

August 2023  
 FL843AB  
 NHTSA #22V-634 (School Bus)  
 Transport Canada #2022-680 (School Bus)

**Subject: TBB Front Seat Barriers**

**Models Affected: Specific model years 2011-2021 Thomas Built Buses Saf-T-Liner HDX school buses, manufactured October 21, 2009, through December 16, 2019.**

**General Information**

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses, has decided that certain vehicles mentioned above may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 222, S5.2.3: Barrier Performance Forward.

On the affected vehicles, the forward seat barriers may not provide sufficient protection to passengers. In the event of a crash, occupants may collide with the barrier and experience higher impact than intended, which increases the risk of injury to the occupant.

A Daimler Truck North America authorized service facility will install a spacer block between the seat rail and the seat barrier frame.

There are approximately 7,611 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**

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 FL843, 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 FL843AB

Campaign Number	Part Description	Part Number	Qty.
FL843A	SPACER BLOCK ASM	TBB 241537	1 ea
	BOLT HEX FLANGE 3/8-16 X 2.50 SAE GRA	TBB 216596	1 ea
	3/8-16 GRADE8 HEX NUT/SERR DWASHER	TBB 203868	1 ea
FL843B	A/C HOSE COVER	TBB 242511	1 ea
	TAPPING SCREW	TBB 69003119	10 ea
	SPACER BLOCK ASM	TBB 241537	1 ea
	BOLT HEX FLANGE 3/8-16 X 2.50 SAE GRA	TBB 216596	1 ea
	3/8-16 GRADE8 HEX NUT/SERR DWASHER	TBB 203868	1 ea

**Table 1**

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## 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.

## Labor Allowance

**Table 2** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL843A	Seat barrier height adjustment, install spacer (without AC)	0.4	996-R207A	12-Repair Recall/Campaign
FL843B	Seat barrier height adjustment, install spacer (with AC)	0.5	996-R207B	12-Repair Recall/Campaign

**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 (**FL843-A or FL843-B**).
- In the Primary Failed Part Number field, enter **25-FL843-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance 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.
  - 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](http://DTNAPortal.com/WSC), if you have any questions or need additional information. Export distributors, submit a WSC 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.

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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 Canadian Owners

### Subject: TBB Front Seat Barriers

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 be non-compliant with the requirements of the Motor Vehicle Safety Regulations and that the non-compliance 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 certain model years 2012-2020 TBB Saf-T-Liner HDX school buses manufactured March 4, 2011, through July 25, 2019, fail to conform to Canada Motor Vehicle Safety Standard No. 222, "School Bus Passenger Seating and Crash Protection".

On the affected vehicles, the forward seat barriers may not provide sufficient protection to passengers. In the event of a crash, if the occupant contacts the barrier they may experience higher impact than intended, which may increase the risk of injury to the occupant.

A remedy is now available for your vehicle(s). A Daimler Truck North America authorized service facility will install a spacer block between the seat rail and the seat barrier frame to raise the seat barrier in order to comply with CMVSS 222. The Recall will take approximately one hour 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 the following 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 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 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](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (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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## Copy of Notice to U.S. Owners

### Subject: TBB Front Seat Barriers

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided that certain model years 2011-2021 TBB Saf-T-Liner HDX school buses manufactured October 21, 2009, through December 16, 2019, fail to conform to Federal Motor Vehicle Safety Standard No. 222, "School Bus Passenger Seating and Crash Protection".

On the affected vehicles, the forward seat barriers may not provide sufficient protection to passengers. In the event of a crash, occupants may collide with the barrier and experience higher impact than intended, which increases the risk of injury to the occupant.

A remedy is now available for your vehicle(s). A Daimler Truck North America authorized service facility will install a spacer block between the seat rail and the seat barrier frame. The Recall will take approximately one hour 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 the following 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 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](mailto:DTNA.Warranty.Campaigns@Daimlertruck.com). For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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 go to <http://www.nhtsa.gov>.

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

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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

