

Field Service Campaign

Daimler Trucks
North America LLC

October 2018
SF563A

Subject: TBB Minotour Driver Seats with Fireblock

Models Affected: Specific Thomas Built Buses Minotour vehicles manufactured June 21, 2010, through October 1, 2018.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, is initiating Field Service Campaign SF563 to modify the vehicles mentioned above.

There are approximately 800 vehicles involved in this campaign.

On certain buses, driver's seats ordered with Fireblock may not have the proper fire block material installed.

Seats will be inspected and seat covers with the correct fire block material will be installed 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

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

Table 1 – Replacement Parts for SF563

Campaign Number	Part Number	Description	Qty.
SF563A	TBB 219021	CVR SEAT DRS PROF GRAY FB MINO GM/CHEV	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 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
SF563A	Inspect driver's seat cover	0.2	996-F023B	06 - Inspect
	Inspect and install driver's seat fire block cover	0.4	996-F023A	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**.
- In the Campaign field, enter the campaign number (**SF563-A**).
- In the Primary Failed Part field, enter **TBB 219021**.
- 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 **174-022-010** and the Cause Code is **A1 - Campaign**.
- The campaign will **terminate on October 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 / 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 U.S. and Canadian vehicle owners is included for your reference.

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Copy of Notice to Owners

Subject: TBB Minotour Driver Seats with Fireblock

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, is initiating Field Service Campaign SF563 to modify specific Thomas Built Buses Minotour vehicles manufactured June 21, 2010, through October 1, 2018.

On certain buses, driver's seats ordered with Fireblock may not have the proper fire block material installed.

Seats will be inspected and seat covers with the correct fire block material will be installed if needed.

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 October 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

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Work Instructions

Subject: TBB Minotour Driver Seats with Fireblock

Models Affected: Specific Thomas Built Buses Minotour (GM chassis) vehicles manufactured June 21, 2010, through October 1, 2018.

Seat Cover Inspection and Replacement

INSPECTION

1. Park the vehicle, shut down the engine, make sure the shifter is in Park, set the parking brake, chock the tires.
2. On the driver's seat, at the seam on the side of seat cushion closest to the door, look for a tag that says "Freedman."
If the tag is present, no further work is needed.

If no tag is present, install the seat cover. Continue with the next step.

SEAT CUSHION COVER INSTALLATION

3. Using a Philips head screwdriver, remove the recliner lever shown in **Figure 1**. Retain the lever and screw.
4. Remove the OEM J-hook underneath the rear of the seat cushion and discard, see **Figure 2**.



Figure 1: Recliner Lever



Figure 2: OEM J-hook Underneath the Rear Seat Cushion Cover

5. Put the new seat cushion cover over the existing OEM cover and pull the back flap between the seat back and cushion. See **Figure 3**.
6. Velcro the sides of the cover and the flap tightly. See **Figure 3**.
7. Hook the rear J-hook in the original location (when removed in step 4).
8. Hook the front J-hook underneath the front seat frame, making sure it is as far as possible toward the rear between the seat adjustment bar and the seat cushion. See **Figure 4**.
9. Reinstall the recliner lever using the retained parts

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Figure 3: Flap Pulled Through Seat Cover and Seat Back then Attached with Velcro



Figure 4: Flap Between Seat Adjustment Bar and Cushion

SEAT BACK COVER INSTALLATION

10. Slip the cover over the seat back and pull down tightly. See **Figure 5**.
11. Slide the front flap under the seat back. See **Figure 6**.



Figure 5: Seat Back Cover



Figure 6: Seat Back Cover Flap Pulled Between the Seat and Cushion

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12. Under the armrest, line up both parts of the seat cover and Velcro tightly. See **Figure 7**.
13. Velcro the part of the seat cover that was pushed between the back of the seat and the cushion to the back of seat. See **Figure 8**.

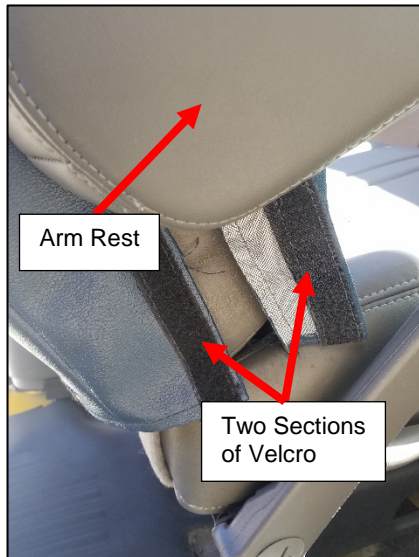


Figure 7: Connecting Two Pieces of the Cover Under the Armrest



Figure 8: Velcro at the Back of the Seat

ARMREST COVER INSTALLATION

14. Place the armrest cover over the armrest. See **Figure 9**.
15. Wrap the Velcro around the back side of the armrest as shown in **Figure 10**.
16. Pull the Velcro tight as shown in **Figure 11**.
17. Tuck the Velcro between the seat back and rest. See **Figure 12**.

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Figure 9: Armrest Cover



Figure 10: Wrap Velcro from Armrest Cover

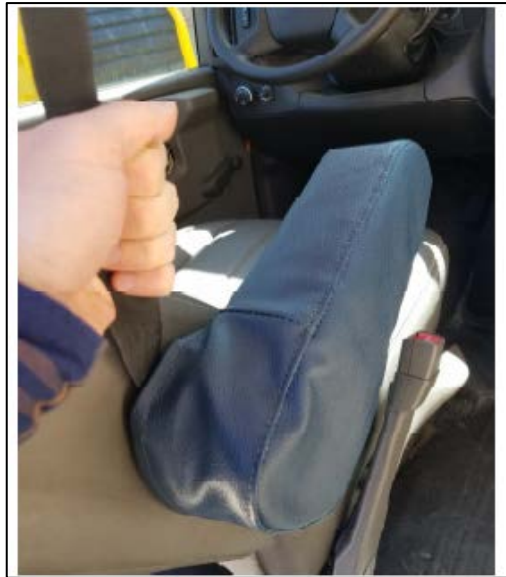


Figure 11: Pulling Velcro to Secure Cover



Figure 12: Tuck In the Velcro Strap

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18. Install the remaining piece of fire block material with Velcro under the seat.
 - 18.1 Make sure the Velcro ends are facing front to back with the Velcro face up toward the bottom of the seat.
 - 18.2 Slide the fire block material from rear to front, taking care it does not get into the seat tracks.
 - 18.3 When the piece of fire block overlaps the J-hook at the rear of the seat, there will be a Velcro section on top of the J-hook, attach the Velcro to the mating pieces at the rear and front of the J-hook.
19. Remove the chocks from the tires.