

Recall Campaign

Daimler Trucks
North America LLC

December 2019
FL811A
NHTSA#19V-170

Subject: TBB Ford Minotour Wheelchair Lifts

Models Affected: Specific Model Year 2019 Thomas Built Buses Minotour buses on Ford chassis manufactured April 5, 2002, through January 15, 2019.

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 400 vehicles involved in this campaign.

On certain buses equipped with a specific wheelchair lift option, the interlock may not prevent the wheelchair lift from operating when the parking brake is released, after the key is turned off. If an operator improperly operates the lift in this condition, the vehicle could move, increasing the risk of personal injury.

The wheelchair lift wiring harness will be inspected and modified to ensure correct operation.

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 1 – Replacement Parts for FL811

Campaign Number	Kit Number	Description	Qty.
FL811A	TBB 221554	WIRING HARNESS LIFT PARK BRAK	1 ea

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	Corrective Action
FL811A	Inspect wheelchair lift operation	0.2	996-R085A	06 – Inspect
	Inspect wheelchair lift operation and modify wiring	0.4	996-R085B	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:

- Claim Type is **Recall Campaign**.
- In the Campaign field, enter the campaign number (**FL811-A**)
- In the Primary Failed Part field, enter **25-FL811-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- 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. Also, check for a completion sticker prior to beginning work.

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.

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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: TBB Ford Minotour Wheelchair Lifts

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 Minotour school buses built on a Ford chassis and manufactured April 4, 2015, through June 14, 2015, with an optional wheelchair lift.

On certain buses equipped with a specific wheelchair lift option, the interlock may not prevent the wheelchair lift from operating when the parking brake is released after the key is turned off. If an operator improperly operates the lift in this condition, the vehicle could move, increasing the risk of personal injury.

The wheelchair lift wiring harness will be inspected and modified as needed to ensure correct operation.

This is the second letter regarding this subject. The repair is now available. **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 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 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.

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

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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.

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Work Instructions

Subject: TBB Ford Minotour Wheelchair Lifts

**Models Affected: Specific Model Year 2019 Thomas Built Buses
Minotour buses on Ford chassis manufactured April 5, 2002,
through January 15, 2019.**

Lift Interlock Operation Inspection (Lifts with Option B3800-19-000)

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. Attempt to shift the bus out of Park.
If you **can** take the bus out of Park, go to *Lift Interlock Repair* below.
If you **cannot** take the bus out of Park, continue with the next step.
3. With the bus in Park, turn the lift button in the overhead console to on, then open the lift door and turn the lift power to on.
4. Release the Park brake
5. Attempt to activate the wheelchair lift.
If the lift **activates**, go to the *Lift Interlock Repair* below.
If the lift **does not activate**, no further work is needed.
6. Return the lift to the stowed position, close the lift door, turn the lift button in the overhead console to off, and release the parking brake.
7. Turn the ignition to the run position (do not start the engine).
8. Set the parking brake.
9. Turn the lift button in the overhead console to on, then open the lift door.
10. Attempt to activate the wheelchair lift.
If the lift **activates**, go to the *Lift Interlock Repair* below.
If the lift **does not activate**, no further work is needed.

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Lift Interlock Repair (Lifts with Option B3800-19-000)

1. Remove the dash cover below the steering column and retain it for reinstallation. See **Figure 1**.



Figure 1: Dash Cover

2. At the parking brake wiring, see **Figure 2**, check for a harness already installed. If a harness is present, cut and cap off the two wires connected to park brake wire. Make sure the WC565 wire (yellow) remains accessible for connection to the new harness.

