

January 2020  
FL841A  
NHTSA #19V-869  
Transport Canada #2019-611

## Subject: FCCC School Bus Chassis Fan Clutch Bolts

**Models Affected: Specific Model Year 2020-2021 FCCC B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2) manufactured January 21, 2019, through October 11, 2019, and equipped with a DD5 engine.**

## General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Recall FL841 to modify the vehicles mentioned above.

There are approximately 251 vehicles involved in this campaign.

On certain vehicles, the fan assembly bolts may have been improperly torqued. Improperly torqued fan assembly bolts may lead to the fan becoming loose, allowing the fan to contact surrounding components and potentially become detached from the engine. Noise from a loose fan assembly is expected to be very audible, and the school bus operator could be required to rapidly pull over with limited opportunity to identify a safe location, which could result in a disabled school bus and cause an evacuation in an uncontrolled traffic situation, increasing the risk of an injury.

The fan clutch and hub attachment bolts, located on the front of the engine, will be replaced. Repairs will be performed by Daimler Trucks North America authorized service facilities

### 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

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

**NOTE:** Loctite® 242 is required for this repair. You may claim up to 10.00 for Loctite® 242 on the repair claim.

If our records show your dealership has ordered any vehicles involved in campaign number FL841, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

**Table 1** - Replacement Parts for FL841

Campaign Number	Part Description	Part Number	Qty.
FL841A	BOLT	DDE N910105010007	4 ea
	BOLT-HEX,FLANGE HEAD-SCREW, HEX FLANG,M8	23-13345-020	6 ea
	NUT,5/16-18 GRD8 NYLN LOCK,6PCS	HOR 16394	1 ea
	BLANK COMPLETION STICKER	WAR260	1 ea

**Table 1**

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## 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 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL841A	Replace fan clutch and fan hub bolts	2.2	996-R200A	12-Repair Recall/Campaign

**Table 2**

**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 OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**FL841-A**).
- In the Primary Failed Part Number field, enter **25-FL841-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table.  
Loctite® 242 is required for this repair. You may claim up to 10.00 for Loctite® 242 on the repair claim.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- 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. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines.)
  - Submit an OWL Recall Pre-Approval Request for a decision.
  - Include the approved amount on your claim in the Other Charges section.
  - Attach the documentation to the pre-approval request.
  - If approved, submit a based on claim for the pre-approval.
  - 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.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.com / WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

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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. Export Distributors: Excess inventory is not returnable.

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: FCCC School Bus Chassis Fan Clutch Bolts

**For the Notice to U.S. Customers:** This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2020-2021 FCCC B2 school bus chassis (Thomas Built buses Saf-T-Liner C2) manufactured January 21, 2019, through October 11, 2019, and equipped with a Detroit Diesel DD5 Engine.

On certain vehicles, the fan assembly bolts may have been improperly torqued. Improperly torqued fan assembly bolts may lead to the fan becoming loose, allowing the fan to contact surrounding components and potentially become detached from the engine. Noise from a loose fan assembly is expected to be very audible, and the school bus operator could be required to rapidly pull over with limited opportunity to identify a safe location, which could result in a disabled school bus and cause an evacuation in an uncontrolled traffic situation, increasing the risk of an injury.

The fan clutch and hub attachment bolts, located on the front of the engine, will be replaced. Repairs will be performed by Daimler Trucks North America authorized service facilities

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). On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately two and one half hours 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-dlinfo.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 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). **For the Notice to U.S. Customers:** 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>. **For the Notice to Canadian Customers:** If you wish to submit a complaint about this recall, you can contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS 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 Daimler Trucks North America LLC authorized dealer concerning this matter.

