

November 2013  
FL647A  
NHTSA # 13V-468  
Transport Canada # 13-313

## Subject: Minotour Floor Sheets

**Models Affected: Specific Thomas Built Buses Minotour DRW school buses manufactured June 29, 2013, through July 16, 2013.**

### 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 40 vehicles involved in this campaign.

On certain buses, an alternative material was used in the assembly of the vehicle's floor. The adhesive used to join the floor components may not bond as well as expect to this alternative material. In the event of a crash, the floor joint may not perform to DTNA standards, increasing the risk of injury to vehicle occupants.

Mechanical fasteners will be added to the affected floor joints.

### 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.

If our records show your dealership has ordered any vehicles involved in campaign number FL647, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

**Table 1 – Replacement Parts for FL647**

Campaign Number	Part Number	Description
FL647A	69003248	#12 Screw or equivalent screw with same specifications
	69005005	3/16" Pop-Rivet or equivalent rivet with same specifications

**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	Correction Code
FL647A	Floor joint modification	2.5	174-6526B	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 QuickClaim or OWL:

- Claim Type is **Recall**
- Enter the campaign number and appropriate condition code (**FL647A**).
- In the Primary Failed Part Number field, enter **TBB 175380**.
- In the Parts field, enter the appropriate kit/part number(s) as shown in the Replacement Parts Table.
- In the Parts field, enter the appropriate kit/part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table.
- For OWL, the VMRS Component Code is 174-001-008 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. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines for this recall.)
  - Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.
  - Include the approved amount on your claim in sublet/outside purchases.
  - In the claim story, first note the authorization number and that the claim includes a reimbursement request.\
  - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
  - When your claim is paid, reimburse the customer the appropriate amount.

**IMPORTANT:** ServicePro or OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, 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.

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U.S. and Canadian Dealers: 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.

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.

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## Copy of Notice to Owners

### Subject: Minotour Floor Sheets

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB) has decided that a defect which relates to motor vehicle safety exists on specific Thomas Built Buses Minotour DRW school buses manufactured June 29, 2013, through July 16, 2013.

On certain buses, an alternative material was used in the assembly of the vehicle's floor. The adhesive used to join the floor components may not bond as well as expect to this alternative material. In the event of a crash, the floor joint may not perform to DTNA standards, increasing the risk of injury to vehicle occupants.

Mechanical fasteners will be added to the affected floor joints.

**To arrange for repairs, you should contact your local Thomas Built Bus dealer immediately.** Thomas will remedy this defect without charge. The repair should take approximately two to three hours and will be performed at no charge to you.

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 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 have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. For further information, please contact the Warranty Department at (336) 889-4871, 8 a.m. to 5 p.m. Eastern Time Monday through Friday. To find a dealer in your area please go to [www.thomasbus.com](http://www.thomasbus.com).

If you have any questions about this recall, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern time, 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>. In Canada, you may contact Transport Canada-road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

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

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## Work Instructions

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**Models Affected: Specific Thomas Built Buses Minotour DRW school buses manufactured June 29, 2013, through July 16, 2013.**

#### Floor Sheet Reinforcement

1. If a vehicle lift is present, it would be best to complete the procedure while vehicle is on the lift, if not please chock wheels and make sure vehicle is off and has cooled for a while.
2. Place the vehicle on the lift and raise it so that you can work under bus comfortably.
3. Once the bus has been raised, find an area at each of the 3-4 floor sections that has the least amount of undercoating. ER60 with a rag works great to remove the undercoating (see Figure 1).



Figure 1

4. The sheet that is shiny is the one that will need to have this procedure done to it. If it has a dull finish then you can proceed to the next one. Check all sheets (see Figure 2). If any doubt, complete procedure with all sheets.
5. Once you have found a sheet that is galvanized then you will need to repair each end (the ends at the left and right side of the bus). This requires adding extra fasteners between the existing fasteners. For the locations that are at the ends of the floor, sheet rivets will be used (TBB69005005 3/16" pop rivet). Between the screws that are coming down from inside the bus there will be 2 rivets installed. Drill two .191 diameter holes equal distance between the existing screws as shown in between existing side lining attachments. Drill these holes 1 1/8" distance from each other. There are only 2 screws shown but this is to be done between each set of screws all the way across the floor sheet on both ends (see Figure 3). Make sure that the fastener tightens all the way up against the metal. This may require removing more undercoating(see figure 3).Also, in hard to reach places where a pop rivet gun will not reach, screws can be substituted such as shown in Figure 5. If you are unable to distinguish between galvanized and galvanneal then proceed with the procedure for all sheets.

