

Recall Campaign

Daimler Trucks
North America LLC

May 2019

FL763AB

NHTSA #18V-192 (School Buses)

#18V-193 (Non-School Buses)

Transport Canada #18-142

Subject: TBB SynTec S3B Seat Frames (Non-Restraint Seats)

Models Affected: Thomas Built Buses Saf-T-Liner C2, EFX, and HDX buses and Minotour buses manufactured August 27, 2014, through February 5, 2018.

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. **All repairs completed (with a repair date) on or after May 6, 2019, must be for this final remedy. All interim repairs must be completed before May 6, 2019. INT FL763 claims with repair dates of May 6, 2019, or later will *not* be accepted. No work or claims are needed for buses that show a claim number of "FLWA00999999" or status of "CLOSED BY ADMIN."**

There are approximately 7,300 vehicles involved in this campaign.

Under certain extreme operating conditions, such as adverse road conditions, repetitive shock loads, or occupant abuse, a metal fatigue crack may develop on the S3B seat rear wall mount bracket. Over time, such a crack may propagate and lead to fracturing of the wall mount bracket. A seat with a severely cracked or fractured wall mount bracket may increase the risk of injury to occupants in the event of a crash.

An additional wall bracket between the wall rail and the seat will be installed on each suspect seat. **Seats that had an interim repair still require this final remedy.**

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.

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Table 1 – Replacement Parts for FL763

Campaign Number	Kit Number	Description	Qty. Per Seat
FL763AB	TBB 221138	SEAT REINF BRKT KIT, LEFT, FIELD FIX, S3B NON-RESTRAINT (FF16)	1 kit
	TBB 221139	SEAT REINF BRKT KIT, RIGHT, FIELD FIX, S3B NON-RESTRAINT (FF16)	1 kit
	TBB 221380	SEAT REINF BRKT KIT, LEFT, FIELD FIX, S3B NON-RESTRAINT, 30" & 32" (FF16+FF20)	1 kit
	TBB 221381	SEAT REINF BRKT KIT, RIGHT, FIELD FIX, S3B NON-RESTRAINT, 30" SYNTEC SAFE SPACER KIT, FIELD FIX, S3B NON-RESTRAINT & 32" (FF16+FF20)	1 kit
	TBB 221382	SYNTEC SAFE SPACER KIT, FIELD FIX, S3B NON-RESTRAINT	1 kit

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
FL763AB	Install bracket reinforcement, 1-10 seats	0.5	996-R016R	12 – Repair Recall/Campaign
	Install bracket reinforcement, 10-19 seats	1.2	996-R016S	
	Install bracket reinforcement, 20-24 seats	1.8	996-R016T	
	Install bracket reinforcement, 25-30 seats	2.0	996-R016U	

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:

IMPORTANT: All repairs completed (with a repair date) on or after May 5, 2019, must be for this final remedy. All interim repairs must be completed before May 6, 2019. INT FL763 claims with repair dates of May 6, 2019, or later will not be accepted. No work or claims are needed for buses that show a claim number of "FLWA00999999" or status of "CLOSED BY ADMIN."

- Claim Type is **Recall Campaign**.
- In the Campaign field, enter the campaign number (**FL763-A or FL763-B**)
- In the Primary Failed Part field, enter **25-FL763-000**.
- 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 **T99-999-018** 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 / 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 SynTec S3B Seat Frames (Non-Restraint 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, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner C2, EFX, and HDX and Minotour school and non-school buses manufactured August 18, 2014, through February 5, 2018.

Under certain extreme operating conditions, such as adverse road conditions, repetitive shock loads, or occupant abuse, a metal fatigue crack may develop on the S3B seat rear wall mount bracket. Over time, such a crack may propagate and lead to fracturing of the wall mount bracket. A seat with a severely cracked or fractured wall mount bracket may increase the risk of injury to occupants in the event of a crash.

An additional wall bracket will be installed between the wall rail and the seat on each suspect seat.

