

December 2021  
FL904 AB  
NHTSA # 21V-850 (School Bus)  
Transport Canada # 2021-669 (School Bus)

## **Subject: TBB Alternator Cable Loose**

**Models Affected: Specific model year 2020-2022 Thomas Built Buses EFX and HDX vehicles manufactured October 1, 2019, through August 19, 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.

On certain EFX & HDX model school busses, the nut for the power cable stud on the alternator may not have been torqued properly. A loose cable connection on an unfused power cable may increase the risk of a fire.

The alternator power cable connection will be inspected and torqued if necessary. Repairs will be performed by DTNA authorized service facilities.

There are approximately 1,451 vehicles involved.

#### **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.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

### **Work Instructions**

Please refer to the attached work instructions.

### **Replacement Parts**

There are no replacement parts.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL904, a list of the customers and vehicle identification numbers will be available on DTNAConnect.

### **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 Codes	Corrective Action
FL904A	TIGHTEN ALTERNATOR POWER CABLE	0.9	996-R131A	12-Repair Recall/Campaign
FL904B	TIGHTEN ALTERNATOR POWER CABLE	0.8	996-R131B	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 (**FL904-A or FL904-B**).
- In the Primary Failed Part field, enter **25-FL904-000**.
- 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. (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.

U.S. and Canadian Dealers; To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts

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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: TBB Alternator Cable Loose

**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, has decided that a defect that relates to motor vehicle safety exists on specific model years 2020-2022 EFX & HDX model school busses manufactured October 1, 2019, through August 19, 2021.

The alternator power cable connection will be inspected and torqued if necessary. Repairs will be performed by DTNA authorized service facilities.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed. To locate an authorized dealer, go to [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 one hour 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: TBB Alternator Cable Loose**

**Models Affected: Specific model year 2020-2022 Thomas Built Buses EFX and HDX vehicles manufactured October 1, 2019, through August 19, 2021.**

### **Alternator Power Cable Connection Securement Repair**

1. Park the vehicle on a level surface, turn engine OFF, chock tires, and turn the main power disconnect switch (MPDS) to the OFF Position. The MPDS switch is located in the battery box compartment.
2. Disconnect negative battery cables at the batteries.
3. Open the engine compartment door for the HDX. See Fig. 1. For HDX vehicles, go to step 12. For EFX vehicles, continue to next step.
4. Access the engine cover for the EFX. See Fig. 2.



**Fig. 1, HDX Engine Compartment,  
Typical**



**Fig. 2, EFX Engine Cover,  
Typical**

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5. Reposition the EFX engine cover as shown in Fig. 3, Fig. 4, and Fig. 5 to gain access to the alternator power cable securement nut at the rear of the alternator.



Fig. 3, Open rear access door

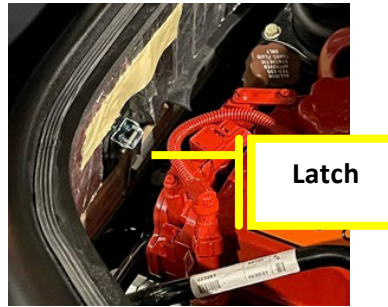


Fig. 4, Flip latch up to unlock cover from floor

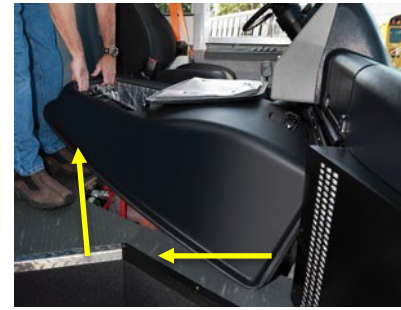


Fig. 5, Lift cover up, and pull back just enough to gain access to alternator. Cover does not need removed

6. Tighten the alternator power cable-anchoring nut to the value shown in Fig, 7, and identified in Fig. 6 circled in yellow.
7. Connect the negative battery cable at the batteries, turn the main power disconnect switch to the ON position.
8. Start engine to check that the repair functions as intended.
9. Reverse the engine cover removal process, and latch the engine cover into place.
10. Unchock the tires, and release the EFX vehicle back into service.

