

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**

Freightliner Dealers – U.S. and Canada  
Western Star and Sterling Dealers – U.S. and Canada  
FCCC Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada  
Export Distributors  
Thomas Built Buses Dealers

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI19-008

Effective: 02/13/19

Release: 02/13/19

**SUBJECT: TBB SF539 – Termination Date Extended**

This letter is to inform you that the termination date of field service campaign SF539, *TBB Saf-T-Liner C2 Entrance Door Welds*, has been extended. A revised bulletin will **not** be published.

**Original Termination Date: February 28, 2019**

**New Termination Date: December 31, 2019**

All work must be completed (meaning the repair date for the claim) by December 31, 2019, in order to be accepted and paid under the campaign.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*

# Field Service Campaign

Daimler Trucks  
North America LLC

September 2017  
SF539A

## Subject: TBB Saf-T-Liner C2 Entrance Door Welds

**Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 buses manufactured March 1, 2007, through August 14, 2017.**

### General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF539 to modify the vehicles mentioned above.

There are 83,372 vehicles involved in this campaign.

On certain vehicles, the welds in the front leaf entrance door may crack.

New brackets will be installed.

**REVISION:** The primary failed part has been updated to TBB 138672.

### 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 2** – Replacements parts for SF539

Campaign Number	Part Number	Description	Qty. Per Vehicle
SF539A	TBB 215288	DOOR BRACKET INSTALLATION KIT Kit Contains: <ul style="list-style-type: none"><li>• TBB 69006172 THREADED INSERT,BLIN 2 ea</li><li>• TBB 69002183 SCREW-CAP, 1/4-20, X 1, FLAT, HEX 2 ea</li><li>• TBB 27159853 SCREW-MACHINE,10-24 1 ea</li><li>• TBB 127680 PUSH CLIP, .50 DIA SHAFT 1 ea</li></ul>	1 kit
	TBB 212671	Door Linkage Bracket, Forward Leaf, AG2 Entrance Door, Service Only	1 ea

Table 1

# Field Service Campaign

Daimler Trucks  
North America LLC

September 2017  
SF539A

## Removed Parts

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

## Labor Allowance

Table 1 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Correction Code
SF539A	Replace Entrance Door Bracket	0.5	996-1006A	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:

**REVISION:** The primary failed part has been updated to TBB 138672.

- Claim Type is **Field Service Campaign**.
- Enter the campaign number and appropriate group code (**SF539-A**).
- In the Primary Failed Part Number field, enter **TBB 138672**.
- 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 **174-011-043** and the Cause Code is **A1 - Campaign**.
- The campaign will **terminate on February 28, 2019**.

**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.)

# Field Service Campaign

Daimler Trucks  
North America LLC

September 2017  
SF539A

## Copy of Notice to Owners

### Subject: TBB Saf-T- Liner C2 Entrance Door Welds

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), is initiating Field Service Campaign SF539 to modify Specific Thomas Built Buses Saf-T-Liner C2 buses manufactured March 1, 2007, through August 14, 2017.

On certain vehicles, the welds in the front leaf entrance door may crack.

New brackets will be installed.

To arrange for repairs, you should contact your local Thomas Built Bus dealer. The repair will 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 February 28, 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

September 2017  
SF539A

## Work Instructions

### Subject: TBB Saf-T-Liner C2 Entrance Door Welds

**Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 buses manufactured March 1, 2007, through August 14, 2017.**

IMPORTANT: Read the entire procedure before beginning work.

#### Forward Leaf Entrance Door Bracket Installation

- 1) Chock wheels, set parking brake, make sure the shifter is in park or neutral, and the ignition switch is off.
- 2) Remove door mechanism cover and set aside, retain all fasteners.
- 3) Use the appropriate instructions for the type of door being repaired:
  - Pneumatic Doors, see page 4
  - Electric Doors, see page 7

