

Recall Campaign

Daimler Trucks
North America LLC

April 2020

FL844A

NHTSA #20V-113

Transport Canada #2020-078

Subject: TBB Saf-T-Liner C2 Warning Lights

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 school buses manufactured January 2, 2019, through February 13, 2020.

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 3,600 vehicles involved in this campaign.

The warning lights and stop sign on buses with a specific combination of switch hub module, bulkhead module, and warning light switch may experience a communication issue, resulting in deactivation of the red warning lights, stop sign, and system indicator. If this happens, drivers may be incorrectly signaled to proceed before loading/unloading of students is complete, increasing the risk of personal injury.

The switch hub module software will be updated to correct the communication issue.

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 not needed for this recall. The repair is a software update.

Removed Parts

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

Recall Campaign

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NHTSA #20V-113
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Labor Allowance

Table 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
FL844-A	Reprogram switch hub module to release 1.24	0.2	996-R199A	12 – Repair Recall/Campaign

Table 1

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 (**FL844-A**)
- In the Primary Failed Part field, enter **25-FL844-000**.
- Enter nothing In the Parts section. No parts are needed for this repair, it is a software update.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **F99-999-005** 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.

If you have any questions or need additional information, contact the Warranty Campaigns Department via Web inquiry at DTNACconnect.com /WSC.

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.

A sample letter notifying vehicle owners is included for your reference.

Recall Campaign

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April 2020

FL844A

NHTSA #20V-113

Transport Canada #2020-078

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.

Recall Campaign

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North America LLC

April 2020

FL844A

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Transport Canada #2020-078

Copy of Notice to Owners

Subject: TBB Saf-T-Liner C2 Warning Lights

The U.S. notice is used for reference: This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Thomas Built Buses Saf-T-Liner C2 school buses manufactured January 2, 2019, through February 13, 2020.

The warning lights and stop sign on buses with a specific combination of switch hub module, bulkhead module, and warning light switch may experience a communication issue, resulting in deactivation of the red warning lights, stop sign, and system indicator. If this happens, drivers may be incorrectly signaled to proceed before loading/unloading of students is complete, increasing the risk of personal injury.

The switch hub module software will be updated to correct the communication issue.

To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately. The repair should take approximately half an hour and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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 Campaigns 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 are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have any questions about this recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m., 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>

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

Recall Campaign

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FL844A

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Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Thomas Built Buses authorized dealer concerning this matter.

Recall Campaign

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April 2020
FL844A
NHTSA #20V-113
Transport Canada #2020-078

Work Instructions

Subject: TBB Saf-T-Liner C2 Warning Lights

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 school buses manufactured January 2, 2019, through February 13, 2020.

Switch Hub Module Reprogramming

DOWNLOAD FILE (Before Beginning the Recall on the First Bus)

1. On the computer(s) to be used for this procedure, use the link below to go to the file needed on the Thomas Dealer Portal:

https://www.thomasbusonline.com/mytbb/Manuals_Recalls.aspx

After logging in, click on the indicated file, see **Figure 1**:

