

# DAIMLER

Daimler Trucks North America

Nasser Zamani  
Senior Manager  
Compliance and Regulatory Affairs

February 21, 2014

Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS-215, Rm. W45-206)  
1200 New Jersey Avenue S.E.  
Washington D.C. 20590

**RE: Defect Information Report – Supplemental Report No. 2  
13V-639SB, 13V-640NSB, FL-658, Ametek Speedometer Programming  
Representative Dealer Notice**

Ms. Lewis,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers.

- (c)(3) Total number of potentially affected Non-School Bus: 62 (13V-640)
- (c)(3) Total number of potentially affected School Bus: 45 (13V-639)
  
- (c)(8)(ii) Dealer and distributor notification: Began and ended: February 18, 2014
- (c)(10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions, or concerns.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA  
Attachment

A Daimler Company

Daimler Trucks North America LLC  
4747 N. Channel Avenue  
Portland OR 97217-7699  
503-745-6910 Phone  
503-745-5544 Fax  
Nasser.Zamani@Daimler.com

February 2014

FL658A-C

NHTSA #13V-639 (School Buses)

NHTSA #13V-640 (Non-School Buses)

## Subject: Ametek Speedometer Programming

**Models Affected:** Specific Freightliner Custom Chassis MBC shuttle buses and MT45/MT55 walk-in vans; and Thomas Built Buses EFX buses and chassis manufactured September 24, 2013, through November 7, 2013, and equipped with an Ametek instrument panel.

### General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiaries, Freightliner Custom Chassis Corporation and Thomas Built Buses, Inc., has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 215 vehicles involved in this campaign.

Certain vehicles were equipped with speedometers that were programmed incorrectly. This may result in the vehicle operating at speeds higher than the speedometer displays and potentially exceed the posted speed limit increasing the risk of a crash.

The speedometer will be reprogrammed with the correct calibration.

### 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. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

### Replacement Parts

There are no replacement parts for this repair.

If our records show your dealership has ordered any vehicles involved in campaign number FL658A-C, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com.

### Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

### Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL658A-C	Calibrate speedometer	0.3	996-0925A	000-Modifiedx

Table 1

# Recall Campaign

Daimler Trucks  
North America LLC

February 2014

FL658A-C

NHTSA #13V-639 (School Buses)

NHTSA #13V-640 (Non-School Buses)

**IMPORTANT:** When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

## Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) 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**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL658A, FL658B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL658-000**.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.
- For OWL, the VMRS Component Code is 002-008-002 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 Other Charges section.
  - In the claim story, first note the authorization number and that the claim includes a reimbursement.
  - 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 from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at [AccessFreightliner.com](http://AccessFreightliner.com) / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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. Export Distributors: Excess inventory may be returned as noted for U.S. and Canadian dealers. Export locations will pay freight to return kits.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

February 2014

FL658A-C

**NHTSA #13V-639 (School Buses)**

**NHTSA #13V-640 (Non-School Buses)**

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

Daimler Trucks  
North America LLC

February 2014  
FL658A-C  
NHTSA #13V-639 (School Buses)  
NHTSA #13V-640 (Non-School Buses)

## Copy of Notice to Owners

### Subject: Ametek Speedometer Programming

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 subsidiaries, Freightliner Custom Chassis Corporation and Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Custom Chassis MBC shuttle buses and MT45/MT55 walk-in vans; and Thomas Built Buses EFX buses and chassis manufactured September 24, 2013, through November 7, 2013, and equipped with an Ametek instrument panel.

Certain vehicles were equipped with speedometers that were programmed incorrectly. This may result in the vehicle operating at speeds higher than the speedometer displays and potentially exceed the posted speed limit increasing the risk of a crash.

The speedometer will be reprogrammed with the correct calibration.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). The Recall will take approximately half an hour 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 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 questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357 after normal business hours. 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.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

February 2014

FL658A-C

NHTSA #13V-639 (School Buses)

NHTSA #13V-640 (Non-School Buses)

## **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 Daimler Trucks North America LLC authorized dealer concerning this matter.

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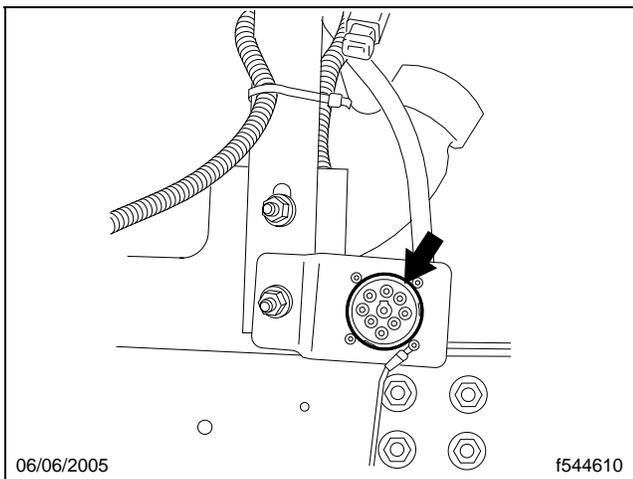
## Work Instructions

### Subject: Ametek Speedometer Programming

**Models Affected:** Specific Freightliner Custom Chassis MBC shuttle buses and MT45/MT55 walk-in vans; and Thomas Built Buses EFX buses and chassis manufactured September 24, 2013, through November 7, 2013, and equipped with an Ametek instrument panel.