This is the second notice regarding this recall and is to inform you the remedy is now available. **To arrange for repairs, you should contact your local Thomas Built Buses dealer immediately.** The repair may take up to two hours, depending on the number of seats affected, 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>. 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 S3B Seat Frames (Non-Restraint Seats)

Models Affected: Thomas Built Buses Saf-T-Liner C2, EFX, and HDX buses and Minotour buses manufactured August 27, 2014, through February 5, 2018.

IMPORTANT: All repairs completed (with a repair date) on or after May 5, 2019, must be for this final remedy. All interim repairs must be completed *before* May 6, 2019. Interim claims with repair dates of May 6, 2019, or later will *not* be accepted. No work or claims are needed for buses that show a claim number of "FLWA009999999" or status of "CLOSED BY ADMIN."

General Procedure

NOTE: In addition to the recalled SynTec S3B wall-mounted seats, buses may also have seats that are not part of the recall, such as floor-mounted seats, flip seats, davenport seats, etc. *Do not attempt to repair these other types of seats.*

1. Park the vehicle, shut down the engine, place the bus in Park, set the parking brake, and chock the tires.
2. Measure the affected seats to determine the size and correct repair procedure. See **Figure 1**.

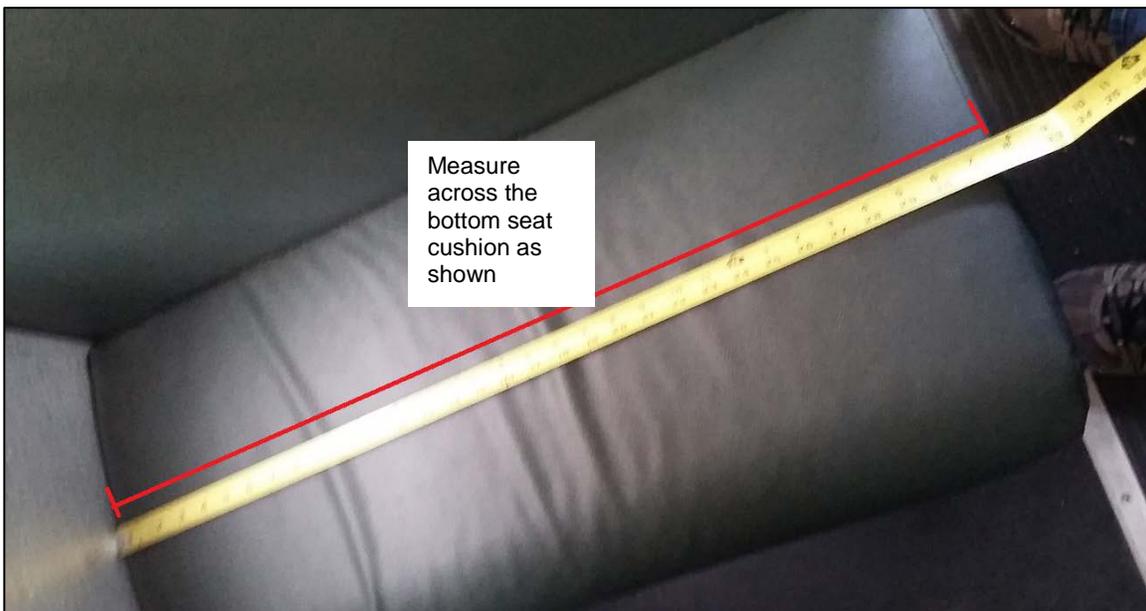


Figure 1: Measure the Seat

3. Remove the lower seat cushion, retain for reinstallation. See **Figure 2**.

NOTE: Seats may have intact, cracked, or completely broken brackets. See **Figure 2**.

4. Remove the rear attachment 9/16 inch bolt, washer (if equipped), and nut from the wall bracket, retain for reinstallation.