#### Pneumatic Doors

- 1) Disengage the pneumatic cylinder by disconnecting the air supply line **or** by using the dump valve.
- 2) Remove the retaining push clip from the secondary linkage and discard. Retain the nylon washers for reinstallation. **See Figure 1 item A.**
- 3) Remove the 3/8 in. bolt, nut, and washers from the rod end of the cylinder. Retain the bolt, nut, and washer for reinstallation. **See Figure 1 item B.**
- 4) Remove all four 1/4 in. flange bolts that hold the existing bracket on the leaf. **See Figure 1 item C.** Discard the bracket and retain the four 1/4 in. bolts.
- 5) Using a screw gun, loosen the forward leaf door seal. **See Figure 1 item D.**
- 6) Attach the new bracket (TBB 212671) to the forward leaf using the 1/4 in.-20 flange bolts removed earlier. **Do not tighten all the way down; you are using this as a template to mark/drill two holes.**
- 7) Using the two holes in the flange of the bracket as shown in **Figure 2** (drilling into the blind cavity only), with a 1/4 in. drill bit, drill a hole in each of these two holes located inside the pivot door tube.
- 8) Remove the bracket from the front door leaf.
- 9) Using a 25/64 in. drill bit, increase the diameter of the holes.
- 10) Insert the two threaded inserts (TBB 69006172) in the two newly drilled holes.
- 11) Push each of the inserts until they are firmly seated against the door pilot tube. Using a nut sert tool, tighten the inserts to a torque value of 5 lbf-ft. **See Figure 3.**

