware removed earlier.
12. Remove the chocks from the tires.