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Figure 2

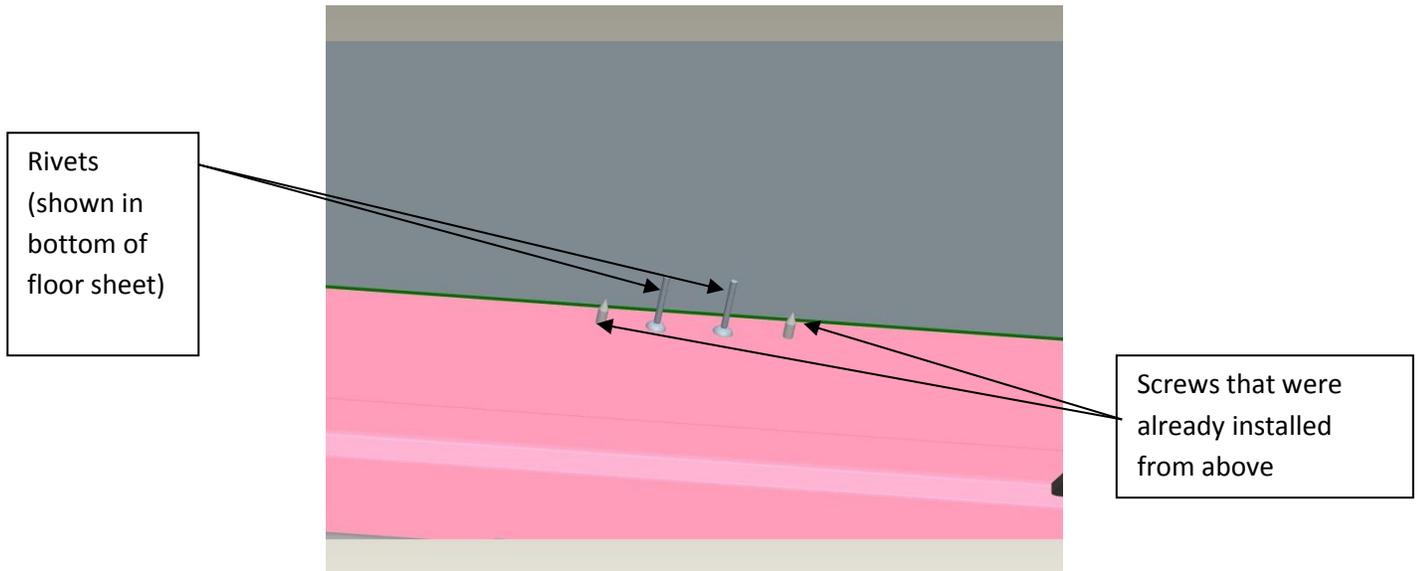


Figure 3

- 6 If a battery box happens to fall on one side of the sheet you are working on then the same process will be used, it will just go up through the battery box and again you will use two rivets between the two rivets already there. This will continue all the way across the battery box inside top as shown in Figure 4.

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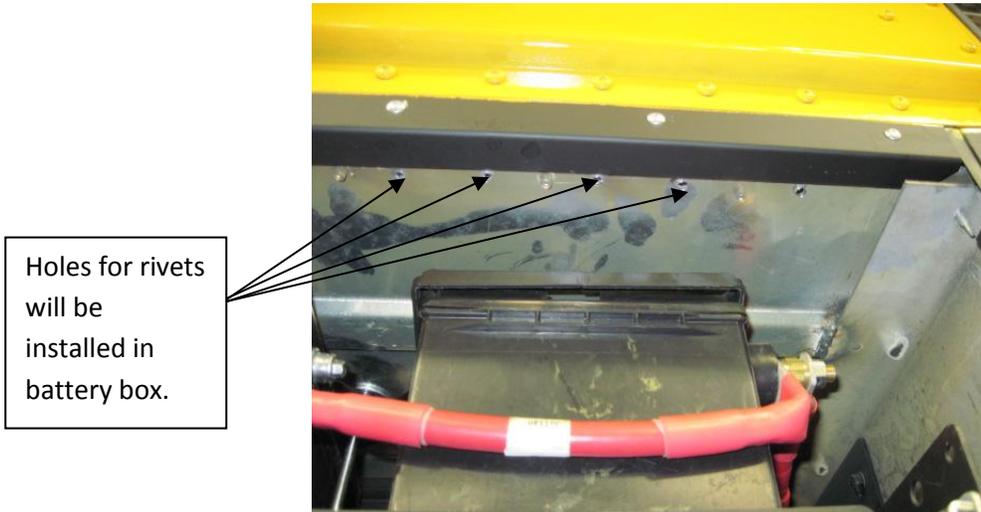