# Field Service Campaign

Daimler Trucks  
North America LLC

September 2017  
SF539A

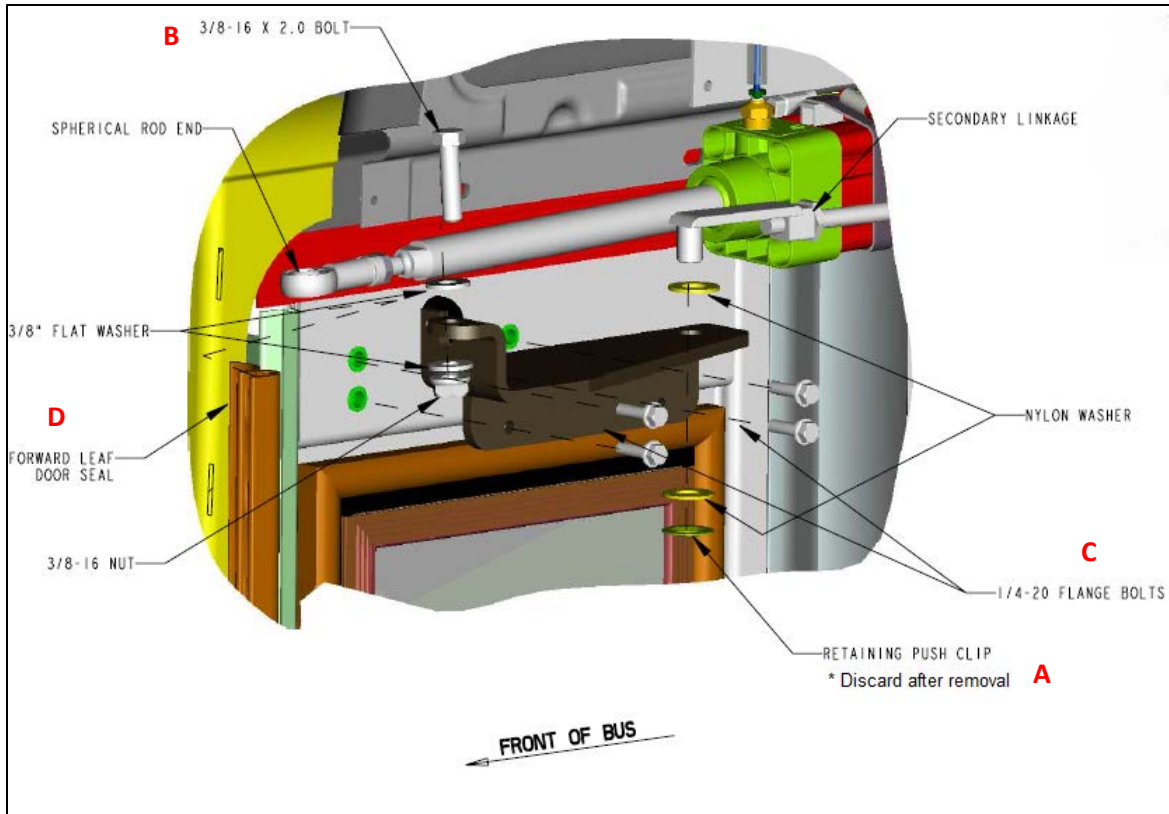


Figure 1: Parts locations

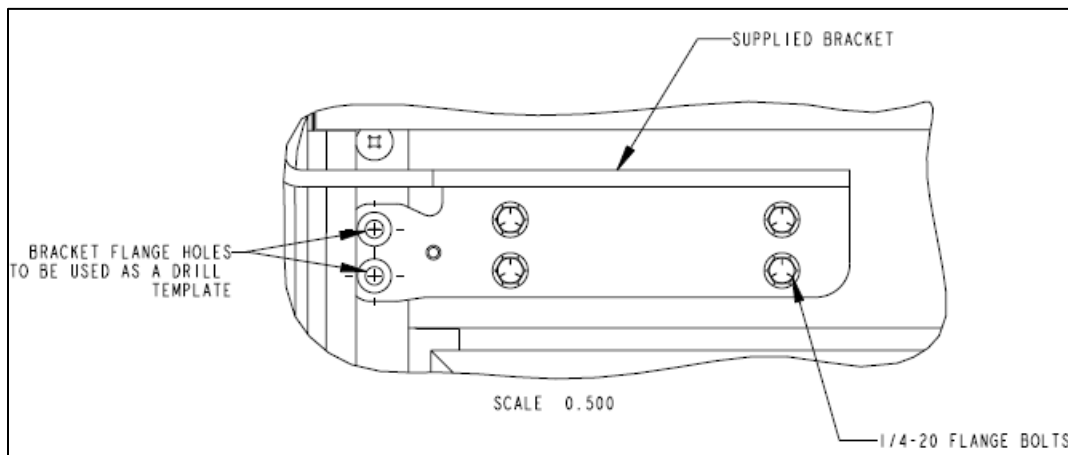
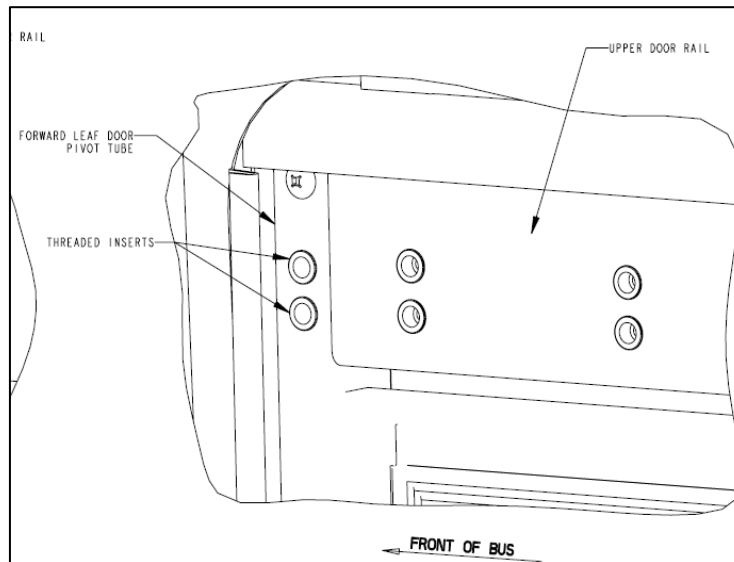


