

October 2021
FL899A
NHTSA #21V-661 (School Bus)
Transport Canada #2021-529 (School Bus)

Subject: TBB Minotour Side Panel Installation

Models Affected: Specific model year 2022 Minotour school buses manufactured January 11, 2021, through June 29, 2021.

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.

In certain Minotour school buses, adhesive may not have been properly applied between the lower interior side panel and the seat rail. If the adhesive is not properly applied, the joint may not meet the joint strength requirement of FMVSS 221 S5.1/CMVSS 221 S3., which could increase the risk of injury in the event of a crash.

On affected vehicles, additional mechanical fasteners will be added to the joint in order to bring the vehicles into compliance. Repairs will be performed by Daimler Trucks North America authorized service facilities.

There are approximately 793 vehicles involved in this campaign.

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 the kit and/or part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL899, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL899

Campaign Number	Part Description	Part Number	Qty.
FL899A	SCREW, TAPPING #10 - 16 x .625	TBB 69003099	160 ea

Table 1

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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL899A	Install screws, interior sidelining and below pass seat mount	3.8	996-R127A	12- Repair Recall/Campaign

Table 2

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 (**FL899-A**).
- In the Primary Failed Part Number field, enter **25-FL899-000**.
- In the Parts field, enter the appropriate part number as shown in the Replacement Parts Table.
- In the Labor field, first 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. (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 DTNACconnect.com/WSC, 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 is not returnable.

The letter notifying U.S. and Canadian 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 Minotour Side Panel Installation

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, Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists on specific model year 2022 Minotour school buses manufactured January 11, 2021, through June 29, 2021.

In certain Minotour school buses, adhesive may not have been properly applied between the lower interior side panel and the seat rail. If the adhesive is not properly applied, the joint may not meet the joint strength requirement of FMVSS 221 S5.1/CMVSS 221 S3., which could increase the risk of injury in the event of a crash.

On affected vehicles, additional mechanical fasteners will be added to the joint in order to bring the vehicles into compliance. 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. The Recall will take approximately four hours and will be performed at no charge to you. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.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 in the postage-paid envelope 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. **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.

TBB 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 Daimler Trucks North America LLC authorized dealer concerning this matter.

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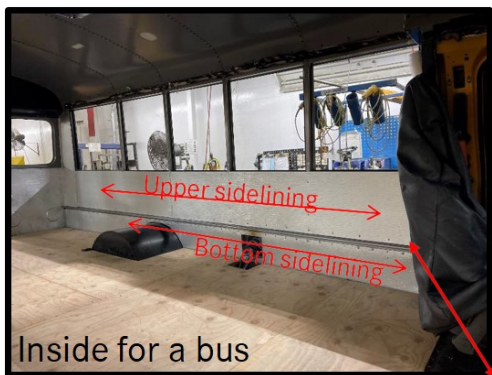
Work Instructions

Subject: TBB Minotour Side Panel Installation

Models Affected: Specific model year 2022 Minotour school buses manufactured January 11, 2021, through June 29, 2021.

Service Procedure Overview

Install sheet metal screws *horizontally* along the top portion of the bottom sidelining, below the seat rail, the full length of the passenger compartment. See Fig. 1 for the location and parts list. Install screws *vertically* at the front and rear of the bottom sidelining near the step well Fig. 2 and Fig. 3.



