

# Recall Campaign

Daimler Trucks  
North America LLC

March 2018

FL747AB

NHTSA #17V-587 (School Buses)

#17V-589 (Non-School Buses)

Transport Canada #17-459

## Subject: TBB Freedman 3-Point Seat Belt Brackets

**Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 and HDX school and non-school buses equipped with Freedman 3-point belted seats and manufactured September 4, 2013, through May 15, 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.

On certain buses, 3-point belted seats may not meet anchorage requirements due to a missing reinforcement bracket. In the event of a crash, this may increase the risk of injury.

Buses will be inspected and reinforcement brackets will be installed as needed.

### 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 or directly from Freedman Seat Manufacturers.

Order one seat bracket kit (#89750) per seat that requires a new bracket directly from Freedman Seat Manufacturers at no charge using the following Instructions:

- Call or an email your order to Freedman: (773) 524-2440, Extension 291  
PartsDept@Freedmanseating.com
- Freedman Contact: Lorel Rutherford

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Table 1 – Replacement Parts for FL747

Campaign Number	Kit Number	Part Number	Description	Qty.
FL747AB	Freedman Bracket Kit 89750	N/A	Kit Contains: <ul style="list-style-type: none"> <li>FREEDMAN #87711 – IN BRACKET, REAR, LEG, BOLT-ON</li> <li>1/2,WASHER, FLAT, SAE, G8, QTY. 2</li> <li>1/2-13UNC X 1 ½ HHCS, G8, ZP</li> <li>1/2- 13 UNC, PREV TORQUE, G8, ZP</li> </ul>	1 kit per seat
	TBB 217931 (1 kit per seat)	TBB 170728	BOLT, HEX FLANGE, 7/16-14 X 2.25, SAE G	1 ea
		TBB 17035	NUT, FLANGE, 7/16-14, SERRATED, SAE GRADE 8, STEEL, ZINC	1 ea
		TBB 69004123	WASHER FLAT 3/8 X 1	1 ea
		TBB 170731	BOLT HEX FLANGE 7/16 - 14 X 4.5 (Use only when installing a floor reinforcement TBB 125077 or TBB 46016639; discard if not needed)	1 ea
	N/A	TBB 125077 (for C2 buses)	FLOOR REINFORCEMENTCHANNEL SEAT (Use only when a bolt falls on a z-channel)	1 ea
	N/A	TBB 46016639 (for HDX buses)	REINF-FLOOR CHANNEL, HDX (Use 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

Table 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
FL747AB	Inspect for seat brackets	0.2	996-R004A	06 – Inspect
	Inspect and install 8-12 seat brackets	3.6	996-R004B	12 – Repair Recall/Campaign
	Inspect and install 14-16 seat brackets	4.8	996-R004C	
	Inspect and install 17-19 seat brackets	6.0	996-R004D	
	Inspect and install 20-22 seat brackets	6.6	996-R004E	

Table 2

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## 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 (**FL747-A or FL747-B**)
- In the Primary Failed Part field, enter **TBB 179150**.
- 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 **174-022-001** 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 Freedman 3-Point Seat Belt Brackets

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, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner C2 and HDX school buses and non-school buses equipped with Freedman 3-point belted seats and manufactured September 4, 2013, through May 15, 2017.

On certain buses, 3-point belted seats may not meet anchorage requirements due to a missing reinforcement bracket. In the event of a crash, this may increase the risk of injury.

Buses will be inspected and reinforcement brackets will be installed as needed.

**To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair should take between half an hour and seven hours 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

March 2018

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## Work Instructions

### Subject: TBB Freedman 3-Point Seat Belt Brackets

**Models Affected:** Specific Thomas Built Buses Saf-T-Liner C2 and HDX school and non-school buses equipped with Freedman 3-point belted seats and manufactured September 4, 2013, through May 15, 2017.

### Reinforcement Bracket Installation

1. Park the vehicle, shut down the engine, make sure the shifter is in Park, chock the tires.
2. Inspect seats for a reinforcement bracket. See **Figure 1** showing bracket location.



