

December 2023
FL946A
NHTSA #22V-510 (School Bus)
Transport Canada #2022-515 (School Bus)

Subject: TBB Passenger Seat Frame

Models Affected: Specific model year 2014-2023 Thomas Built Buses Saf-T-Liner EFX and HDX vehicles manufactured February 7, 2013, through October 22, 2021.

General Information

Daimler Truck 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.

Certain buses equipped with 39-inch S3C seat frames and 3-point flex seatbelts, have seat frames that could crack and rotate from fatigue. The seats may therefore not provide adequate restraint to a belted passenger, which can increase the risk of injury in a crash.

A Daimler Truck North America authorized service facility will add reinforcement brackets to the existing seat frames. The Recall will take approximately 15 minutes per seat and will be performed free of charge.

There are approximately 1,808 vehicles involved in this campaign.

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

Most buses will require both left and right seat reinforcement brackets (up to 30). Parts are "optional" in the OWL table and parts quantity must be entered.

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL946, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this recall.

Table 1 - Replacement Parts for FL946

Campaign Number	Part Description	Part Number	Qty.
FL946A	SEAT REINFORCEMENT KIT LEFT S3C	TBB 235884	1 to 30
	SEAT REINFORCEMENT KIT RIGHT S3C	TBB 235885	1 to 30

Table 1

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

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Labor Allowance

SRTs are based on number of seats in the school bus and therefore are "optional" in the OWL table.

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL946A	INSTALL BRACKET REINFORCEMENT (1-3 SEATS)	0.6	996-R220A	12-Repair Recall/Campaign
	INSTALL BRACKET REINFORCEMENT (4-8 SEATS)	1.6	996-R220B	
	INSTALL BRACKET REINFORCEMENT (10-12 SEATS)	2.4	996-R220C	
	INSTALL BRACKET REINFORCEMENT (13-19 SEATS)	3.8	996-R220D	
	INSTALL BRACKET REINFORCEMENT (20-22 SEATS)	4.4	996-R220E	
	INSTALL BRACKET REINFORCEMENT (23 SEATS)	4.6	996-R220F	
	INSTALL BRACKET REINFORCEMENT (24 SEATS)	4.8	996-R220G	
	INSTALL BRACKET REINFORCEMENT (25-28 SEATS)	5.6	996-R220H	
	INSTALL BRACKET REINFORCEMENT (30 SEATS)	6.0	996-R220I	

Table 2

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) 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 and appropriate condition code (**FL946-A**).
- In the Primary Failed Part Number field, enter **25-FL946-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table. **Most buses will require both left and right seat reinforcement brackets (up to 30). Parts are "optional" in the OWL table and parts quantity must be entered.**
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. **SRTs are based on number of seats in the school bus and therefore are "optional" in the OWL table.**
- The VMRS Component Code is **F99-999-005** 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. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your claim in the Other Charges section.

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- Attach the documentation to the pre-approval request.
- If approved, submit a based on claim for the pre-approval.
- 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.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal.com/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: 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. Export Distributors: Excess inventory is not returnable.

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 Passenger Seat Frame

For the Notice to U.S. Customers: This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Truck 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 specific model year 2014-2023 Thomas Built Buses Saf-T-Liner EFX and HDX vehicles manufactured February 7, 2013, through October 22, 2021.

Certain buses equipped with 39-inch S3C seat frames and 3-point flex seatbelts, have seat frames that could crack and rotate from fatigue. The seats may therefore not provide adequate restraint to a belted passenger, which can increase the risk of injury in a crash.

A Daimler Truck North America authorized service facility will add reinforcement brackets to the existing seat frames. The Recall will take approximately 15 minutes per seat and will be performed free of charge.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us/>. Scroll down to "Locate a Dealer," and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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 Campaigns Department in the postage-paid envelope 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 are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address dtna.warranty.campaigns@daimlertruck.com. **For the Notice to U.S. Customers:** 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.nhtsa.gov>. **For the Notice to Canadian Customers:** If you wish to submit a complaint about this recall, you can contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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Work Instructions

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Models Affected: Specific model year 2014-2023 Thomas Built Buses Saf-T-Liner EFX and HDX vehicles manufactured February 7, 2013, through October 22, 2021.

Seat Frame Repair

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
NOTE: The main power disconnect switch (MPDS) is located in the battery box compartment.
2. Turn the MPDS to the OFF position.
3. Disconnect the negative battery cable(s) at the batteries.
4. Remove cushion assembly. See [Fig. 1](#).
 - 4.1 Use a 5/8-inch socket to remove the four back frame nuts and plates.
 - 4.2 Use a 5/8-inch socket and a 11/16-inch wrench to remove the back frame bolts and nuts.
 - 4.3 Remove the seat back assembly.