Seat Rail

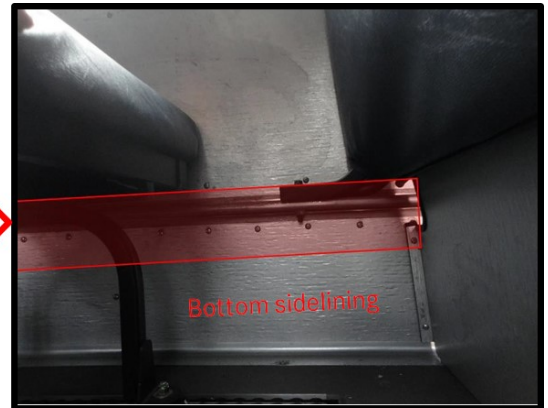
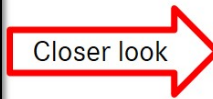


Fig. 1

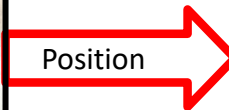
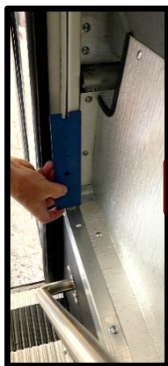


Fig. 2

Screw Placement at Step Well Area



Fig. 3

Screw Placement at Rear and Top Locations

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Decommission the Vehicle for Repair

1. Park the vehicle on a level surface, turn engine OFF, place in park, chock wheels, and turn the body circuit breaker to the OFF position.
2. Disconnect negative battery cables at the batteries.

Repair Procedure

IMPORTANT: 1.) This repair does not require the removal of the seat frames. 2.) In some cases, the underseat seater cover *may* need removed to install the screws.

3. Create screw drilling/location templates for both the horizontal and vertical screw placement. See the last page of these work instructions for the template layouts. A paper template made to scale should be sufficient.
4. Place, and firmly hold the horizontal template/fixture in place over the existing screws shown in Fig. 4.
5. Drill holes, using a #19 drill bit, through the small holes of the template/fixture.
6. Install screws P/N: TBB 66003099 Fig. 5 using a #2 x 152 square bit tool or similar Fig. 6.
7. The installation will look similar to Fig. 7.
8. Continue with this process until the full length of the left and right side of the bus is completed.

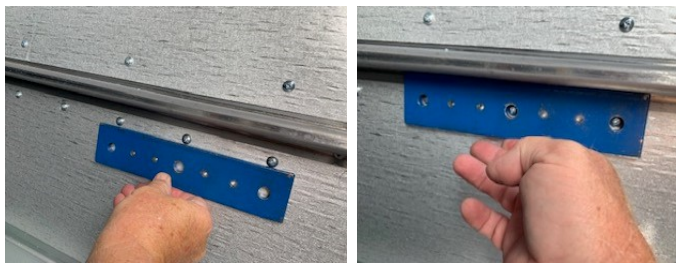


Fig. 4

Template/Fixture, Place the Larger 7/16 inch Holes Over Existing Screws



Fig. 7

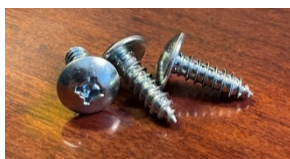


Fig. 5
TBB 66003099
Screw, Tapping #10-
16x.625

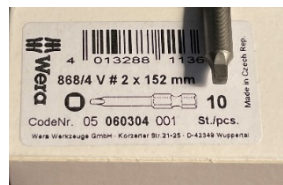


Fig. 6
#2 x 152mm
Square Power Bit

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9. Perform the vertical screw installation starting in the step well area.
10. Place and firmly hold the vertical template/fixture over the existing screws as shown in Fig. 8.