### Calibration Procedure

1. Check the base label (Form WAR259) for a completion sticker for FL658 (Form WAR260) indicating this work has been done. On shuttle buses and walk-in vans the base label is usually located in the driver's area. On school buses the base label is usually located above the driver's window. If a sticker is present, no further work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Connect the laptop being used to a power adapter, then connect the laptop connector to the diagnostic connector. See **Fig. 1**.
4. Using the laptop, go to AccessFreightliner.com. From the left side column click "Support."
5. Next, click "Download Center."
6. Click, "FL658 Ametek Speedometer Correction" dated February 1, 2014.
7. Click, "Install" to access the FCCC\_GaugeCalReset.exe file.
8. Click, "Open" to open the FCCC\_GaugeCalReset.exe file, then click on the FCCC\_GaugeCalReset.exe application.
9. Next, select the communication adapter to use, then click "OK." See **Fig. 2**.

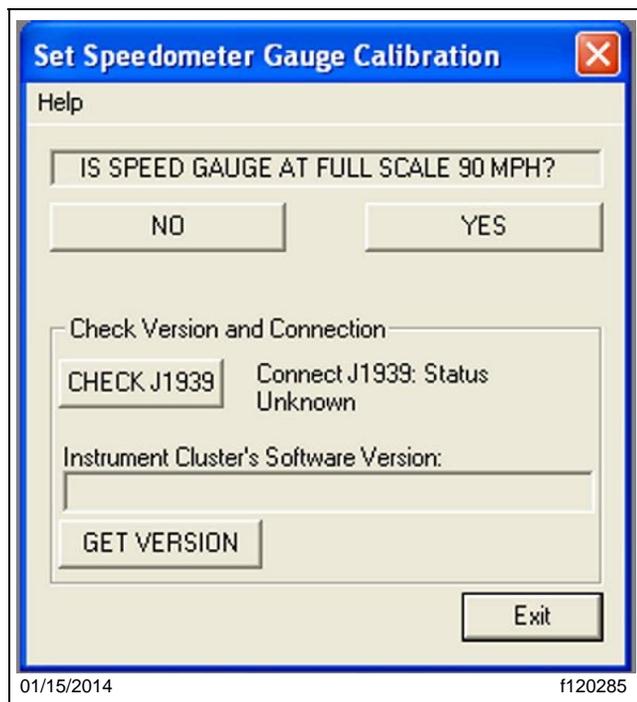


**Fig. 1, Diagnostic Connector (location will vary)**

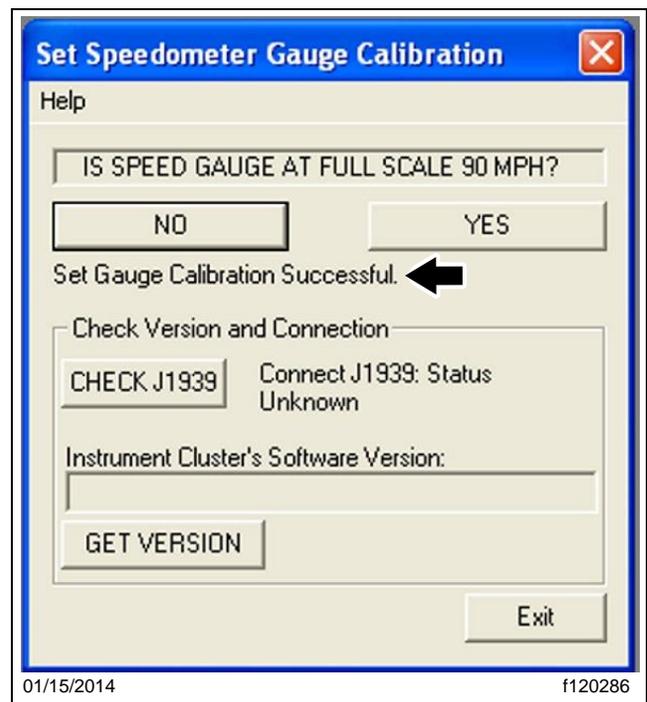


**Fig. 2, Select Communication Adapter Screen**

10. Once connected, check the Cluster Speedometer Gauge calibration. See **Fig. 3**.  
If the message reads, "IS SPEED GAUGE AT FULL SCALE **70** MPH?", go to Step 11.  
If the message reads, "IS SPEED GAUGE AT FULL SCALE **90** MPH?", go to Step 12.
11. Click "NO." This will program the new speedometer calibration. When the calibration is completed a verification message will read "Set Gauge Calibration Unsuccessful," or "Set Gauge Calibration Successful." See **Fig. 4**.  
If the verification message reads, "Set Gauge Calibration Unsuccessful," click NO again to retry the calibration.  
If the verification message reads, "Set Gauge Calibration Successful," the speedometer is correctly programmed. Go to Step 13.
12. Click "YES." A verification will run to confirm the speedometer calibration is programmed correctly. See **Fig. 4**.  
If the verification message reads, "Set Gauge Calibration Unsuccessful," go to Step 11 and repeat the process.  
If the verification message reads, "Set Gauge Calibration Successful," the speedometer is correctly programmed. Go to Step 13.



**Fig. 3, Speedometer Gauge Calibration Screen**



**Fig. 4, Verifying the Speedometer Gauge Calibration**

13. Remove the laptop connector from the diagnostic connector.
14. Clean a spot on the base label (Form WAR259), write the recall number FL658 on a completion sticker (Form WAR260), and attach it to the base label.