**Figure 1: Bracket Location**

3. Install a reinforcement bracket on any seat missing a bracket, using kit TBB 217931.

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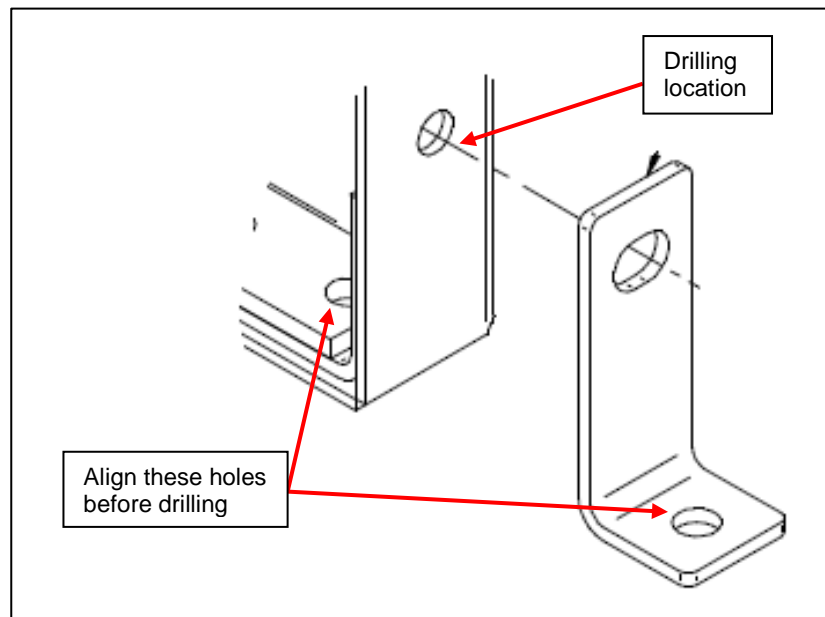
Transport Canada #17-459

IMPORTANT: Order one seat bracket kit (#89750) per seat that requires a new bracket directly from Freedman Seat Manufacturers at no charge using the following Instructions:

Call or an email your order to Freedman: (773) 524-2440, Extension 291  
PartsDept@Freedmanseating.com

Freedman Contact: Lorel Rutherford

4. Align the new bracket with the back of the seat pedestal as shown in **Figure 2**. The back of the bracket and the seat should be flush, with the bracket centered on the seat at the floor.
5. Mark the drilling location on both the pedestal and the floor.



**Figure 2: Drilling Location & Bracket Alignment**

6. Remove the bracket and drill a 7/32 in. hole in the pedestal (first drilling a pilot hole if needed).
7. Drill a hole completely through the floor with a 25/64 in. bit, taking care not to damage the floor covering.
8. Install the bracket (from Freedman kit 89750) as shown in **Figure 3**.
  - 8.1 Install the bolt (TBB 170728) through the bracket, the hole drilled earlier, and the floor. Add washer (TBB 69004123) and nut (TBB 170735) to the bolt underneath the floor.
  - 8.2 If the bolt falls on a Z-channel, in addition to step 8.1, install a floor channel reinforcement (C2: TBB 1205077 or HDX: TBB 46016639) and use a longer bolt (TBB 170731).
  - 8.3 Tighten to 12-14 lbf-lbs.
  - 8.4 Apply undercoating to the underside of the bus at the bracket holes.

# Recall Campaign

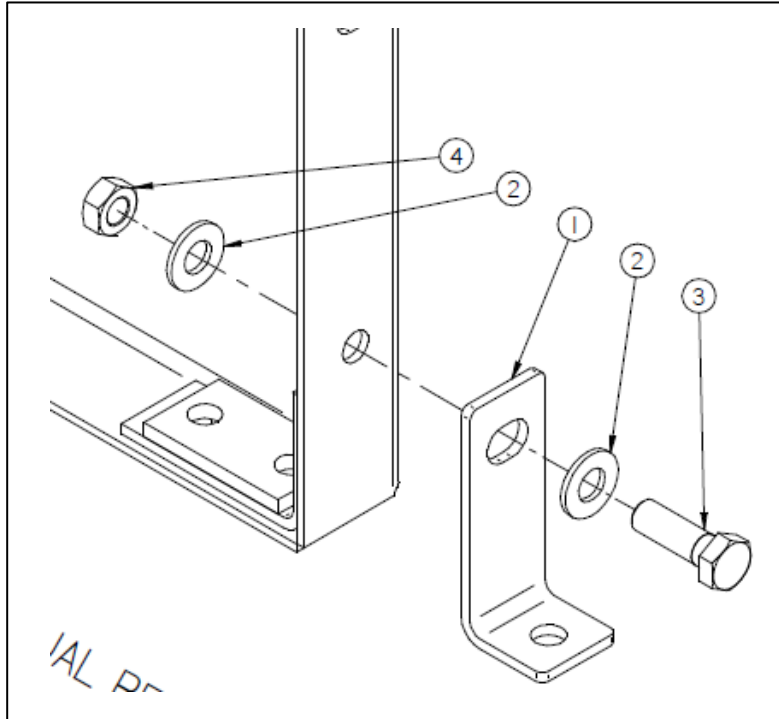
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**Figure 3: Installation of Bracket on Seat Pedestal**

9. Complete the procedure for each seat that needs a reinforcement bracket.
10. Remove the chocks from the tires.