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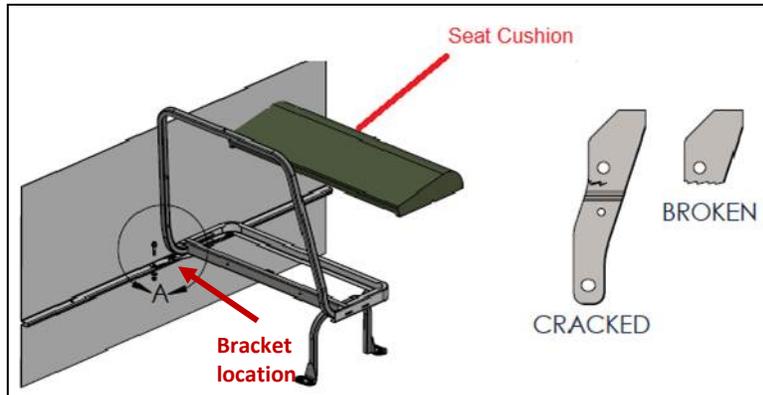


Figure 2: Bracket Location and Examples

5. Go to the procedure called out in **Table 3** below for each seat to be repaired. Buses may have multiple SynTec S3B seat sizes.

Seat Size	Page #
Standard Seats: 26 inch, 36 inch, and 39 inch	6
Standard Seats: 30 inch and 32 inch	8

Table 3

Bracket Installation – 26 Inch, 36 Inch, and 39 Inch Seats

1. If not already done, perform the **General Procedure**.
2. Inspect the bracket.
If the bracket is *completely* broken (not cracked), go to **Bracket Installation with Safe Spacer – 26 inch, 36 inch, and 39 inch Seats**.
If the bracket is *not* completely broken, continue with the next step.
3. Place the new bracket over the top of the original bracket (from kit TBB 221138 for driver's side or TBB 221139 for curb side). See **Figure 3**. (Driver's side will be shown in illustrations.)
4. Using bolts from the kit, install the bracket, U-bolt, plate, and lock nuts, as shown in **Figure 3**. Hand tighten all.
5. Install the rear attachment bolts and nuts removed earlier. Do not tighten.
6. Install the cover using the cover screw. Tighten to 3 lbf-ft.
7. Torque the U-bolt lock nuts evenly to 5 lbf-ft.
8. Torque the rear attachment bolt to 12 lbf-ft.
9. Reinstall the seat cushion.

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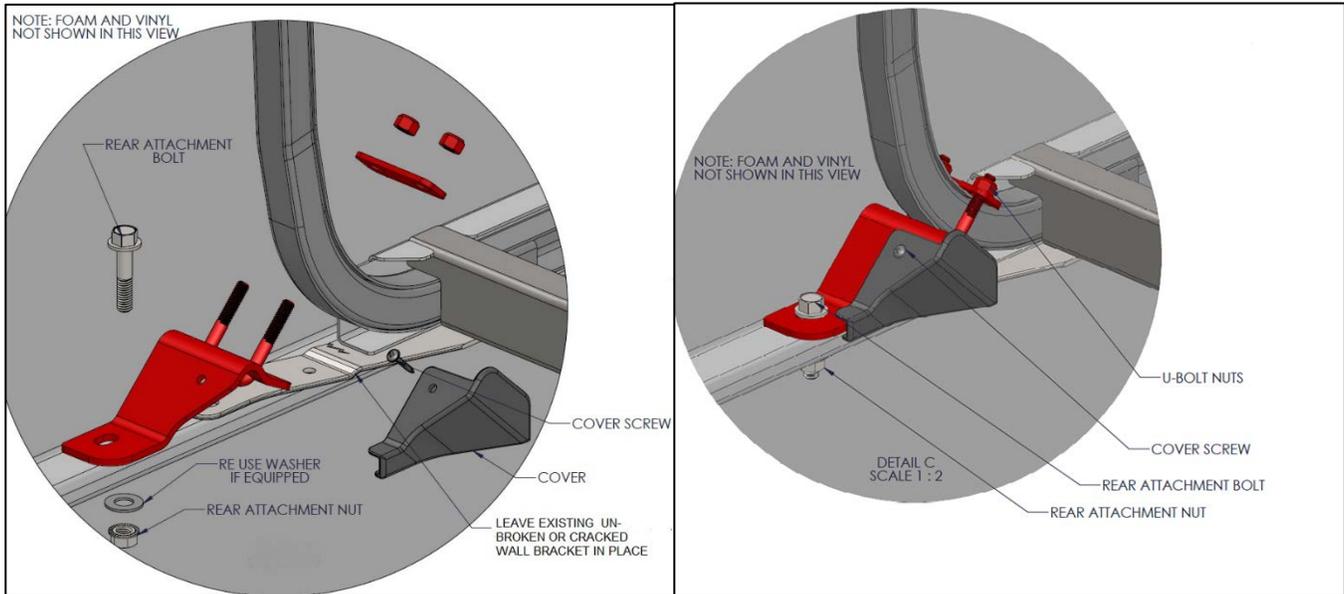


