

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">TBB 69006172 THREADED INSERT,BLIN 2 eaTBB 69002183 SCREW-CAP, 1/4-20, X 1, FLAT, HEX 2 eaTBB 27159853 SCREW-MACHINE,10-24 1 eaTBB 127680 PUSH CLIP, .50 DIA SHAFT 1 ea | 1 kit |
| | TBB 212671 | Door Linkage Bracket, Forward Leaf, AG2 Entrance Door, Service Only | 1 ea |

Table 1

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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.)

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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.

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

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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.**

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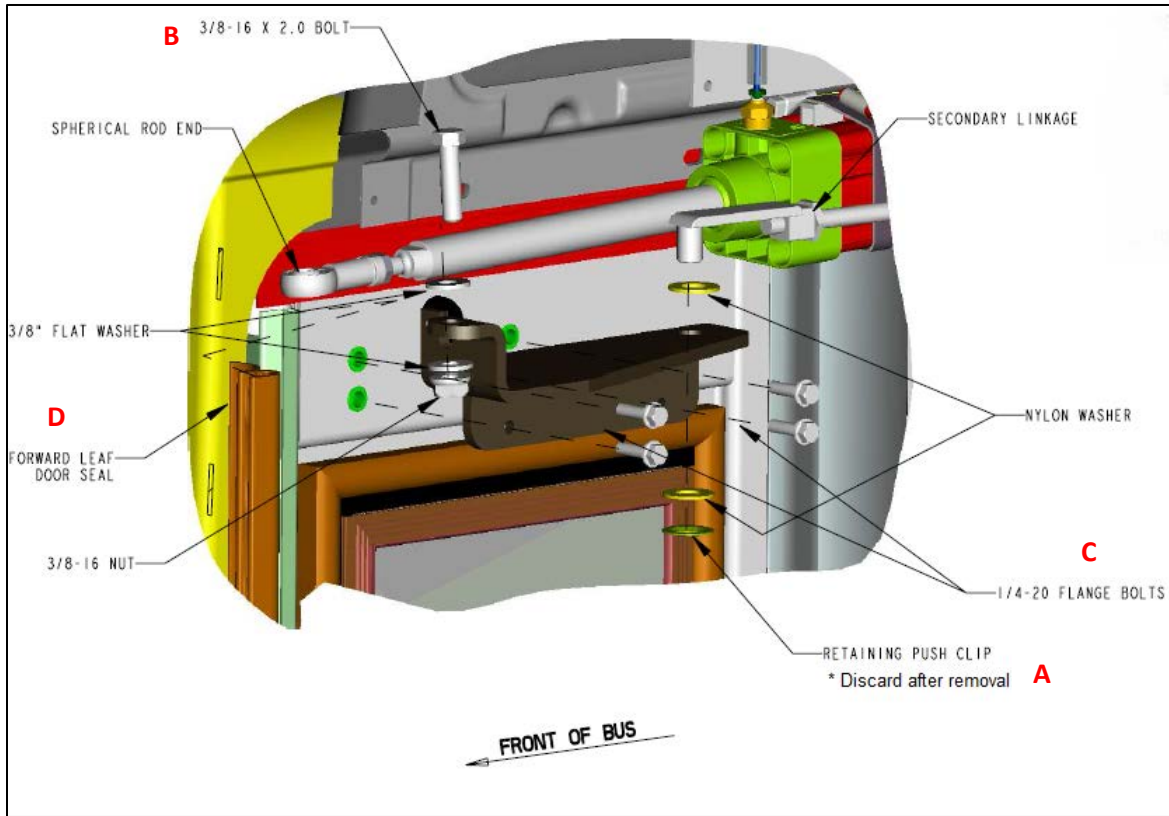


