

Recall Campaign

Daimler Trucks
North America LLC

May 2018
FL753
NHTSA#17V-729

Subject: TBB IMMI Seat Belt Buckle Rods

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2, HDX, and EFX buses and Minotour DRW and SRW school buses manufactured November 23, 2015, through June 15, 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 approximately 50 vehicles involved in this campaign.

On certain buses, the Indiana Mills and Manufacturing Inc. (IMMI) seat belt assemblies equipped with 3-point lap and shoulder belts do not satisfy the requirements of S4.2 of FMVSS 210 S4.2 – Seat Belt Assembly Anchorages, Strength. A seat belt assembly that does not meet these requirements may increase the risk of injury in the event of a crash.

Seat belt buckle rods will be replaced on affected seats.

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 (mounting rods and nuts) are now available to be ordered from IMMI using the following instructions. One repair kit per seat is needed.

Contact either of the IMMI representatives by phone or email:

Deb Mund
dmund@imminet.com
(317) 867-8478

OR

Angie Moore
amoore@imminet.com
(317) 867-8416

Information to have available when ordering:

- The order is for the "Buckle Rod Replacement Kit"
- The number of seats/kits (one kit per seat)
- Shipping information for your dealership

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Removed Parts

Removed parts will be returned to IMMI (please follow these instructions regardless of what Warranty Failed Parts Tracking indicates).

Prepare removed mounting rods for shipment per step 7 of the work instructions. Removed parts from multiple buses may be shipped together.

Ship removed parts to:

IMMI
18881 IMMI Way
Westfield, IN. 46074
Attention: Scott Hoffman
UPS Account: 444130

Labor Allowance

Table 2 – Labor Allowance

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
FL753-A	Replace seat belt mounting rod in 5-10 seats	1.5	996-R019A	12 – Repair Recall/Campaign
	Replace seat belt mounting rod in 11-15 seats	2.0	996-R019B	12 – Repair Recall/Campaign
	Replace seat belt mounting rod in 16-20 seats	2.6	996-R019C	12 – Repair Recall/Campaign
	Replace seat belt mounting rod in 21-25 seats	2.8	996-R019D	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 (**FL753-A**).
- In the Primary Failed Part field, enter **TBB 173118**.
- Enter nothing in the Parts section, parts will be ordered directly from IMMI.
- Removed parts will be returned to IMMI. Please follow the instructions in step 7 and the shipping instructions under Removed Parts.
- 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**.

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- **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.

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 / 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 IMMI Seat Belt Buckle Rods

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, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner C2, HDX, and EFX school buses and Minotour DRW and SRW school buses manufactured November 23, 2015, through June 15, 2016.

On certain buses, the IMMI seat belt assemblies equipped with 3-point lap and shoulder belts do not satisfy the requirements of S4.2 of FMVSS 210 S4.2 – Seat Belt Assembly Anchorages, Strength. A seat belt assembly that does not meet these requirements may increase the risk of injury in the event of a crash.

Seat belt buckle rods will be replaced on affected seats.

This second notice regarding this issue is to inform you that the repair is now available. **To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair should take approximately one to three 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.

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>.

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 IMMI Seat Belt Buckle Rods

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2, HDX, and EFX buses and Minotour DRW and SRW school buses manufactured November 23, 2015, through June 15, 2016.

Seat Belt Buckle Mounting Rod Replacement

1. Park the vehicle on a level surface, shut down the engine, and set the park brake. Chock the tires.
2. Open the bottom of the seat using the slam latch at back of the seat bottom to access the mounting rod holding the two seat belt buckles. See **Figure 1**.