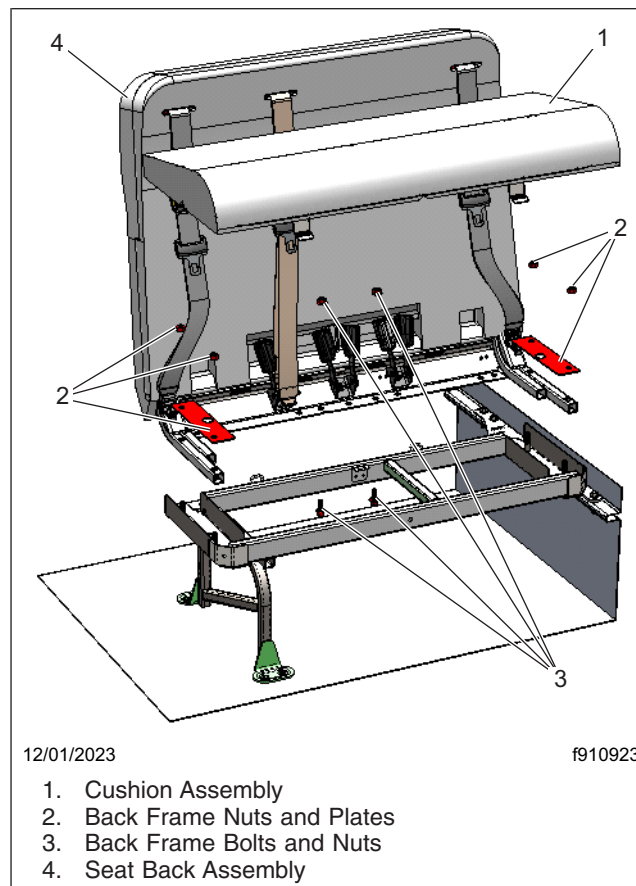


Fig. 1, Cushion Assembly Removal

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5. Use a 9/16-inch socket and wrench to remove the two rear wall bolts and nuts. See [Fig. 2](#).

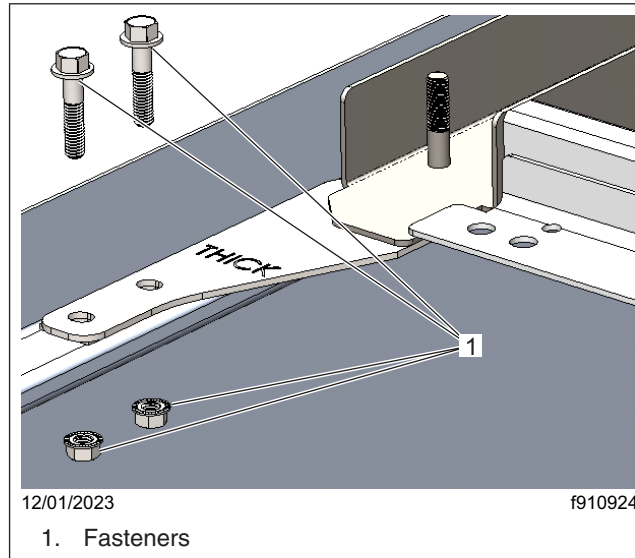


Fig. 2, Removing the Rear Wall Bolts and Nuts

6. Drill 1/4-inch hole in aisle side channel, 5/8 inch from the top edge, and 1-7/8 inch from the rear cross tube. See [Fig. 3](#).

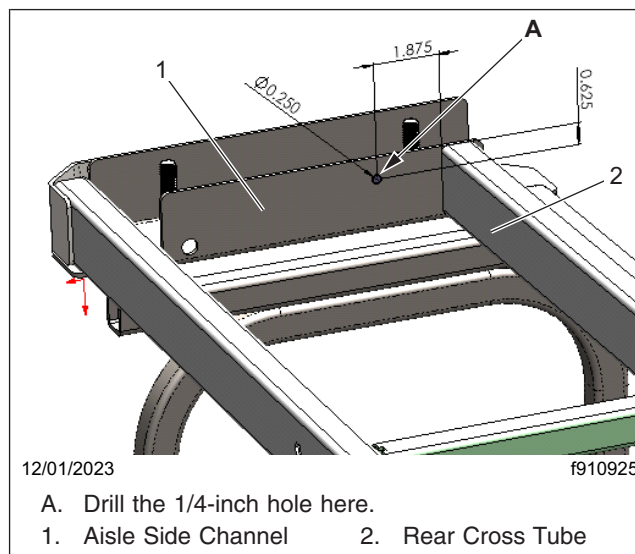


Fig. 3, Drilling the Hole in the Aisle Side Channel

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7. Place the supplied wall side bracket and the aisle side bracket over the side channel studs. See [Fig. 4](#).