Figure 2: New bracket as a drilling template

# Field Service Campaign

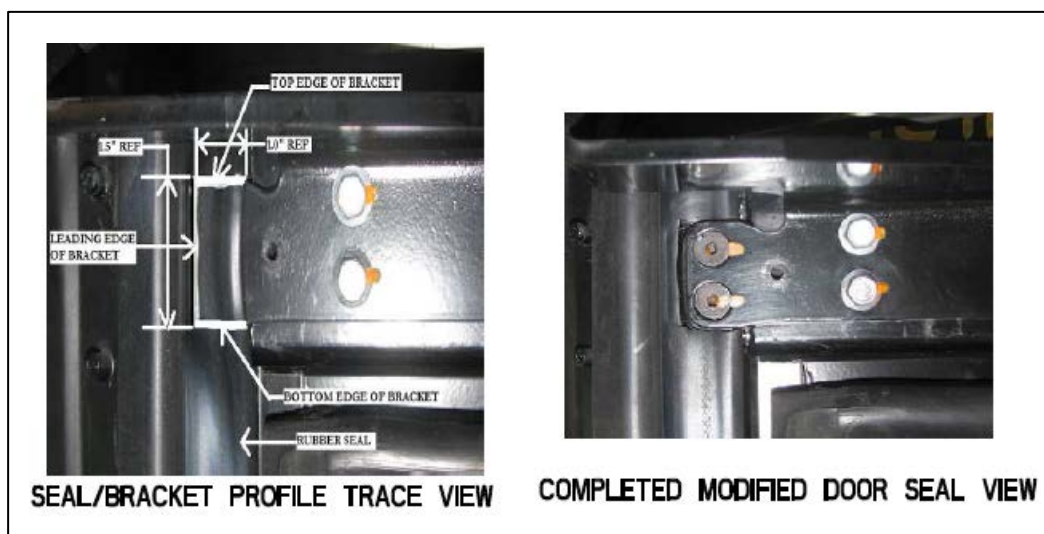
Daimler Trucks  
North America LLC

September 2017  
SF539A



**Figure 3: Threaded insert locations**

- 12) Install the new bracket (TBB 212671) on front door leaf using the original four 1/4 in. bolts (hand tighten the bolts).
- 13) Install the two 1/4 in. countersink head bolts (TBB 69002183) in the two holes just drilled.
- 14) Torque all six bolts to 12 lbf-ft.
- 15) Tighten the forward leaf door seal.
- 16) With the door as near as possible to the closed position, using the field replacement bracket outer profile as a guide, cut the existing lip of the door seal just installed as close as possible. See **Figure 4**.



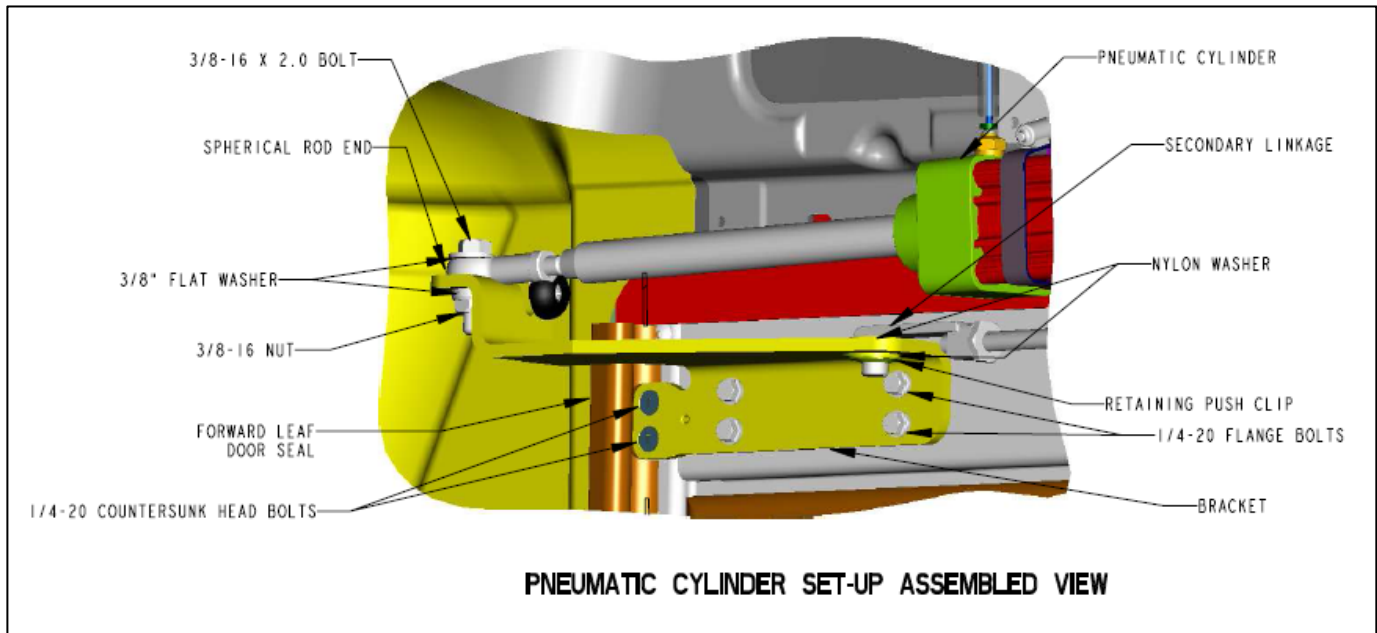
**Figure 4: Trace and cut views of the door seal**

# Field Service Campaign

Daimler Trucks  
North America LLC

September 2017  
SF539A

- 17) Re-assemble the pneumatic cylinder with the new bracket using the 3/8" hardware removed earlier. See **Figure 5**.
- 18) Re-assemble the secondary door linkage to the new bracket using the washers previously removed and using the new retaining push clip (TBB 127680).