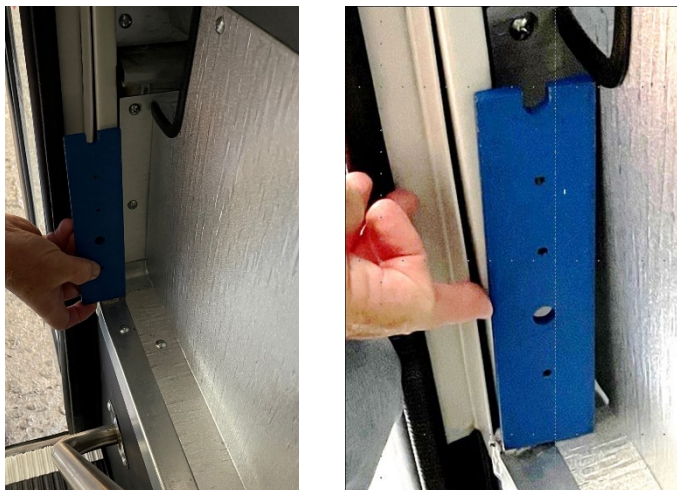


Fig. 8

Vertical Template/Fixture Placement for Step Well Area

11. Proceed to the remaining vertical screw installations. using this method as follows:
 - Right rear sidelining vertical
 - Left rear sidelining vertical
 - Left front sidelining vertical, behind the driver area.
12. **CLEAN** the floor of vehicle once the repair is completed.

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13. Provided in Fig. 9 and Fig. 10 are the drilling templates.