### Subject: TBB Front Seat Barriers

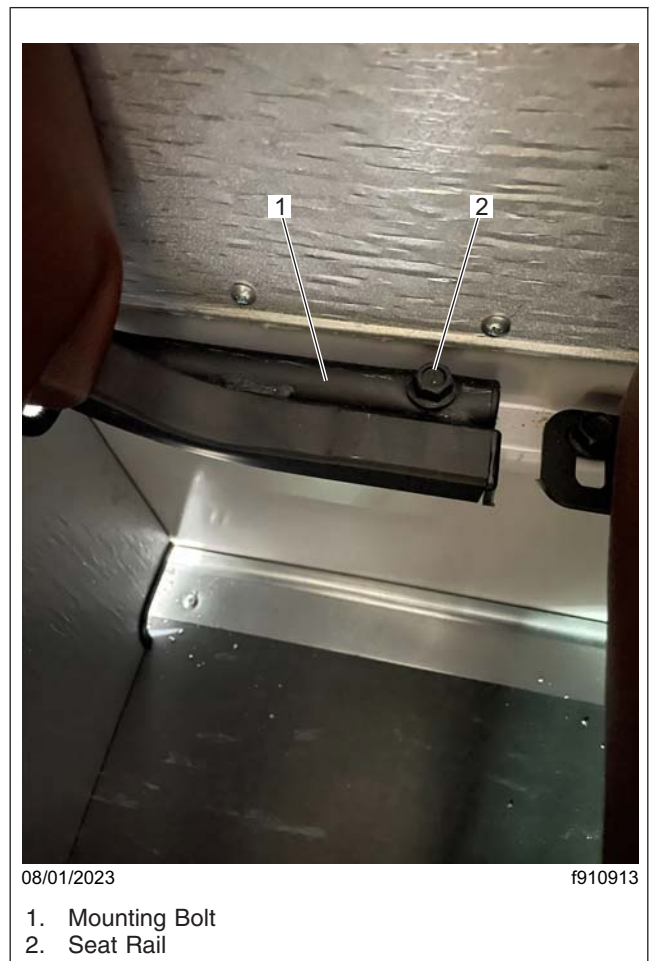
**Models Affected:** Specific model years 2011-2021 Thomas Built Buses Saf-T-Liner HDX school buses manufactured October 21, 2009, through December 16, 2019.

### Install Spacer Block

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 cables at the batteries.
4. If so equipped, remove the air conditioning (A/C) hose cover on the passenger side to gain access to the seat rail and the barrier mounting bolt. See [Fig. 1](#).
5. Remove the front barrier mounting bolt from the seat rail. Retain the mounting bolt for use in a later step. See [Fig. 2](#).



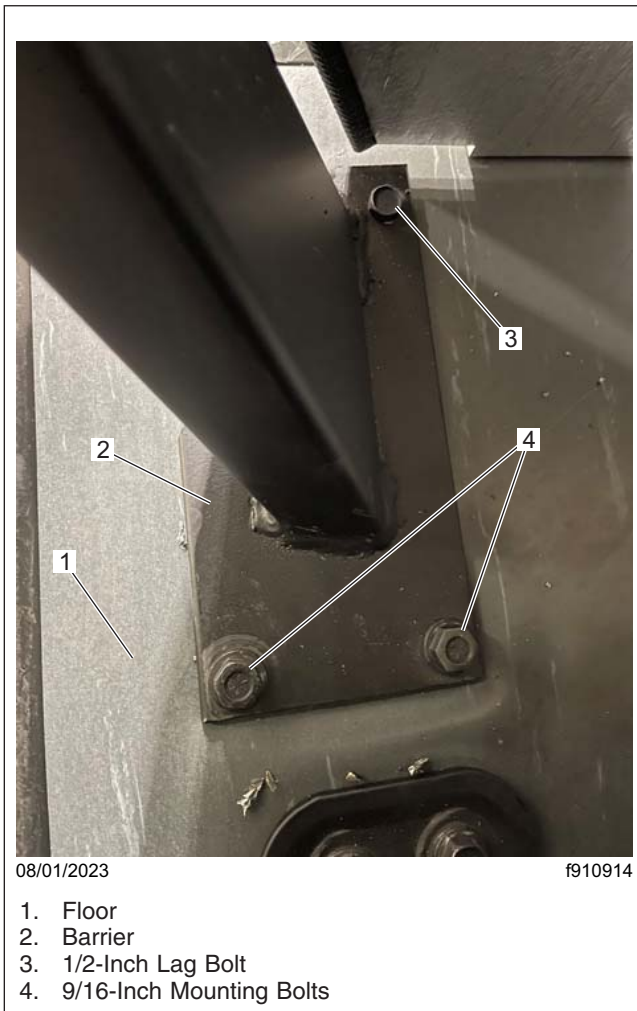
**Fig. 1, Location of the A/C Hose Cover**



**Fig. 2, Front Barrier Mounting with the Seat Rail**

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6. On the floor barrier mount, near the aisle way, shown in [Fig. 3](#), loosen the two rear 9/16-inch mounting bolts, but do not fully remove the bolts. Remove the 1/2-inch lag bolt.
7. If so equipped, remove the mounting screws that attach the top kick panel to the barrier. See [Fig. 4](#).



