

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Thomas Built Bus Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090 FAX 503-745-9009

If you have questions about this Letter, please submit your inquiry on the Web using the **WSC Link on DTNAConnect**

REF #: ICI16-001

Effective: 1/21/16

Release: 1/25/16

SUBJECT: SynTec Recall – S3B Track Mounted Seats on TBB Buses

This letter is to inform you that SynTec Seating Solutions and DTNA have recalled certain Thomas Built Buses Saf-T-Liner and Minotour vehicles manufactured with SynTec S3B track mounted seats. SynTec is making the repairs. Recall notices were mailed on 1/21/16.

There is no action for DTNA dealers to take. This is for your information should the dealership receive any questions from customers. DTNA's cover letters and Syntec's notice are on the following pages for reference.

If you have questions or need further information regarding this recall, please contact SynTec Seating Solutions directly at (336) 862-7509.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

Daimler Trucks North America LLC

Daimler Trucks North America LLC
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone
503.745.9009 Fax

February 2016
NHTSA #15V-843 & 15E-089

IMPORTANT SAFETY RECALL

See enclosed VIN list

Subject: TBB SynTec S3B Track Mounted Seats

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, has decided that a non-compliance with U.S. and Canadian regulations exists on specific Thomas Built Buses Saf-T-Liner C2, HDX, and EFX vehicles and Minotour DRW vehicles manufactured August 19, 2014, through October 22, 2015, with certain SynTec Seating Solutions S3B track mounted seats.

Certain vehicles may not meet the requirements of FMVSS 222, School Bus Passenger Seating and Crash Protection. The seats may not provide sufficient strength to pass the rearward push test and could result in passengers sustaining injuries to the knee area or egress could be impeded in the event of a severe rear-end collision.

SynTec will add clamps to the front feet of the seats to ensure compliance. Please see SynTec's formal Owner Notification enclosed for details.

To arrange for repairs, contact SynTec or a Thomas Built Buses dealer. The repair will take approximately half an hour and will be performed at no charge to you. To contact SynTec call (336) 862-7509. To find a Thomas Built Buses dealer please go to www.thomasbus.com.

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 it to SynTec Seating, LLC, 200 Swathmore Avenue, High Point, NC 27263, Attention: Warranty 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 have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. For further information, please contact SynTec at (336) 862-7509.

If you have any questions about this recall, please contact SynTec at (336) 862-7509. 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) 3274236 (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

IMPORTANT SAFETY RECALL

SynTec Seating Solutions, LLC

December 10, 2015

TMS100

NHTSA # 15E089

Notice to Owners

Subject: S3B School Bus Seat “Track Mount”

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. SynTec Seating Solutions, LLC has decided that a noncompliance with Federal Motor Vehicle Safety Standard FMVSS 222: School Bus Passenger Seating and Crash Protection exists in certain Thomas Built Buses equipped with S3B “track mounted” school bus seats. Bending of the front seat feet was determined to be the root cause of the noncompliance. This noncompliance could result in passengers sustaining injuries in the knee area and / or impede egress in the event of a severe rear-end collision. A small clamp will be added to each of the front feet to ensure compliance.

To arrange for repairs you should contact your local Thomas Bus dealer immediately or SynTec Seating Solutions, LLC. SynTec will remedy the noncompliance without charge. The repair should take approximately 30 minutes depending on your vehicle and will be performed at no charge to you. Parts will be available for the repair effective January 4, 2016.

If you do not own the vehicle(s) that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to SynTec Seating, LLC 200 Swathmore Ave High Point, NC 27263, Att. Warranty 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 have any questions about this recall, please contact the Warranty Department at 336 862-7509, 8 a.m. to 5 p.m. Eastern Time, Monday through Friday. If you are not able to have the noncompliance 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>. In Canada you may contact Transport Canada-Road Safety, rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

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

SYNTEC SEATING SOLUTIONS WARRANTY DEPARTMENT

Enclosure

VEHICLES INVOLVED IN THIS CAMPAIGN

Our records indicate that the following vehicles are in your possession. See enclosed VIN List.

Daimler Trucks North America LLC

Daimler Trucks North America LLC
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone
503.745.9009 Fax

February 2016
Transport Canada #15-016

Subject: TBB SynTec S3B Track Mounted Seats

This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that a non-compliance with U.S. and Canadian regulations exists on specific Thomas Built Buses Saf-T-Liner C2, HDX, and EFX vehicles and Minotour DRW vehicles manufactured August 19, 2014, through October 22, 2015, with certain SynTec Seating Solutions S3B track mounted seats.