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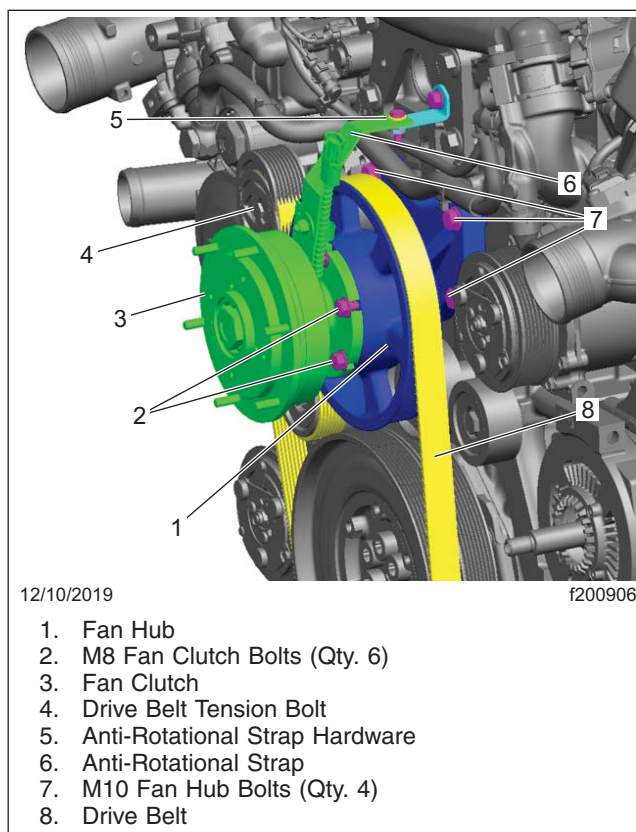
## Work Instructions

### Subject: FCCC School Bus Chassis Fan Clutch Bolts

**Models Affected:** Specific Model Year 2020-2021 FCCC B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2) manufactured January 21, 2019, through October 11, 2019, and equipped with a DD5 engine.

### Fan Clutch and Fan Hub Bolt Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL841 (Form WAR260) indicating this work has been done. The base label is usually located above the driver's window. If a sticker is present no 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. Remove the six nuts that attach the fan blade assembly to the fan clutch and set the fan aside. Discard the nuts.
4. Disconnect the fan clutch connector.
5. Remove the bolt and nut from the anti-rotational strap and set aside. See [Fig. 1](#).
6. Loosen, but do not remove, the six fan clutch bolts. See [Fig. 1](#).



**Fig. 1, Fan Clutch Assembly**

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NOTE: The hex nut on the tensioner is very short and may cause the socket to slip off easily.

7. Using a long-handle ratchet and 15 mm socket, carefully push down on the drive belt tensioner and slide the belt off of the idler pulley.
8. Remove the six fan clutch bolts and set the fan clutch to the side.

NOTE: Apply Loctite® 242 on the threads of each bolt prior to installation.

9. In a criss-cross pattern, remove and replace the four fan hub bolts, one at a time. Tighten the new bolts  $35\pm4$  lbf·ft ( $47\pm5$  N·m).

NOTE: Apply Loctite® 242 on the threads of each bolt prior to installation.

10. Using new bolts, install the fan clutch.
  - 10.1 Ensure that the fan clutch is properly seated on the hub and that the new bolts are started and snug before tightening.

NOTE: The hex nut on the tensioner is very short and may cause the socket to slip off easily.

- 10.2 Using a long-handle ratchet and 15 mm socket, carefully push down on the drive belt tensioner and slide the belt over the idler pulley. Ensure that the drive belt is aligned on all pulleys; repeat as needed to properly align the drive belt.
  - 10.3 Tighten the bolts  $17\pm2$  lbf·ft ( $23\pm3$  N·m).
11. Using the hardware removed earlier, install the anti-rotational strap. Tighten the bolt 60 lbf·in (678 N·cm).
12. Connect the fan clutch connector.
13. Using new hardware, install the fan blade assembly. Tighten the nuts 19 lbf·ft (26 N·cm) in a diagonal pattern.
14. Start the engine and listen for any unusual noise. Look at the drive belt and ensure it is properly aligned.
15. Clean a spot on the base label (Form WAR259). Write the recall number, FL841, on a blank completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.