Figure 3: Bracket Installation (Driver's Side Shown) – 26 Inch, 36 Inch, and 39 Inch Seats

Bracket Installation with Safe Spacer – 26 inch, 36 inch, and 39 inch Seats

NOTE: The steps below are performed only when the original bracket is completely broken. See Figure 2.

1. Remove the broken piece of seat bracket and discard.
2. Slide the safe spacer (from kit TBB 221382) underneath the broken bracket as shown in Figure 4.

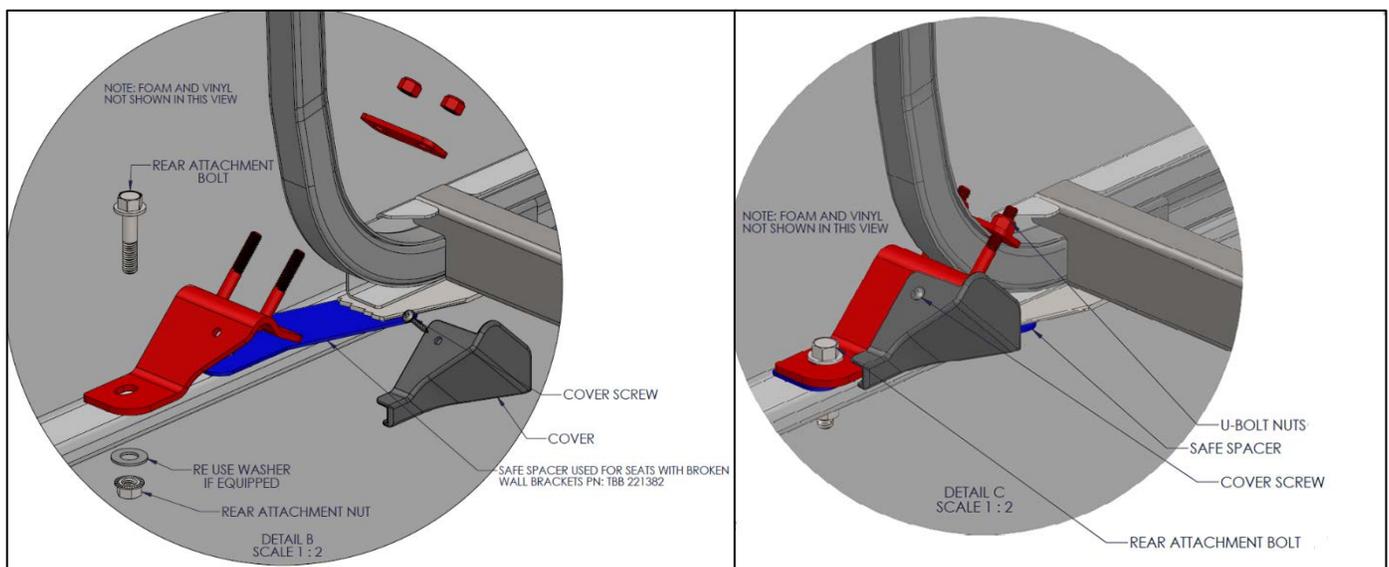


Figure 4: Installation with Safe Spacer (Driver's Side Shown) – 26 Inch, 36 Inch, and 39 Inch Seats

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3. Install the reinforcement bracket, U-bolt, plate, and lock nuts. Do not tighten.
4. Install the rear attachment bolts and nuts removed earlier. Do not tighten.
5. Install the cover using the cover screw. Tighten to 3 lbf-ft.
6. Torque the U-bolt lock nuts evenly to 5 lbf-ft.
7. Torque the rear attachment bolt to 12 lbf-ft.