Certain vehicles may not meet the requirements of FMVSS/CMVSS 222, School Bus Passenger Seating and Crash Protection. The seats may not provide sufficient strength to pass the rearward push test and could result in passengers sustaining injuries to the knee area or egress could be impeded in the event of a severe rear-end collision.

SynTec will add clamps to the front feet of the seats to ensure compliance. Please see SynTec's formal Owner Notification enclosed for details.

To arrange for repairs, contact SynTec or a Thomas Built Buses dealer. The repair will take approximately half an hour and will be performed at no charge to you. To contact SynTec call (336) 862-7509. To find a Thomas Built Buses dealer please go to www.thomasbus.com.

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 it to SynTec Seating, LLC, 200 Swathmore Avenue, High Point, NC 27263, Attention: Warranty 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 have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. For further information, please contact SynTec at (336) 862-7509.

If you have any questions about this recall, please contact SynTec at (336) 862-7509. In Canada, you may 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.

THOMAS BUILT BUSES WARRANTY DEPARTMENT
Enclosure

IMPORTANT SAFETY RECALL

SynTec Seating Solutions, LLC

January 21, 2016

TMS100

NHTSA # 15E089

Notice to Owners

See Enclosed VIN List

Subject: S3B School Bus Seat “Track Mount”

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. SynTec Seating Solutions, LLC has decided that a noncompliance with Federal Motor Vehicle Safety Standard FMVSS 222: School Bus Passenger Seating and Crash Protection exists in certain Thomas Built Buses equipped with S3B “track mounted” school bus seats. Bending of the front seat feet was determined to be the root cause of the noncompliance. This noncompliance could result in passengers sustaining injuries in the knee area and / or impede egress in the event of a severe rear-end collision. A small clamp will be added to each of the front feet to ensure compliance.

To arrange for repairs you should contact your local Thomas Bus dealer immediately or SynTec Seating Solutions, LLC. SynTec will remedy the noncompliance without charge. The repair should take approximately 30 minutes depending on your vehicle and will be performed at no charge to you. Parts will be available for the repair effective January 4, 2016.

If you do not own the vehicle(s) that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to SynTec Seating, LLC 200 Swathmore Ave High Point, NC 27263, Att. Warranty 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 have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. For further information, please contact SynTec at (336) 862-7509.

If you have any questions about this recall, please contact the Warranty Department at (336) 862-7509, 8 a.m. to 5 p.m. Eastern Time, Monday through Friday. If you are not able to have the noncompliance 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>. In Canada you may contact Transport Canada-Road Safety, rue Noel, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

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

SYNTEC SEATING SOLUTIONS WARRANTY DEPARTMENT

Enclosure

RAPPEL IMPORTANT LIÉ À LA SÉCURITÉ

SynTec Seating Solutions, LLC

10 décembre 2015

TMS100

NHTSA # 15E089

Avis aux propriétaires

Objet : Sièges de bus scolaire montés sur rail S3B

Cet avis vous a été envoyé conformément aux exigences de la National Traffic and Motor Vehicle Safety Act. SynTec Seating Solutions, LLC a déterminé qu'une non-conformité avec la norme FMVSS 222 (Sièges pour passager d'autobus scolaire et protection en cas de collision) de la Federal Motor Vehicle Safety Standard existe sur certains véhicules modèles Thomas Built Buses équipés de sièges de bus scolaire montés sur rail S3B. La cause racine de la non-conformité a été attribuée à une déformation des pieds de devant des sièges. Cette non-conformité pourrait entraîner des blessures aux passagers dans la région des genoux et entraver l'évacuation du véhicule en cas de collision grave par l'arrière. Une petite bride sera ajoutée à chacun des pieds avant des sièges, afin d'assurer la conformité.

Veillez contacter immédiatement votre concessionnaire Thomas Bus local ou SynTec Seating Solutions, LLC. pour organiser la réparation. La réparation sera effectuée sans frais par SynTec. La réparation prendra environ 30 minutes, selon votre véhicule, et sera effectuée sans frais pour vous. Les pièces nécessaires pour la réparation seront disponibles à partir du 4 janvier 2016.

Si vous ne possédez pas le véhicule correspondant au numéro d'identification indiqué sur l'avis de rappel, veuillez renvoyer l'avis à SynTec Seating, LLC, 200 Swathmore Avenue, High Point, NC 27263, États-Unis. Attention : veuillez fournir au service de garantie tout renseignement en votre possession pouvant nous aider à localiser le propriétaire actuel. Si vous louez ce véhicule, la loi fédérale exige que vous fassiez parvenir cet avis au locataire dans les 10 jours.