**NOTICE**

TORQUE VALUE is in **lbf·in**

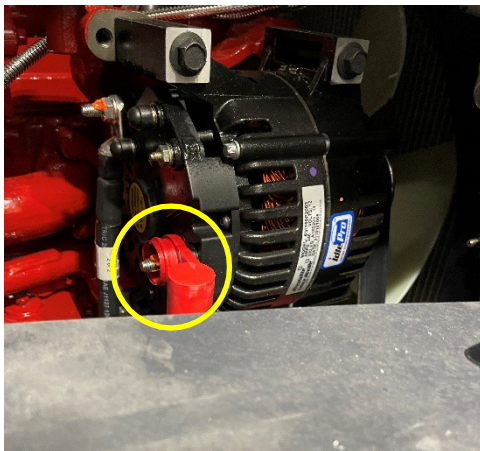


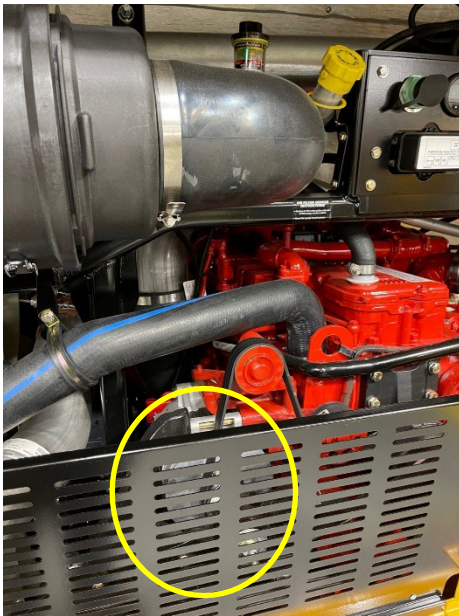
Fig. 6, With EFX engine cover repositioned, see the power cable connection circled in yellow (Right front of engine)

Alternator Part Number	Torque Value <b>lbf·in</b>
TBB181725	90
TBB181726	90

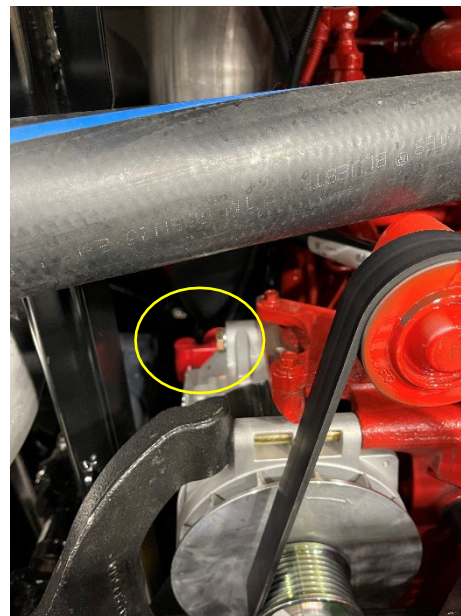
Fig. 7, Torque value for the alternator power (B+) nut

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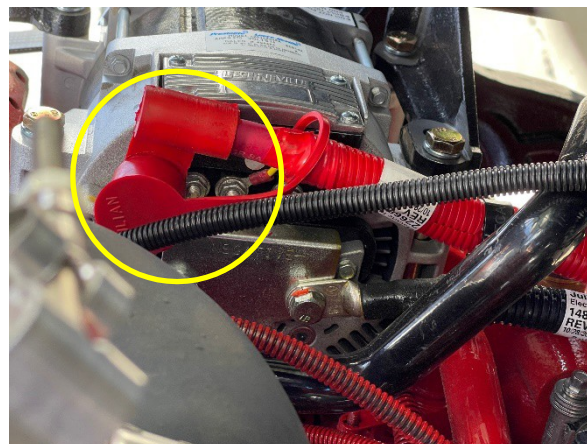
11. Access the HDX alternator power cable securement nut through the rear engine door. See Fig. 8, Fig 9, and Fig. 10.



**Fig. 8, HDX Alternator location (yellow circle) is behind the belt guard (black). Access the power cable nut through the opening below the hose and above alternator**



**Fig. 9, Yellow circle identifies the power cable nut on backside of alternator**



**Fig. 10, Power cable connection shown from the rear view of alternator. Remove the red protection cap to access the power cable nut**



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12. Tighten the alternator power cable-anchoring nut to the value shown in Fig, 11.

Alternator Part Number	Torque Value <b>lbf·in</b>
TBB179526	53
TBB181726	90

**Fig. 11, Torque value for the alternator power (B+) nut**

13. Connect the negative battery cable at the batteries, and turn the main power disconnect switch to the ON position.
14. Connect the negative battery cable at the batteries, and turn the main power disconnect switch to the ON position.
15. Unchock the tires, and release the HDX vehicle back into service.