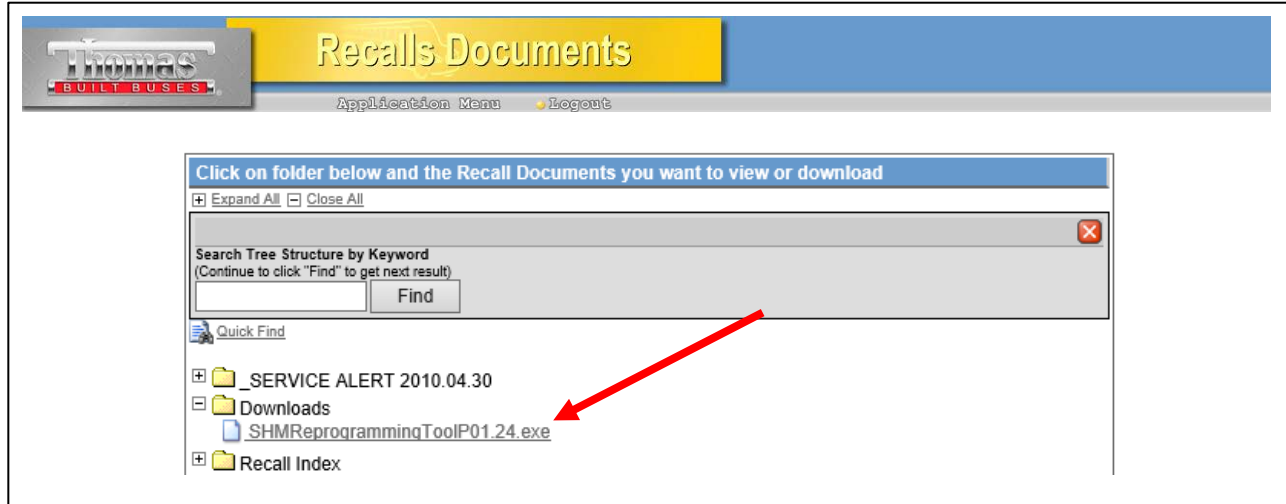


Figure 1: Software File Location

Recall Campaign

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North America LLC

April 2020

FL844A

NHTSA #20V-113

Transport Canada #2020-078

2. Save **SHMRreprogrammingToolP01.24.exe** to the desktop of the computer. An icon will appear on the desktop. See **Figure 2**.



Figure 2: Desktop Software Icon

REPROGRAM SWITCH HUB MODULE

1. Park the vehicle on a level surface, turn the key completely off, put the bus in Park, and set the parking brake. Chock the tires.
2. Open the file (click the icon on the desktop).
3. Select *Configure Driver* (must be done each time the software is opened). See **Figure 3**.

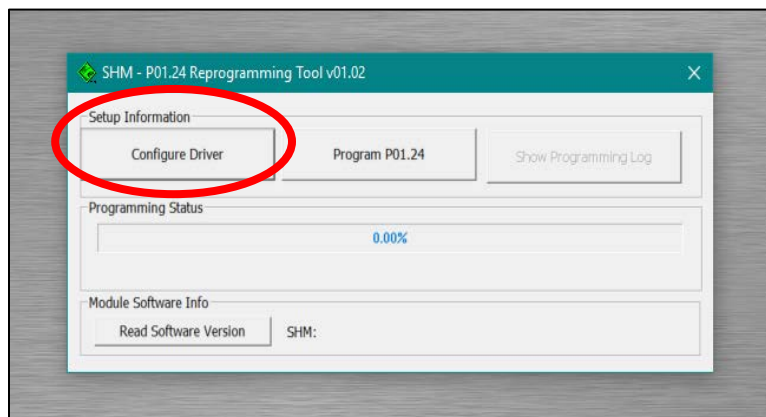


Figure 3: Configure Driver

Recall Campaign

Daimler Trucks
North America LLC

April 2020

FL844A

NHTSA #20V-113

Transport Canada #2020-078

- Click *Select* in the RP1210B Setup dialog box, then choose the device from the list that matches your tool. See **Figure 4**.