Si vous avez des questions au sujet de ce rappel, s'il vous plaît contacter le Service de garantie au 336-862-7509, du lundi au vendredi de 8 h à 17 h, heure de l'Est. Si le problème de non-conformité n'est pas corrigé gratuitement et dans un délai raisonnable, vous pouvez vous plaindre auprès de l'administrateur, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, États-Unis, ou encore appeler la ligne d'assistance Vehicle Safety au 1-888-327-4236 (TTY : 800-424-9153) ou sur le site Web <http://www.safercar.gov>. Au Canada, vous pouvez communiquer avec Transport Canada -- Sécurité routière, au 80 rue Noël, Gatineau, Québec J8Z 0A1, ou appeler au 1-800-333-0510.

Nous sommes désolés pour tout inconvénient pouvant résulter de cette activité, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules motorisés.

SYNTEC SEATING SOLUTIONS WARRANTY DEPARTMENT

Pièce jointe

VÉHICULES CONCERNÉS PAR CETTE CAMPAGNE

Nos dossiers indiquent que vous êtes propriétaire des véhicules suivants. Voir la liste de NIV ci-jointe.

Daimler Trucks North America LLC

Daimler Trucks North America LLC
P.O. Box 4090
Portland, OR 97208-4090, États-Unis
800.547.0712 Téléphone
503.745.9009 Télécopieur

Février 2016
Transport Canada n° 15-016

Objet : Sièges montés sur rail TBB SynTec S3B

Cet avis vous a été envoyé conformément à la Loi sur la sécurité automobile du Canada.

Au nom de sa filiale à cent pour cent Thomas Built Buses (« TBB »), Daimler Trucks North America LLC a déterminé qu'une non-conformité avec les règlements fédéraux américains et canadiens en vigueur existe pour certains véhicules modèles Thomas Built Buses Saf-T-Liner C2, HDX et EFX, et certains véhicules modèles Minotour DRW construits entre le 19 août 2014, et le 22 octobre 2015, équipés de certains sièges montés sur rail SynTec Seating Solutions S3B.

Certains de ces véhicules peuvent ne pas satisfaire aux exigences de la norme FMVSS/NSVAC 222 (Sièges pour passager d'autobus scolaire et protection en cas de collision). Il peut arriver que les sièges ne fournissent pas une résistance suffisante pour réussir l'essai de poussée vers l'arrière, ce qui pourrait d'une part entraîner des blessures aux passagers dans la région des genoux et d'autre part entraver l'évacuation du véhicule en cas de collision grave par l'arrière.

SynTec va ajouter des brides sur les pieds de devant des sièges, afin d'assurer la conformité. Veuillez vous reporter à l'avis officiel aux propriétaires de SynTec ci-joint pour plus de détails.

Veuillez contacter SynTec ou un concessionnaire Thomas Built Buses pour organiser la réparation. La réparation prend environ une demi-heure et sera effectuée sans frais pour vous. Pour contacter SynTec, veuillez appeler le 336-862-7509. Pour trouver un concessionnaire Thomas Built Buses, consultez le site www.thomasbus.com.

Vous pourriez être responsables de tout dommage progressif résultant de votre négligence dans l'exécution du rappel dans un délai raisonnable après réception de l'avis.

Si vous ne possédez pas le véhicule correspondant au numéro d'identification indiqué sur l'avis de rappel, veuillez renvoyer l'avis à SynTec Seating, LLC, 200 Swathmore Avenue, High Point, NC 27263, États-Unis, Attention : veuillez fournir au service de garantie tout renseignement en votre possession pouvant nous aider à localiser le propriétaire actuel. Si vous louez ce véhicule, la loi fédérale exige que vous fassiez parvenir cet avis au locataire dans les 10 jours.

Si vous avez payé pour faire corriger le problème traité dans ce rappel avant de recevoir cet avis, vous pourriez être admissible pour un remboursement. Pour de plus amples renseignements, veuillez contacter SynTec au 336-862-7509.

Si vous avez des questions au sujet de ce rappel, veuillez contacter SynTec au 336-862-7509. Au Canada, vous pouvez communiquer avec Transport Canada -- Sécurité routière, au 80 rue Noël, Gatineau, Québec J8Z 0A1, ou appeler le 1-800-333-0510.

Nous sommes désolés pour tout inconfort pouvant résulter de cette activité, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules motorisés.

SERVICE DE GARANTIE THOMAS BUILT BUSES