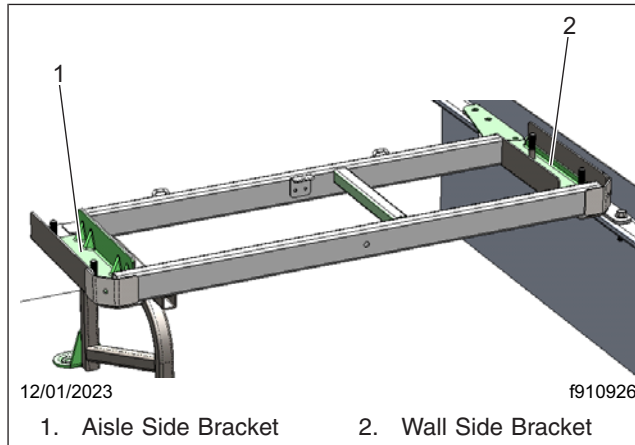


Fig. 4, Placing the Brackets Over the Side Channel Studs

8. Use the supplied wall side bracket as a template to drill a 3/8-inch hole through the existing wall bracket and wall rail. See [Fig. 5](#).

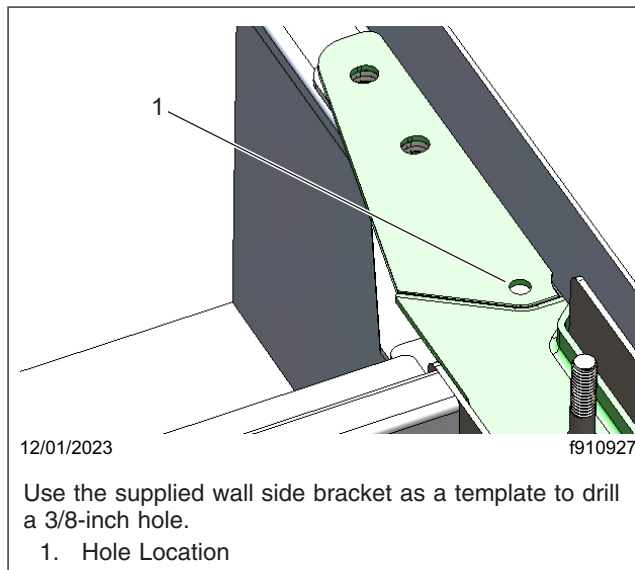


Fig. 5, Drilling the Hole in the Existing Wall Bracket

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9. Install the three 3/8-inch wall bracket bolts and nuts. Tighten the fasteners 14 lbf-ft (19 N·m). See [Fig. 6](#).

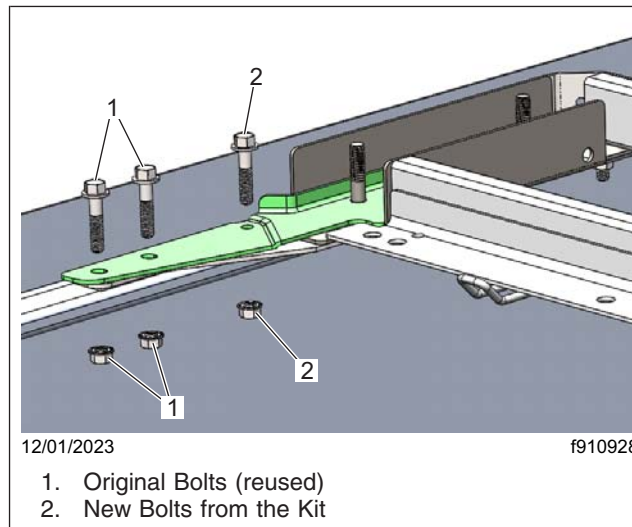


Fig. 6, Installing the 3/8-Inch Wall Bracket Bolts and Nuts

10. Install the 1/4-inch bolt and nut. Tighten the fasteners 9 lbf-ft (12 N·m). See [Fig. 7](#).

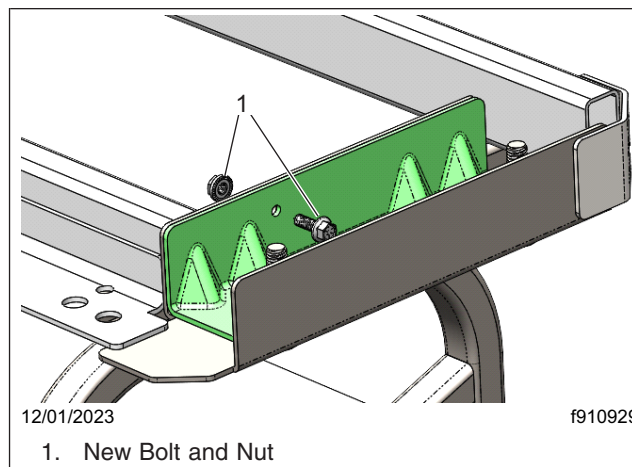


Fig. 7, Installing the 1/4-Inch Bolt

11. Install the seat back assembly. See [Fig. 1](#). (on page 6).

11.1 Use a 5/8-inch socket to install the two back frame plates and four nuts. Tighten the fasteners 35 lbf-ft (47 N·m).

11.2 Use a 5/8-inch socket and a 11/16-inch wrench to install the back frame bolts and nuts. Tighten the fasteners 35 lbf-ft (47 N·m).

11.3 Install the cushion assembly.

12. Connect the negative battery cable(s) at the batteries.

13. Turn the MPDS to the ON position.