

# Recall Campaign

Daimler Trucks  
North America LLC

March 2018

FL743AB

NHTSA #17V-453 School Buses

#17V-454 Non School Buses

Transport Canada #17-359

REVISED NOTICE

## Subject: TBB Wheelchair Pocket Track

**Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 school buses and non-school buses manufactured December 1, 2004, through May 30, 2017.**

### 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 approximately 1,500 vehicles involved in this campaign.

On certain buses, the wheelchair pocket track may not meet the anchorage requirement. This may increase the risk of injury in the event of a crash.

Additional fasteners will be added to the wheelchair pocket track to reinforce the anchorage.

**REVISION:** Some vehicles may not have the affected pocket track. An SRT for inspection only has been added to address this. The recall affects the pocket track only and not continuous track.

### 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.

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## Replacement Parts

Replacement parts are now available and can be obtained by ordering from your facing Parts Distribution Center.

Table 1 – Replacement Parts for FL743

Campaign Number	Kit Number	Part Number	Part Description	Qty.
FL743AB	TBB 216886	TBB 184059	5/16"-18 X 1.25, FLAT HEAD SOC CAP, SCREW (2 ea)	1 kit per track section
		TBB 69004114	WASHER, FLAT - 5/16 I.D. X 1 1/2 O.D. (2 ea)	
		TBB 69004121	NUT, FLANGE 5/16-18, SERRATED (2 ea)	
		TBB 184062	5/16"-18 X 3.50, FLAT HEAD SOC CAP, SCREW (1 ea) (Use with TBB 125077 only when a bolt falls on a Z-channel; discard if not needed)	
	N/A	TBB 125077	FLOOR REINFORCEMENT, CHANNEL, SEAT (Use with TBB 184062 from the kit only when a bolt falls on a Z-channel)	1 ea
N/A	N/A	UNDERCOATING (As needed)	N/A	

Table 1

## Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

## Labor Allowance

**IMPORTANT:** Please be sure to confirm the correct SRT for the procedure claimed (the letter at the end of the SRT).

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Table 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
FL743AB	Inspect the bus for wheelchair pocket tracks, no pocket tracks found	0.2	996-0913I	06 – Inspect
	Inspect and repair 1 section of track: Install 2 bolts, nuts, and washers	0.4	996-0913A	12 – Repair Recall/Campaign
	Inspect and repair 2 sections of track: Install 2 bolts, nuts, and washers	0.8	996-0913B	
	Inspect and repair 3 sections of track: Install 2 bolts, nuts, and washers	1.2	996-0913C	
	Inspect and repair 4 sections of track: Install 2 bolts, nuts, and washers	1.6	996-0913D	
	Inspect and repair 5 sections of track: Install 2 bolts, nuts, and washers	2.0	996-0913E	
	Inspect and repair 6 sections of track: Install 2 bolts, nuts, and washers	2.4	996-0913F	
	Inspect and repair 8 sections of track: Install 2 bolts, nuts, and washers	2.8	996-0913G	
	Inspect and repair 10 sections of track: Install 2 bolts, nuts, and washers	3.4	996-0913H	
	Inspect and repair 12 sections of track: Install 2 bolts, nuts, and washers	3.7	996-0913J	
	Inspect and repair 14 sections of track: Install 2 bolts, nuts, and washers	4.2	996-0913K	
	Inspect and repair 16 sections of track: Install 2 bolts, nuts, and washers	4.8	996-0913L	

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:

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**REVISION:** Some vehicles may not have the affected pocket track. An SRT for inspection only has been added to address this. The recall affects the pocket track only and not continuous track.

- Claim Type is **Recall Campaign**.
- In the Campaign field, enter the campaign number (**FL743-A or FL743-B**)
- In the Primary Failed Part field, enter **TBB 173640**
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.  
**NOTE: One TBB 216886 kit per track section repaired is required and claimed.**
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **174-001-066** 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.

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.

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## Copy of Notice to Owners

### Subject: TBB Wheelchair Pocket Track

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 C2 school buses and non-school buses manufactured December 1, 2004, through May 30, 2017.

On certain buses, the wheelchair pocket track may not meet the anchorage requirement. This may increase the risk of injury in the event of a crash.

Additional fasteners will be added to the wheelchair pocket track to reinforce the anchorage.