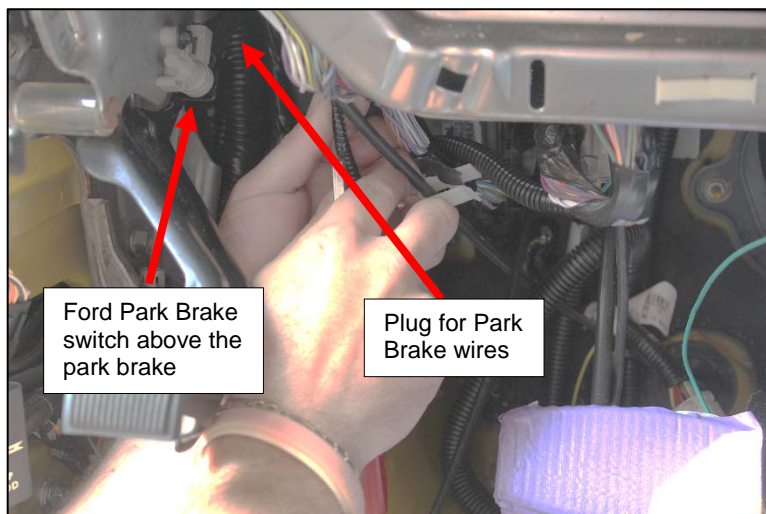


Figure 2: Park Brake Switch and Plug with Wires

3. Unplug the two-wire plug at the top of the switch and pull it down to an area where you can reach it.

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4. Remove the loom from the brake wires at a minimum of 4 inches from the plug. See **Figure 3**.

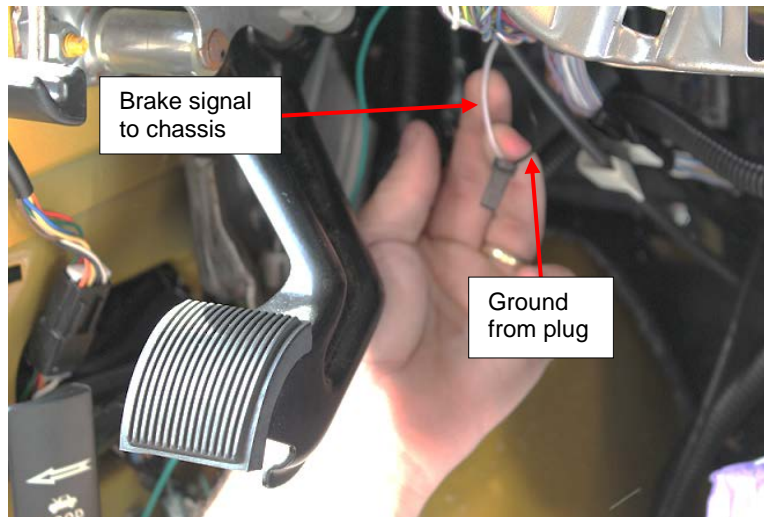


Figure 3: Brake Plug with Ground and Signal Wires

5. Cut the signal to chassis wire in half approximately 3-4 inches from the plug.
6. Take the wire labeled BODY_H_PRK_BRK_SIG_FROM_BRK-SW from TBB 221554 and connect it to the wire coming from the park brake switch.
7. Take the wire labeled Body_H_PRK_BRK_SIG_TO_CHAS from TBB 221554 and connect it to the cut signal to chassis wire from step 5. See **Figure 4**.

