

# Recall Campaign

June 2017  
FL737AB  
NHTSA #17V-313  
Transport Canada #17-257

## Subject: TBB Syntec S3C Wall Mounted Seats

**Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX and EFX buses manufactured February 7, 2013, through December 22, 2016.**

### 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 1,136 vehicles involved in this campaign.

On certain vehicles the Syntec S3C seat may have been installed without the under-rail washers as required by design. Seats installed this way may not meet the requirements of FMVSS 210, Seat Anchorage Requirements, and increase the risk of injury in the event of a crash.

Buses will be inspected and mounting hardware will be installed as necessary.

### 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**

Campaign Number	Part Number	Description	Qty. Per Seat
FL737AB	TBB 203868	3/8-16 GRADE 8 HEX NUT/SERRATED D-WASHER, CAPTIVATED	2 per seat

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**

<b>Campaign Number</b>	<b>Procedure</b>	<b>Time Allowed (Hours)</b>	<b>SRT Code</b>	<b>Corrective Action</b>
FL737AB	Install Nut/Washers – 2-4 seats	0.4	996-1003A	12 – Repair Recall/Campaign
	Install Nut/Washers – 5-8 Seats	0.7	996-1003B	12 – Repair Recall/Campaign
	Install Nut/Washers – 9-12 Seats	1.0	996-1003C	12 – Repair Recall/Campaign
	Install Nut/Washers – 13-16 Seats	1.2	996-1003D	12 – Repair Recall/Campaign
	Install Nut/Washers – 17-20 Seats	1.5	996-1003E	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 (**FL737-A or FL737-B**)
- In the Primary Failed Part field, enter **TBB 69004114**.
- 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 **174-022-003** 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.

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Contact the Warranty Campaigns Department at (336) 889-4871, from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, via Web inquiry at [AccessFreightliner.com](http://AccessFreightliner.com) / My Tickets and Submit an Inquiry, if you have any questions or need additional information.

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.

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.

# Recall Campaign

Daimler Trucks  
North America LLC

June 2017  
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## Copy of Notice to Owners

### Subject: TBB Syntec S3C Wall Mounted Seats

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. 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 defect which relates to motor vehicle safety exists on specific Thomas Built Buses Saf-T-Liner HDX and EFX uses manufactured February 7, 2013, through December 22, 2016.

On certain vehicles the Syntec S3C seat may have been installed without the under-rail washers as required by the design. Seats installed this way may not meet the requirements of FMVSS 210, Seat Anchorage Requirements, and increase the risk of injury in the event of a crash.

Buses will be inspected and mounting hardware will be installed as necessary.

**To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** Thomas will remedy this defect without charge. The repair should take approximately an hour and half, depending on your vehicle, 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 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 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](http://www.thomasbus.com).

If you have any questions about this recall, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, 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>. In Canada, you may contact Transport Canada-road safety, 80 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.

THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosure

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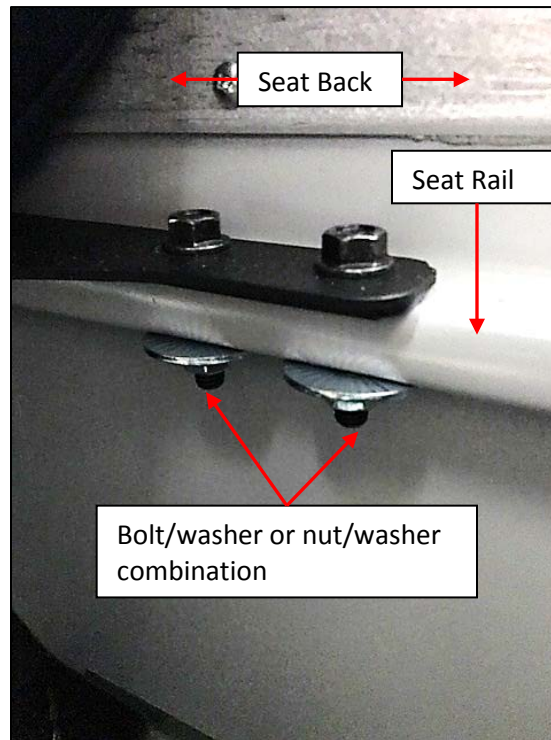
## Work Instructions

### Subject: TBB Syntec S3C Wall Mounted Seats

**Models Affected: Specific Thomas Built Buses Saf-T-Liner HDX and EFX buses manufactured February 7, 2013, through December 22, 2016.**

#### Nut/Washer Installation

1. Chock the wheels, set the parking brake, put the transmission in park/neutral, and turn the ignition to key off.
2. Remove and discard any nuts from the two bolts on the seat rail on the back of the S3C seat (see **Figure 1**).



**Figure 1: Location of bolt/Washers**

3. Install one combination nut/washer (TBB 203868) on each bolt.
4. Tighten each nut/washer to 12-14 lb·ft.
5. Repeat for each seat.