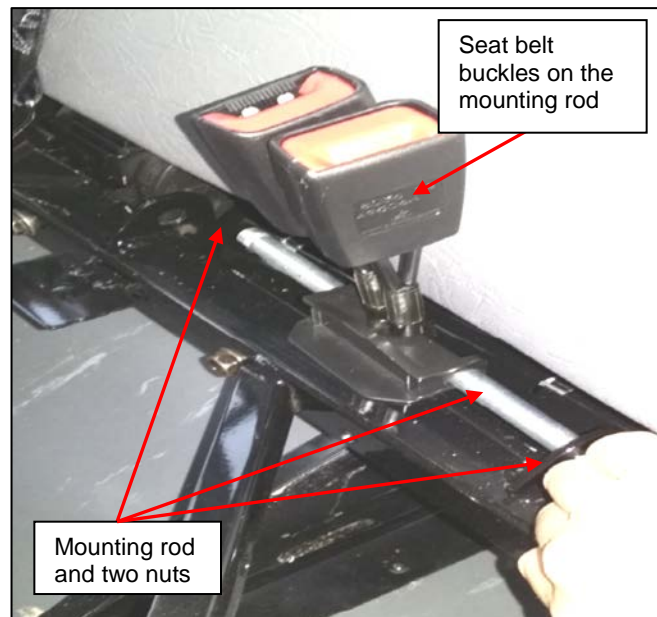


Figure 1: Buckle Mounting Rod

3. Clamp the mounting rod with a set of vice grips to keep the mounting rod from turning. See **Figure 2**.
4. Using a 3/4" wrench, remove the nut from one end of the mounting rod.
5. Remove the nut from the other end of the mounting rod.
6. While holding the buckles, remove the mounting rod.

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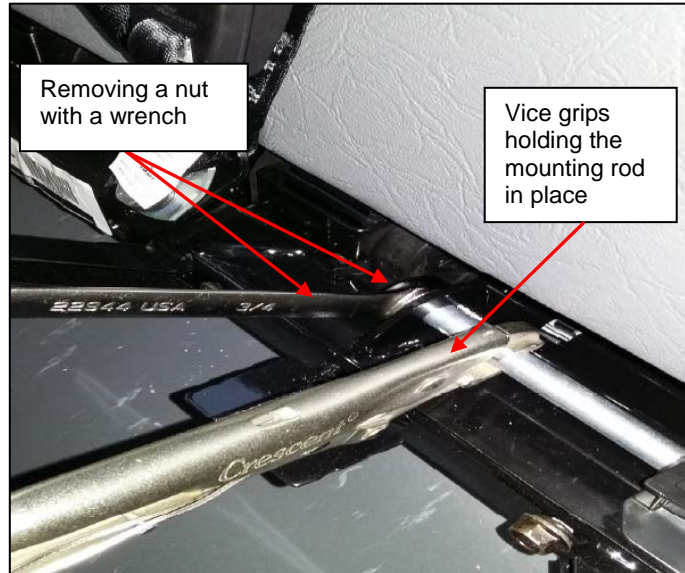


Figure 2: Removing the Mounting Rod

7. After removing the mounting rod, prepare it for shipping to IMMI. See **Figures 3 and 4**.

- Screw the nuts on either end of the mounting rod.
- Write seat lot number, found on the label underneath the seat frame, on the mounting rod.
- Write the VIN on the mounting rod.
- Using a paint pen, mark the mounting rod with a red dot.



Figure 3: Label on the Seat Frame Rail with the Lot Number

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Figure 4: Removed Mounting Rod Ready for Shipment to IMMI

8. Install the replacement mounting rod between the brackets with the buckle slides per the original installation. Make sure the buckles are captured on the mounting rod and the orientation is correct.
9. Install a nut at each end of the mounting rod and hand tighten.
10. Using a torque wrench and a wrench on the nut at the opposite end of the mounting rod, tighten the nut to 26 lbf-lbs. Reverse the torque wrench and wrench and tighten the second nut to 26 lbf-lbs.
11. Using a paint pen, mark the mounting rod with a green dot.
12. Repeat the procedure for each seat.
13. Remove the chocks from the tires.