**To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair should take between approximately half an hour to four hours, depending on the work needed, 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

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**Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 school buses and non-school buses manufactured December 1, 2004, through May 30, 2017.**

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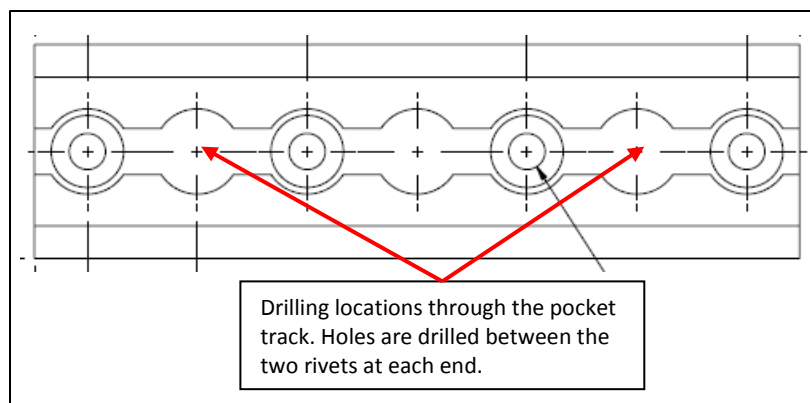
### Wheelchair Pocket Track Inspection

1. Park the vehicle, shut down the engine, make sure the shifter is in Park or Neutral. Chock the tires.
2. Inspect for pocket tracks.
  - 2.1 If any pocket tracks are found, continue with the reinforcement procedure below for each.
  - 2.2 If only continuous track is found, no further work is needed.

### Wheelchair Pocket Track Reinforcement

IMPORTANT: One kit TBB 216886 is needed for each track section repaired. Each bus will require between one and 16 kits to complete the recall. Part number TBB 184062 from the kit may be discarded if it is not needed. Review **Table 1** on page 2 before starting work.

1. Identify track locations and prepare the area for installation of the bolts. (Seats covering the track, preventing installation of the two bolts, may need to be removed.)
2. Drill a hole through the track and the floor using a "P" bit (.3230 in. bit). See **Figure 1** for locations.



**Figure 1: Drilling Locations**

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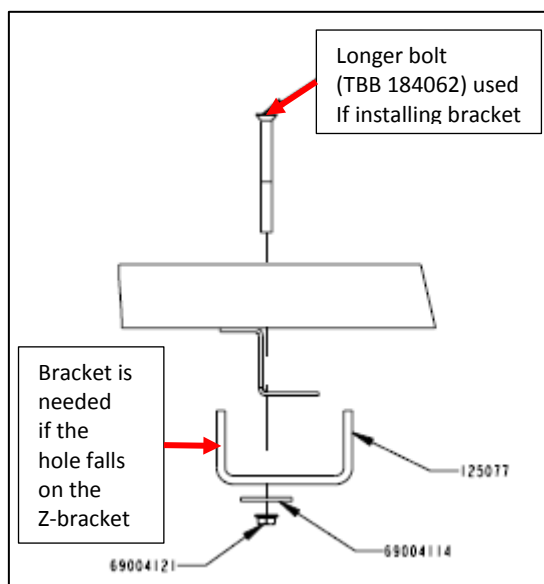
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3. Create a countersink in each of the holes drilled. This should be an 82-degree countersink at a .191 in. depth.
4. Insert a 5/16 in.-18 X 1.25 flat head socket cap bolt (TBB 184059) in each hole.
5. Underneath the bus, install a washer (TBB 69004114) and nut (TBB 69004121) on each of the bolts inserted through the track and floor and tighten to 12-14 lbf.ft.

NOTE: Use bolt TBB 184062 from the kit only when the Z-section interferes, otherwise it may be discarded.  
See step 7.

6. If the Z-section interferes with tightening the washer and nut against the floor, install a bracket (TBB125077) with a longer bolt (TBB 184062) over the Z-section as shown in **Figure 2**. If there is no interference, go to step 8.



**Figure 2: Bracket and Bolt**

7. Tighten each nut and bolt until secure against the floor and the bolt is flush against the top of the track.
8. Spray the new bolts with undercoating.
9. Repeat for each section of track.
10. Remove the chocks from the tires.