Bracket Installation – 30 Inch and 32 Inch Seats

1. Inspect the bracket.

If the bracket is *completely* broken (not cracked), go to **Bracket Installation with Safe Spacer – 30 inch and 32 inch Seats**.

If the bracket is *not* completely broken, continue with the next step.

2. Place the new bracket over the top of the original bracket (from kit TBB 221380 for driver's side or TBB 221381 for curb side). See **Figure 3**. (Driver's side will be shown in illustrations.)
3. Using bolts from the kit, install the bracket, U-bolt, plate, and lock nuts, as shown in **Figure 3**. Hand tighten all.
4. Install the rear attachment bolts and nuts removed earlier. Do not tighten.
5. Install the cover using the cover screw. Tighten to 3 lbf-ft.
6. Torque the U-bolt lock nuts evenly to 5 lbf-ft.
7. Torque the rear attachment bolt to 12 lbf-ft.
8. Go to **Additional Bracket Installation – 30 Inch and 32 Inch Seats** below (page 10).

Bracket Installation with Safe Spacer- 30 Inch and 32 Inch Seats

NOTE: The steps below are performed only when the original bracket is completely broken. See Figure 2.

1. Remove the broken piece of seat bracket and discard.
2. Slide the safe spacer (from kit TBB 221382) underneath the broken bracket as shown in **Figure 4**.
3. Install the reinforcement bracket, U-bolt, plate, and lock nuts. Do not tighten.
4. Install the rear attachment bolts and nuts removed earlier. Do not tighten.
5. Install the cover using the cover screw. Tighten to 3 lbf-ft.
6. Torque the U-bolt lock nuts evenly to 5 lbf-ft.
7. Torque the rear attachment bolt to 12 lbf-ft.
8. Go to **Additional Bracket Installation – 30 Inch and 32 Inch Seats** below (page 10).

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Additional Bracket Installation – 30 Inch and 32 Inch Seats

1. At the location indicated in **Figures 5 and 6**, drill a hole in the seat leg. (Drilling from the top is recommended.)

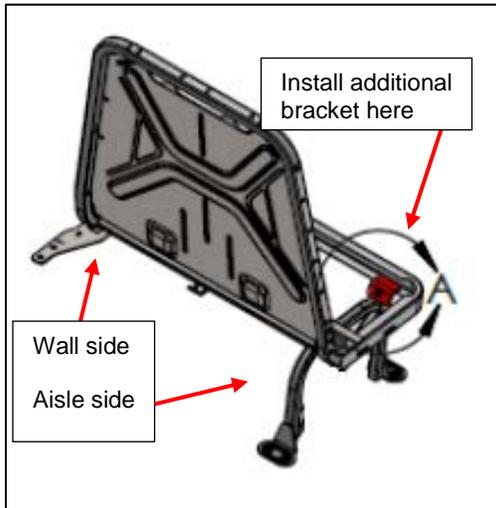


Figure 5: Location of Additional Bracket
(Driver's Side Shown)