Figure 1: Parts locations

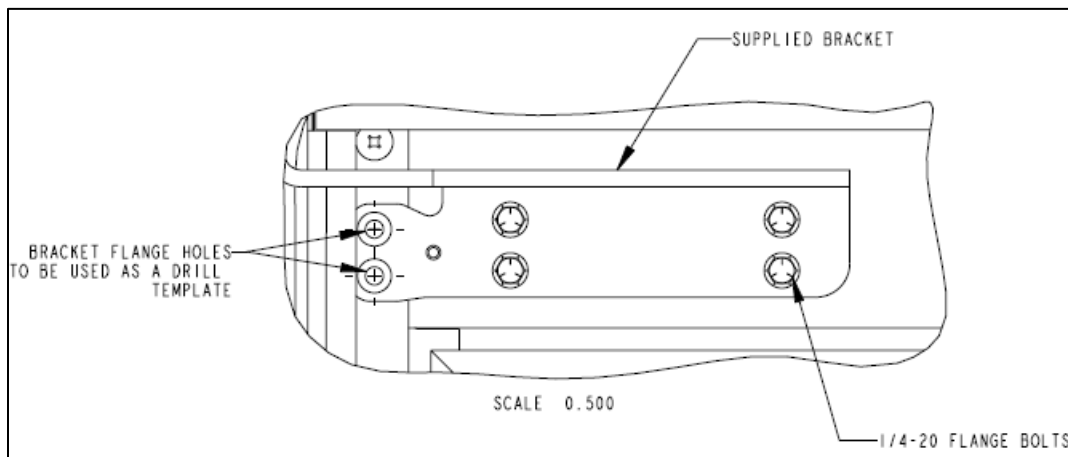


Figure 2: New bracket as a drilling template

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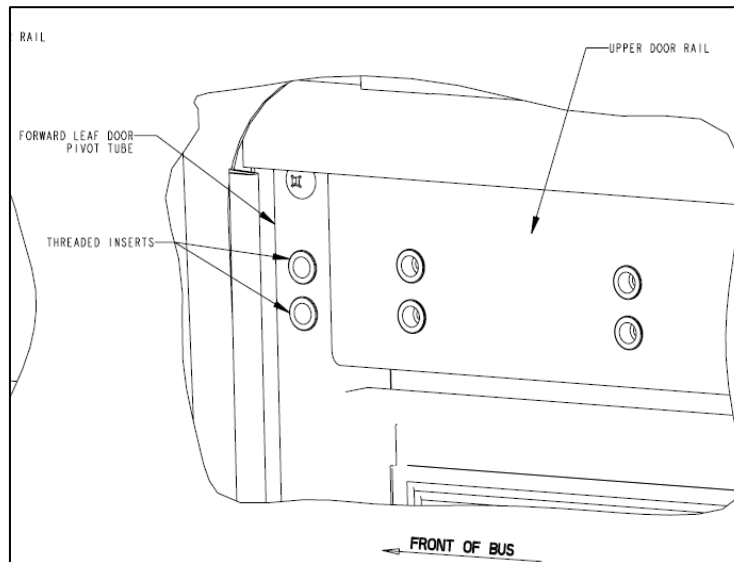


Figure 3: Threaded insert locations

- 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**.

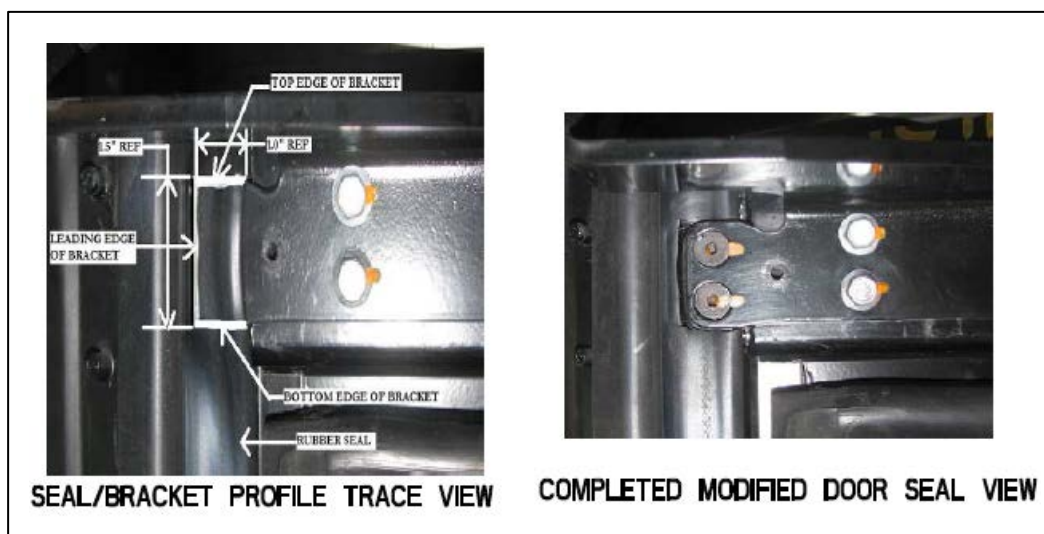


Figure 4: Trace and cut views of the door seal

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- 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).