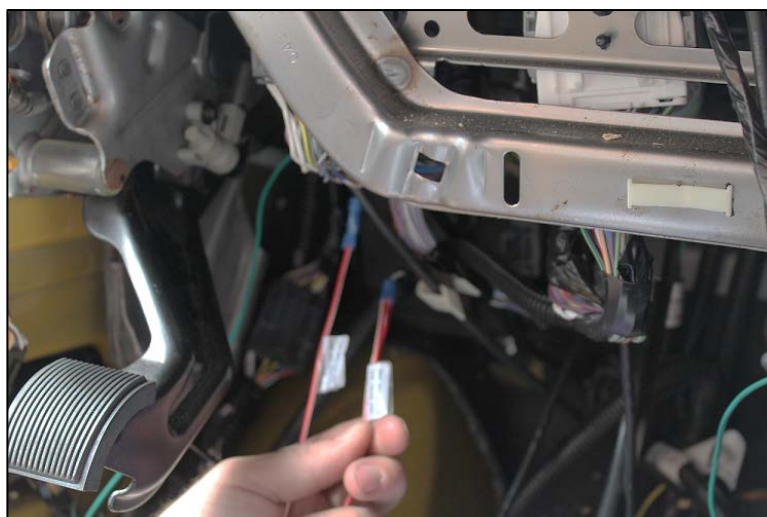


Figure 4: Wires from TBB 221554 Connected to the Park Brake

8. Plug the parking brake plug back in to original location.

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9. Install the Power to IGN wire underneath the floor covering by snapping it into place on the body harness. If something else is also connected into the same plug, connect both to same circuit, making sure this does not overload circuit. (The IGN wire may be a different color than the one under the floor covering, but will be labeled). See **Figure 5**.

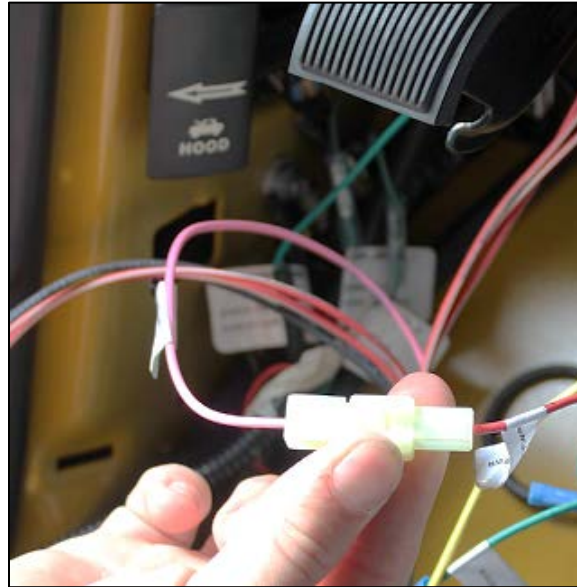


Figure 5: Connection of IGN Wires

10. Locate the bolt on the kick panel and remove it. See **Figure 6**.
11. Connect the ground wire from harness TBB 221554 to the bolt and reinstall the bolt.

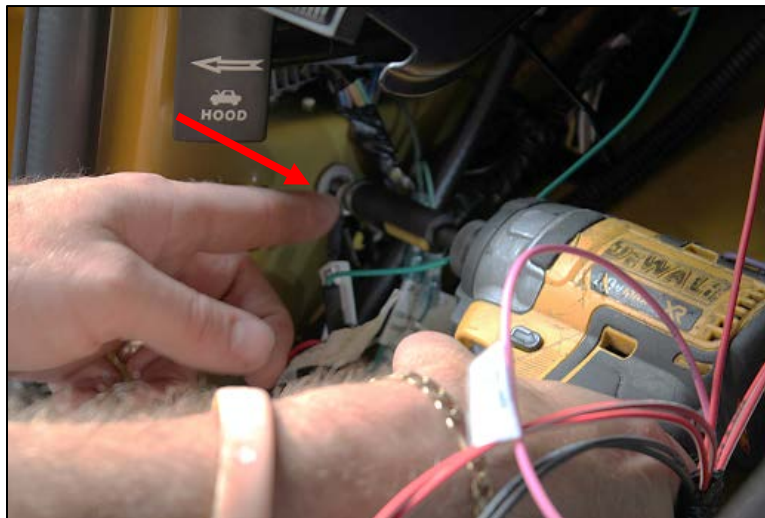


Figure 6: Kick Panel Bolt

11. Check lift operation. The lift should operate only with the key completely off and you should not be able to shift out of Park if the lift can operate.

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12. Ensure all connections are secure and operation is correct. Tie up new and existing wiring and harnesses. Mount the relays under the dash away from Park brake, Service brake and gas pedal.
13. Set the parking brake and remove chocks from the tires.