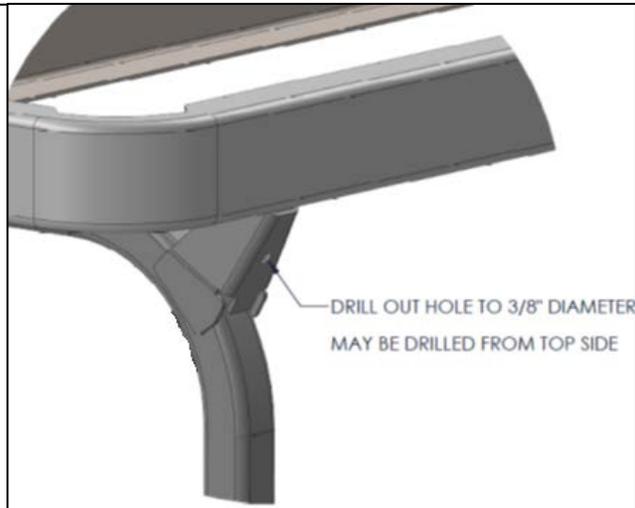


Figure 6: Drilling Location

2. Insert the bolt from underneath the seat up through the bracket and nut (from kit TBB 221380 for driver's side or TBB 221381 for curb side). Hand tighten the bolt and nut to secure. See **Figures 7 and 8**.

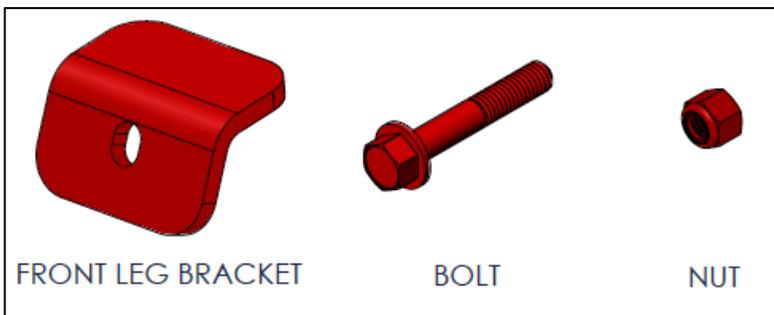


Figure 7: Additional Parts for 30 Inch and 32 Inch Seats

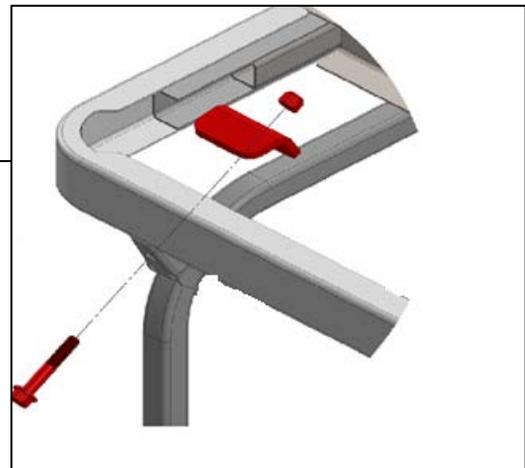


Figure 8: Bolt bracket installation

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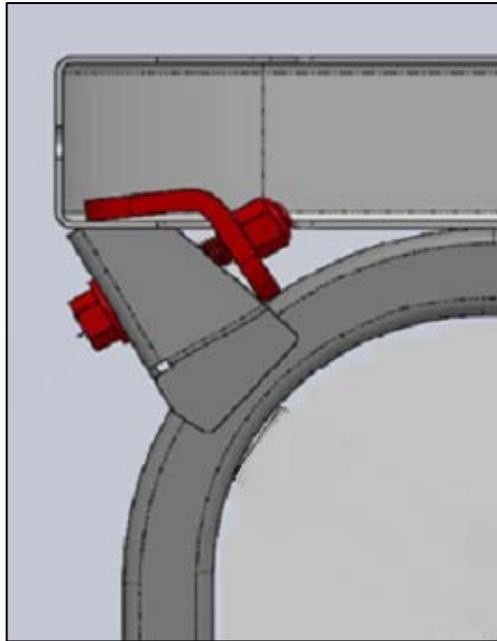
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3. Tighten the bolt to 20 lbf-ft. Completed installation is shown in **Figure 9**.
4. Reinstall the seat cushion.



**Figure 9: Completed Installation
(Shown in Cross Section)**