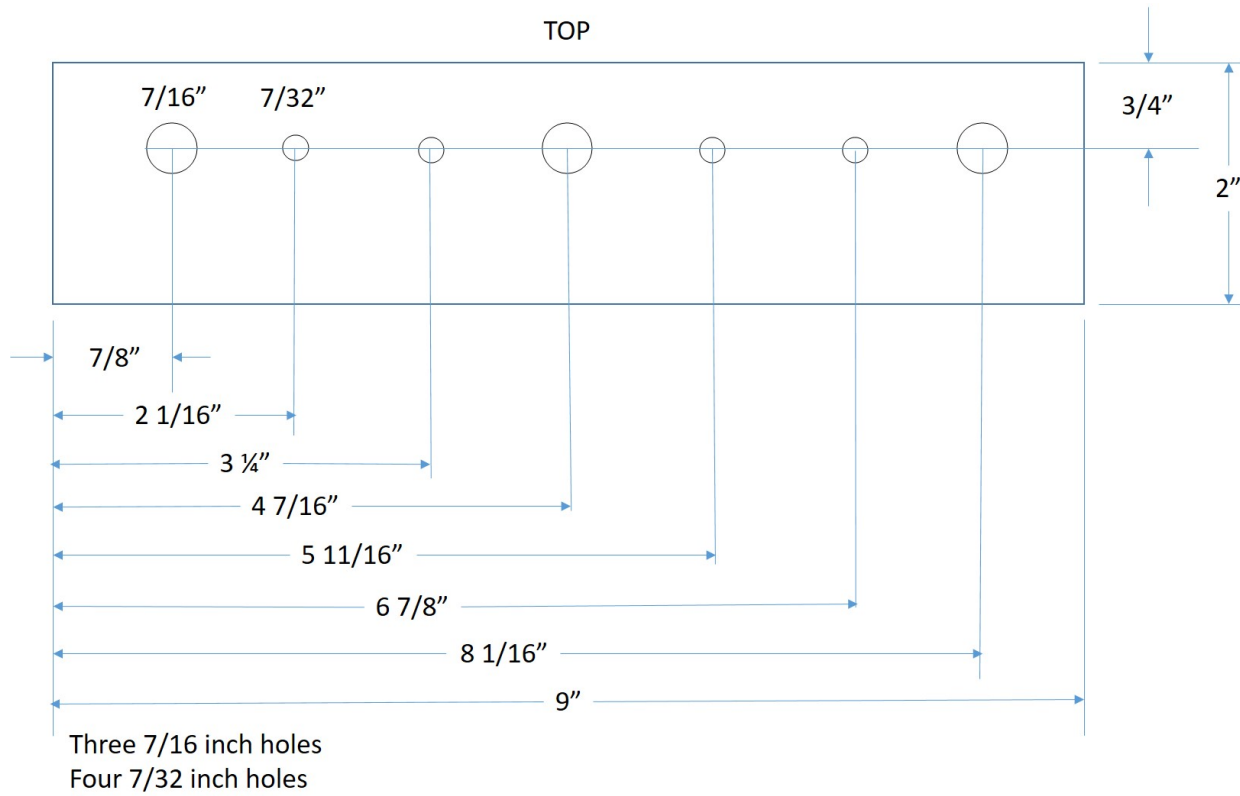


Fig. 9
Horizontal Drilling Template for Screw Alignment

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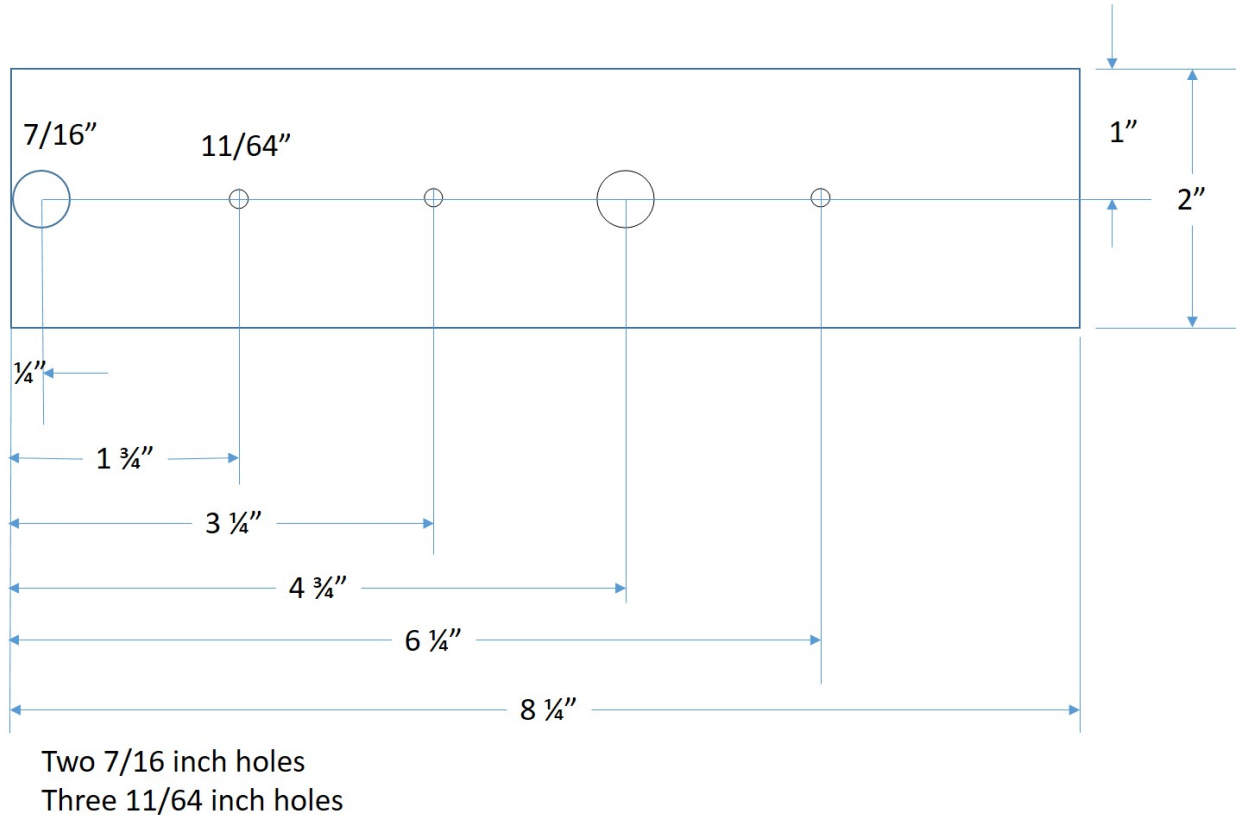


Fig. 10
Vertical Drilling Template for Screw Alignment

⚠️ Recommission the Vehicle for Repair

14. Connect the negative battery cable(s) at the battery, turn the body circuit breaker to the ON position, and start engine to ensure vehicle repairs are complete.