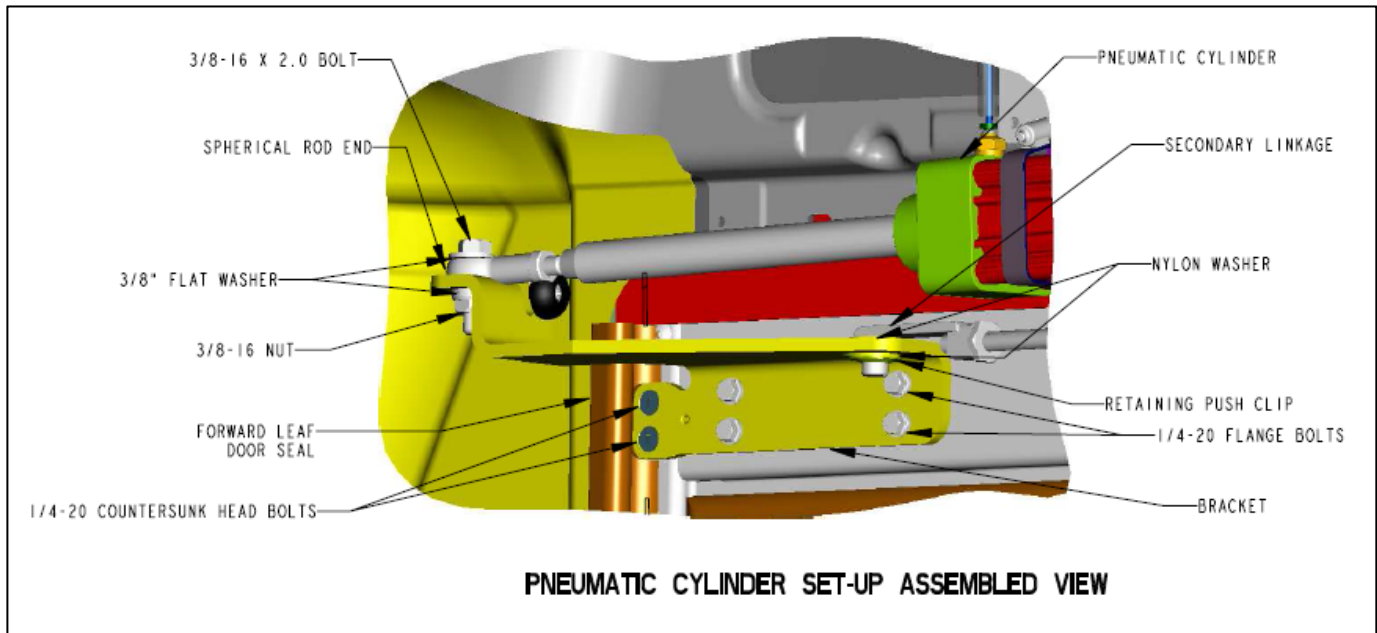


Figure 5: Pneumatic door reassembled with new bracket

- 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.