Figure 4

- 7 If the sheet that you have to repair is the last sheet in the bus (the one that butts up to the emergency door) it will require this to be done on three sides. The two ends will just be a repeat of the above steps. The edge facing the rear of the bus will use screws (TBB P/N 69003248 #12 screws) at each pin and collar configuration. Scrape away any undercoating so that holes can be drilled and the fastener will mount metal to metal. Drill four 5/32" holes in line with the pin and collar fasteners as shown in Figure 5. This will be done at each location the pin and collar fasteners are along the back of the bus. Two of the screws will be installed between the two pin and collar fasteners at 1.15" from each screw. Then one on each side of the row for a total of 4 screws.

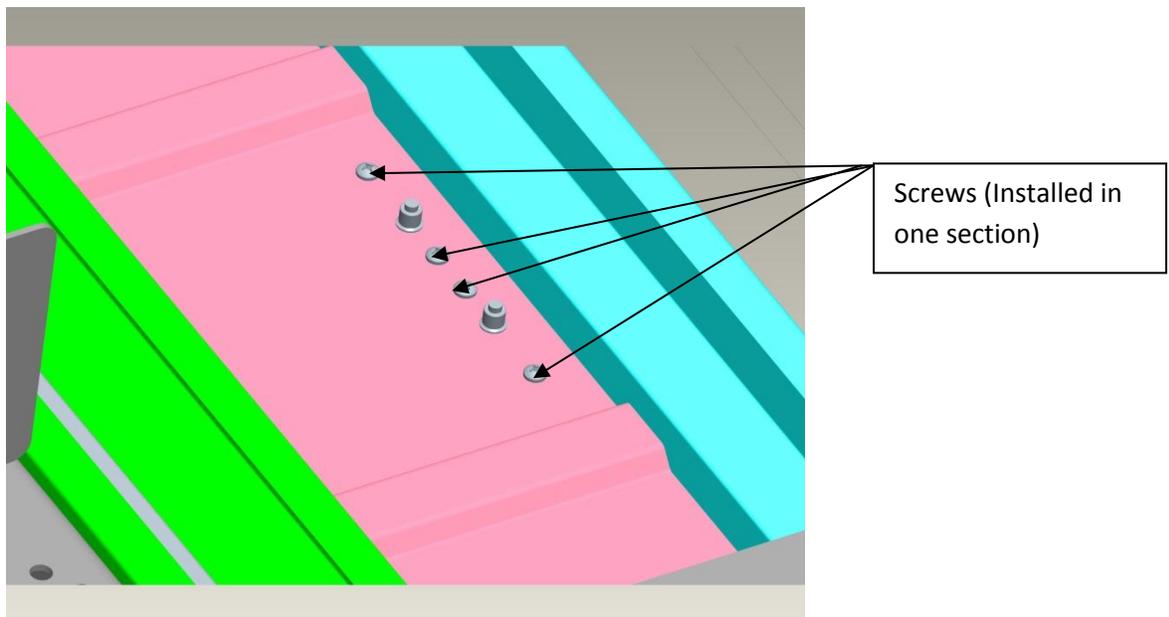


Figure 5

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8) If the repair area is where the AC condenser is located then you will need to remove the grill for the repair. After removing the grill it is best to use extensions for the drill bit and the screw bit. This will allow you to reach the floor section without removing the condenser. Again, the repair will be just like steps 3-5 on each end of floor sheet.