**Figure 5: Pneumatic door reassembled with new bracket**

- 19) Adjust the door for a minimum opening of 24 in., using current standards.
- 20) Operate door making sure adjustment is correct.
- 21) Reinstall the door mechanism cover.
- 22) Remove the chock from the wheels.

## Electric Doors

- 1) Disengage the electric actuator by pulling the emergency release handle.
- 2) Remove the retaining push clip from the secondary linkage and discard. Retain the nylon washers for reinstallation. **See Figure 6 item A.**
- 3) Remove the 3/8 in. bolt, nut, and washers from the rod end of the cylinder. Retain for reinstallation. **See Figure 6 item B.**
- 4) Remove all four 1/4 in. flange bolts that hold the existing bracket on the leaf. **See Figure 6 item C.** Discard the bracket and retain the flange bolts for reinstallation.
- 5) Using a screw gun, loosen the forward leaf door seal. **See Figure 6 item D.**
- 6) Attach the new bracket (TBB 212671) to the forward leaf using the 1/4-20 flange bolts removed earlier. **Do not tighten all the way down; you are using this as a template to mark/drill two holes.**
- 7) Using the two holes in the flange of the bracket as shown in **Figure 2** (drilling into the blind cavity only), with a 1/4 in. drill bit, drill a hole in each of these two holes located inside the pivot door tube.