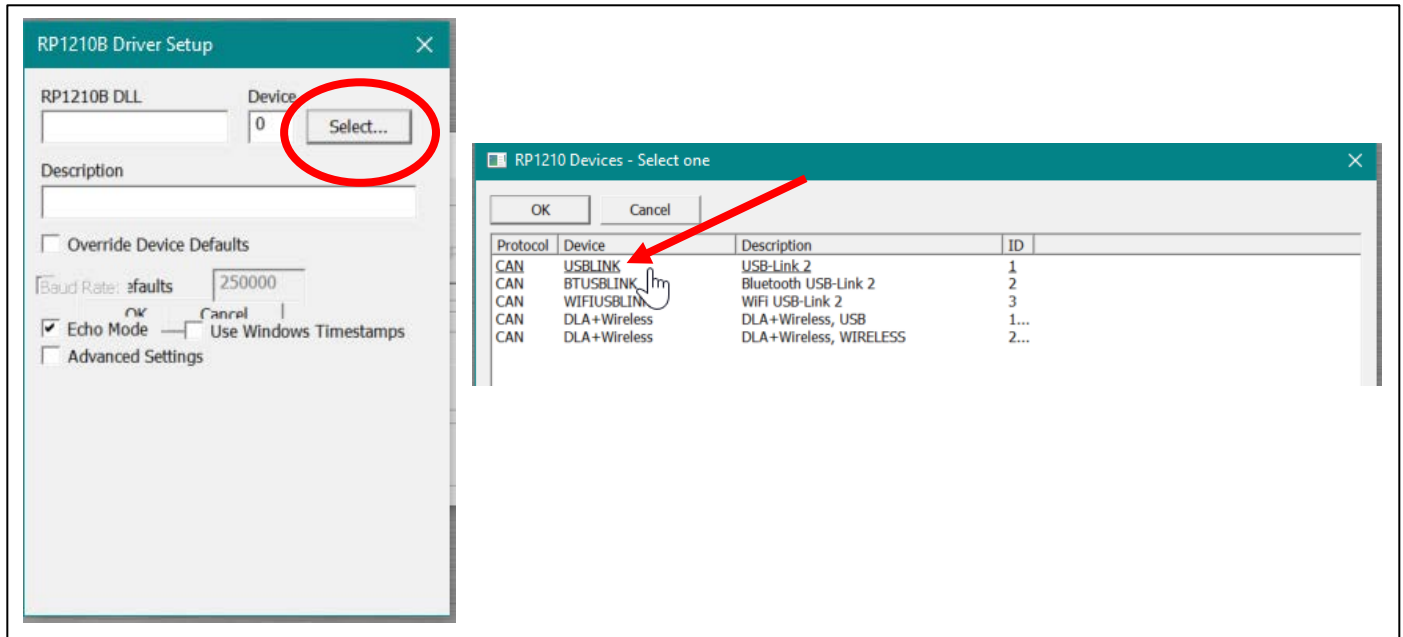


Figure 4: Configuring the Driver

- The tool/device name will show in the first field. Check the *Override Device Defaults* box, change the baud rate from 250000 to 500000, then click *OK*. See **Figure 5**.

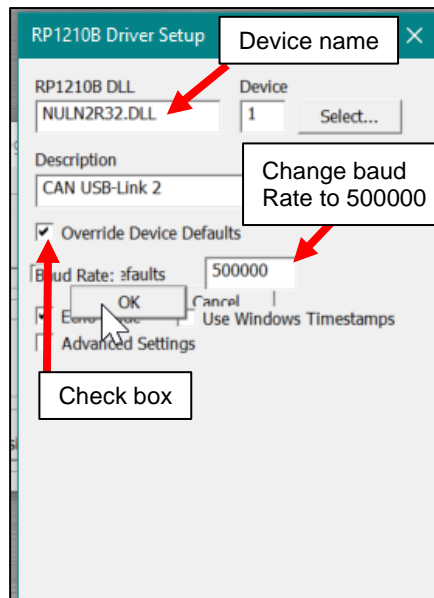


Figure 5: Finish Configuring the Driver

Recall Campaign

Daimler Trucks
North America LLC

April 2020

FL844A

NHTSA #20V-113

Transport Canada #2020-078

6. Connect the diagnostic tool to the 9-pin connector.
7. Turn the ignition to the *On* position, the engine does not need to be running.
8. Click *Read Software Version* to confirm the connection to the bus and the current software level, for example, 1.23 or 1.22 will be displayed in the *SHM:* field. See **Figure 6**.

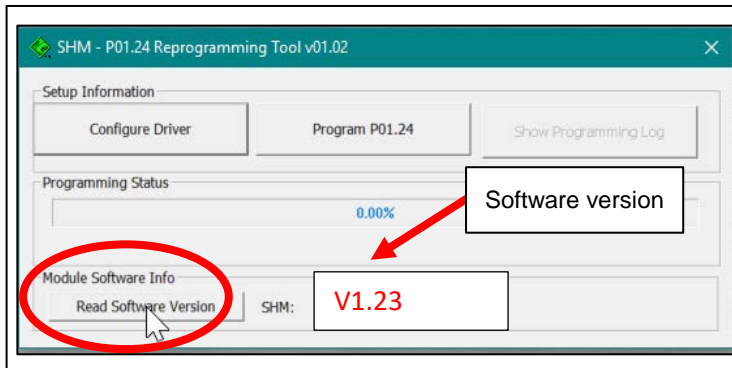


Figure 6: Configuring the Driver

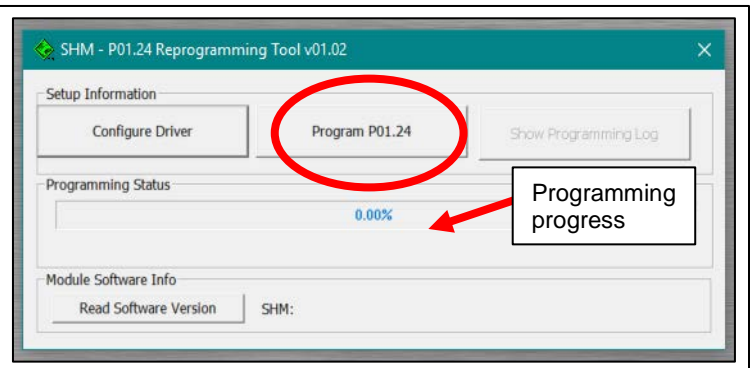


Figure 7: Configuring the Driver

9. Click *Program 01.24*. Programming will start. Progress will be shown in the *Programming Status* field. When complete, 100% will be shown and a message confirming success will be displayed. If you get an error message, select *Program 01.24* again to restart. See **Figure 7**.
10. Turn the ignition to "Off."
11. Disconnect the diagnostic tool from the 9-pin connector.
12. Remove the chocks from the tires.