

SynTec S3B & S3C RTR foam Recall Key Talking Points

Introduction: The purpose of this call is to communicate an important customer service development concerning seating in Thomas school buses. Our communication will be specific and at this time we will not be able to elaborate or take any additional questions. We realize that there will be many questions but it is imperative that we follow specific NHTSA guidelines. Please keep this information confidential at this time. We do commit to further communication and will do so at the appropriate times and with the appropriate methods. Thank you for your understanding. Here are the key points of our message:

- Thomas Built Buses will be issuing a recall on all S3B and S3C non 3 point seatbelt or ICS school bus seats.
- This will impact approximately 58,000 school buses built prior to August 15, 2019.
- The issue is an inconsistency with seat back foam in two small areas along the lower outer frame edges of the seat.
- This non-compliance is not be visible or detectable.
- All S3B and S3C non 3 point seatbelt or ICS seats will need to be addressed with a procedure to improve the impact area around the frame. That procedure is currently being verified and will be released at the appropriate time.
- The S3C 3point belt or integrated child seat backs are excluded from any action currently.
- Buses *can continue to operate* until the repair is completed

SynTec has filed an equipment recall with NHTSA. TBB's recall has filed to NHTSA as well. We are making a commitment to keep you informed in case you get an inquiry, and telling you details today in case a customer approaches you.

The SRT time and repair procedure are being developed and will be made available once a final action is determined.

Please understand that dealers can't deliver new units in their possession with "An OPEN RECALL THAT HAS NOT BEEN REPAIRED". If you have new units impacted by this recall, please contact Mitch Miller.

To reiterate any unit built on or after August 15, 2019 is not subject to this recall and any units released from TBB after October 1, 2019 are not affected or subject to needed repair. Those units may be delivered to the customers.

- We have set up a formal question and communication processes. Customers may send inquiries to TBBseatrecall@daimler.com. They may also call (336) 889-4871-option 1 then option 3. Please stay patient and remember we are committed to as much communication as possible as information becomes available.