# Field Service Campaign

Daimler Trucks  
North America LLC

September 2017  
SF539A

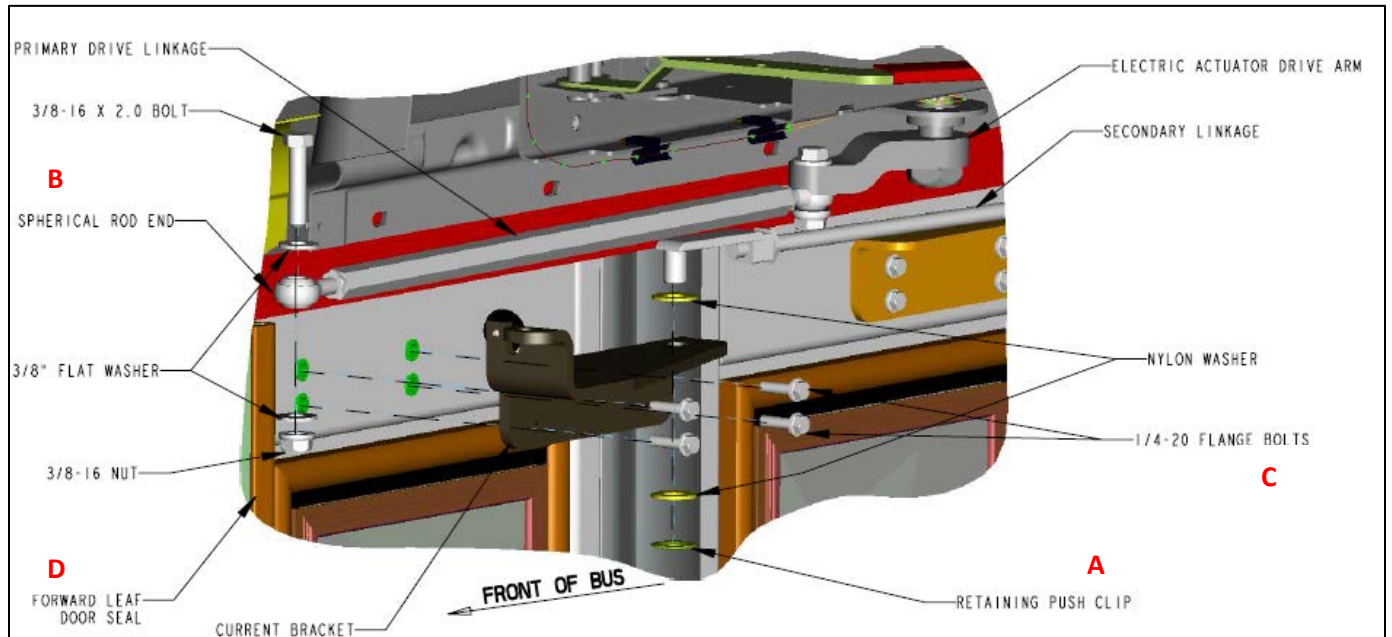


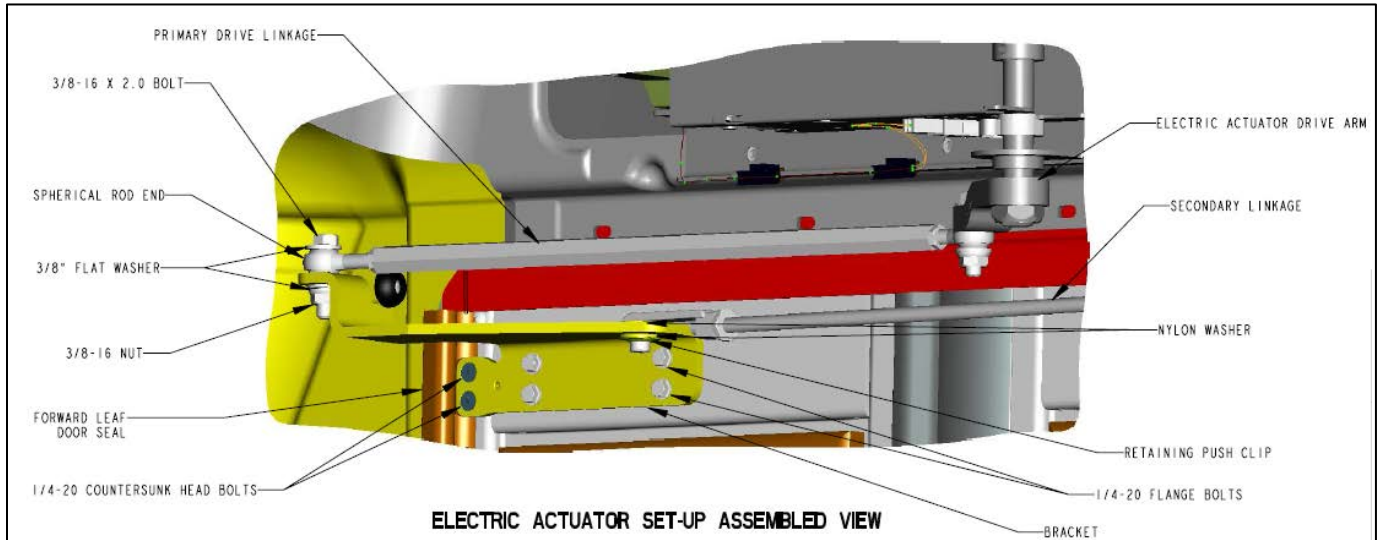
Figure 6: Connections to electric entrance doors

- 8) Remove the bracket from the front door leaf.
- 9) Attach the new bracket (TBB 212671) to the forward leaf using the 1/4-20 flange bolts removed earlier. Do not **tighten all the way down; you are using this as a template to mark/drill two holes.**
- 10) Using the two holes in the flange of the bracket as shown in **Figure 3** (drilling into the blind cavity only), with a 1/4 in. drill bit, drill a hole in each of these two holes located inside the pivot door tube.
- 11) Remove the bracket from the front door leaf.
- 12) Using a 25/64 in. drill bit, increase the diameter of the holes.
- 13) Insert the two threaded inserts (TBB 69006172) into the two newly drilled holes.
- 14) Push each of the inserts until they are firmly seated against the door pilot tube. Using a nut sert tool, tighten the inserts to a torque value of 5 lbf-ft. See **Figure 3**.
- 15) Install the new bracket (TBB 212671) on front door leaf using the original four 1/4 in. bolts (hand tighten the bolts).
- 16) Install the two 1/4 in. countersink head bolts (TBB 69002183) in the two holes just drilled.
- 17) Torque all six bolts to 12 lbf-ft.
- 18) Tighten the forward leaf door seal.
- 19) With the door as near as possible to the closed position, using the field replacement bracket outer profile as a guide, cut the existing lip of the door seal just installed as close as possible. See **Figure 4**.
- 20) Re-assemble the electric door to the new bracket using the 3/8" hardware removed earlier. See **Figure 7**.
- 21) Re-assemble the secondary door linkage to the new bracket using the washers previously removed and the new retaining push clip (TBB 127680).

# Field Service Campaign

Daimler Trucks  
North America LLC

September 2017  
SF539A



**Figure 7: Electric Door reassembled with new bracket**

- 22) Adjust electric door for a minimum opening of 24 in., using current standards.
- 23) Operate the door to make sure it is adjusted properly.
- 24) Reinstall the door mechanism cover.
- 25) Remove the chock from the wheels.