

Recall Campaign

Daimler Trucks
North America LLC

October 2018
FL787A
NHTSA#18V-561

Subject: TBB SynTec S3B Floor Mounted Seats

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 buses manufactured February 26, 2018, through July 4, 2018, with certain SynTec Seating Solutions floor mounted S3B seats.

General Information

IMPORTANT: Thomas Built Buses and SynTec Seating Solutions are working directly with the two dealer locations that have the affected buses in their area. Other dealers are not expected to be called on to perform this repair.

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 30 vehicles involved in this campaign.

Certain SynTec S3B seats failed to meet the requirements of the FMVSS 210, Seat Belt Anchorages, pull test. If the seat mounting foot were to detach from the floor of a bus during a crash, there would be an increased risk of injury.

Washers will be added between the rear mounting foot and the bus floor bolt heads to increase the surface contact of the bolted joint.

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 from SynTec Seating Solutions. Two Thomas Built Buses dealers have affected buses in their area and SynTec will work directly with them to provide parts.

If you believe you have buses that require this recall in your area, contact SynTec to confirm at:

SynTec Seating Solutions
Contact: Shannon Clouse
Phone Number: (336) 862-7505
Email: Shannon.clouse@na.joysonsafety.com

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Table 1 – Replacement Parts for FL787

Campaign Number	SynTec Kit Number	SynTec Part Number	Description	Qty. Per Seat
FL787A	29068	2496686	3/8" FLAT WASHER	2 ea
		69004261	3/8"-16 FLANGE NUT	2 ea
	N/A	N/A	Spray Undercoating	As Needed

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
FL787A	Replace nuts and add washers on 1-2 seats	0.4	996-R014A	12 – Repair Recall/Campaign
	Replace nuts and add washers on 4-6 seats	2.4	996-R014B	
	Replace nuts and add washers on 7-10 seats	4.0	996-R014C	

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:

IMPORTANT: Thomas Built Buses and SynTec Seating Solutions are working directly with the two dealer locations that have the affected buses in their area. Other dealers are not expected to be called on to perform this repair.

- Claim Type is **Recall Campaign**.
- In the Campaign field, enter the campaign number **(FL787-A)**
- In the Primary Failed Part field, enter **25-FL787-000**.
- 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:

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- 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 SynTec S3B Floor Mounted Seats

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 has decided that a defect which relates to motor vehicle safety exists in certain Thomas Built Buses Saf-T-Liner C2 buses manufactured February 26, 2018, through July 4, 2018, with certain SynTec Seating Solutions floor mounted S3B seats.

Certain SynTec S3B seats failed to meet the requirements of the FMVSS 210, Seat Belt Anchorages, pull test. If the seat mounting foot were to detach from the floor of a bus during a crash, there would be an increased risk of injury.

Washers will be added between the rear mounting foot and the bus floor bolt heads to increase the surface contact of the bolted joint.

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 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.

We apologize for any inconvenience this may have caused. If you have any questions or require further information, 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
Enclosures

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Work Instructions

Subject: TBB SynTec S3B Floor Mounted Seats

Models Affected: Specific Thomas Built Buses Saf-T-Liner C2 buses manufactured February 26, 2018, through July 4, 2018, with certain SynTec Seating Solutions floor mounted S3B seats.

Floor Mounted Seat Hardware Installation

NOTE: This procedure requires two people, one inside the bus and one outside the bus.

1. Park the vehicle, shut down the engine, make sure the shifter is in Park/Neutral, set the emergency brake, chock the tires.
2. Locate the rear foot on the aisle side of each 45 inch S3B seat on the bus (there will be between 1 and 10 seats). See **Figure 1**.

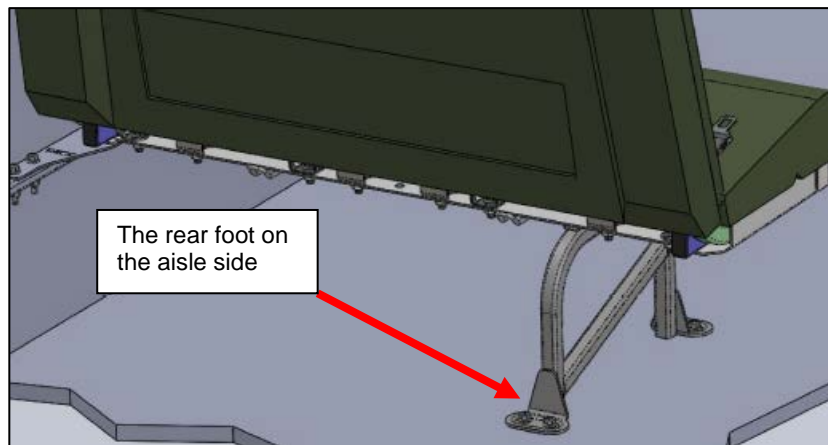


Figure 1: Location of the Affected Seat Foot

NOTE: Two bolts for each affected seat foot go through the floor of the bus. The person outside the bus will hold each nut steady while the person inside the bus removes the bolt.

3. Using a 9/16 inch combination wrench, the person outside the bus will hold the nut underneath the bus steady. Using a 3/8 inch drive socket with a 9/16 inch deep well socket, the person inside the bus will remove the bolt. Repeat for the second nut/bolt.
4. Retain the two washers and discard the two nuts (underneath the bus). If there were any other brackets or mounting hardware, reinforcements, etc. (inside the bus), retain for reinstallation.
5. Remove the bolts (inside the bus) and add one new washer to each bolt then reinsert each bolt through the foot of the seat and the floor of the bus. Reinstall any hardware removed in step 4 above in the same location as the bolts are reinserted. See **Figure 2**.
6. Install new nuts and the existing washers on the bolts from underneath the bus. See **Figure 2**.

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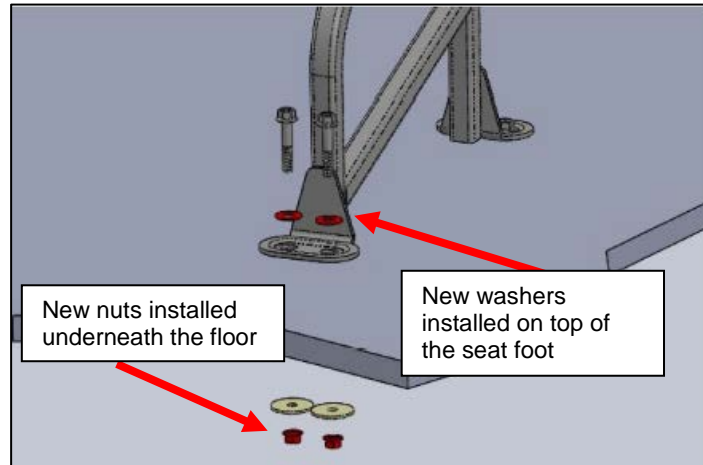


Figure 2: Hardware Installation Locations

7. Using a torque wrench with 9/16 inch socket, tighten the bolts to 14 foot pounds.
8. Spray rubberized undercoating over the area where the bolts come through the floor of the bus.
9. Repeat for each 45 inch S3B seat.
10. Remove the chocks from the tires.