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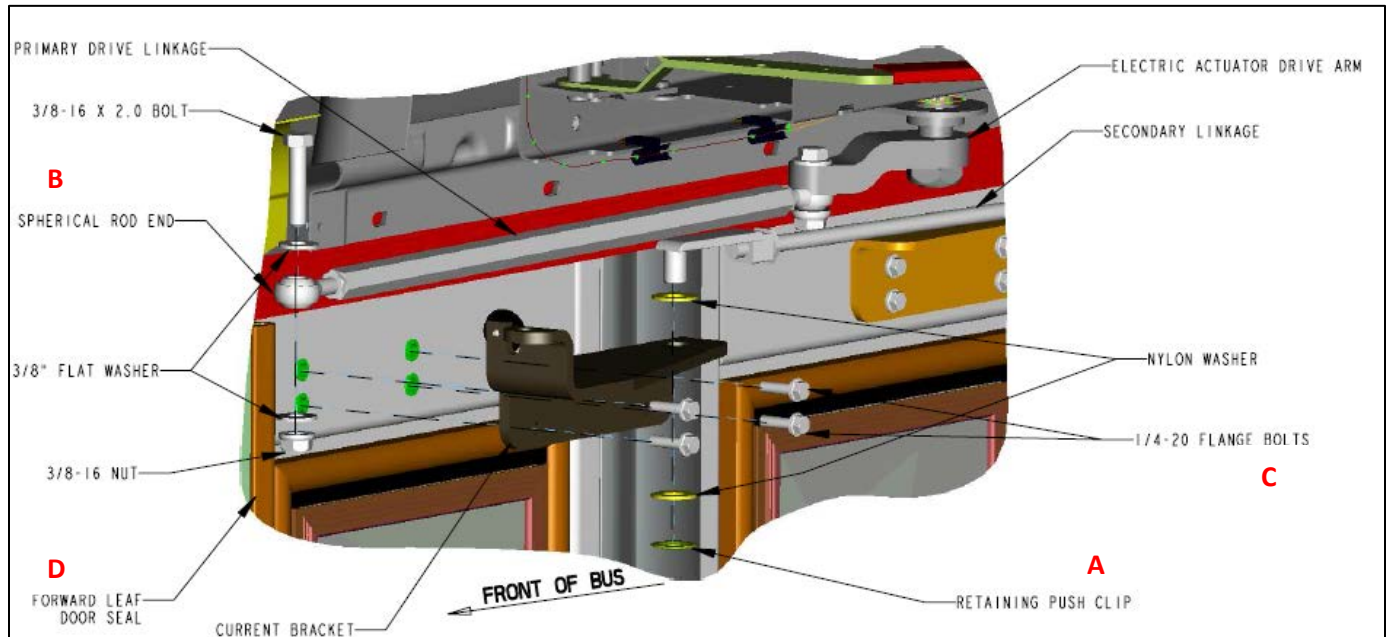


Figure 6: Connections to electric entrance doors

- 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).

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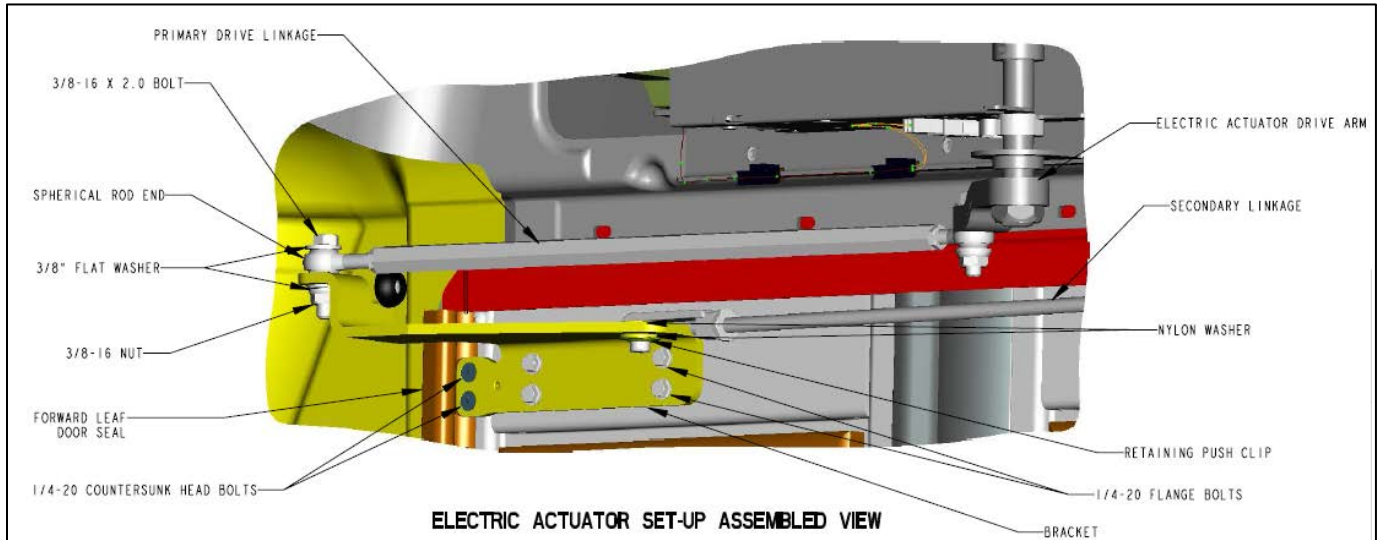


Figure 7: Electric Door reassembled with new bracket

- 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.