**Fig. 3, Barrier Mounting with the Floor**

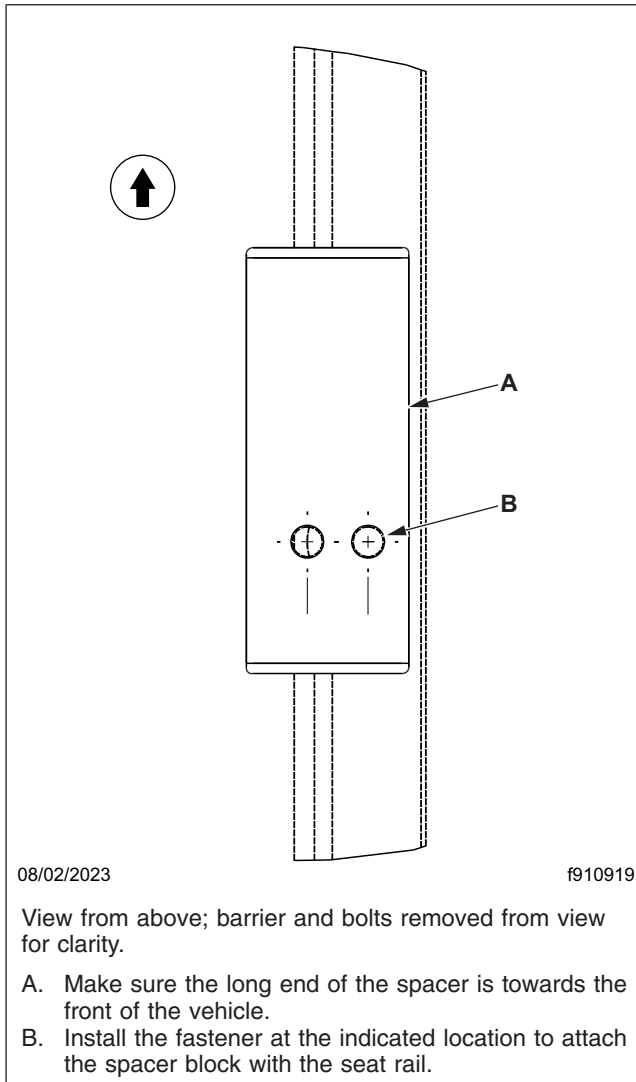


**Fig. 4, Top Kick Panel Mounting with the Barrier**

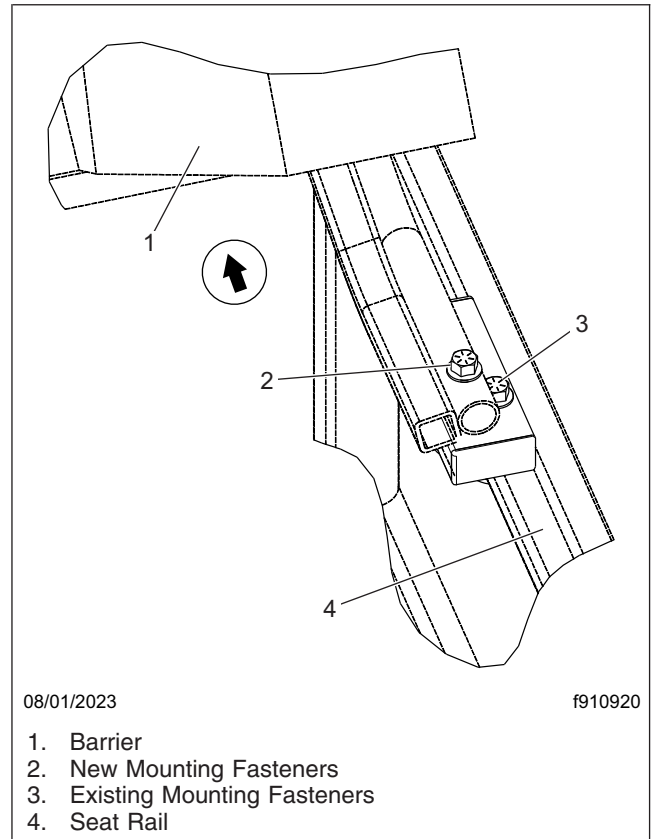


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- Lift the barrier up, and slide the spacer block (TBB-241537) between the seat rail and the barrier mount. Install the fastener removed in step 5 to attach the spacer block with the seat rail. Tighten the fastener 12 to 14 lbf·ft (16 to 19 N·m). See **Fig. 5**.
- Use the new bolt (TBB 216596), washer, and nut (TBB 203868) to attach the barrier with the spacer block. Tighten the fasteners 12 to 14 lbf·ft (16 to 19 N·m). See **Fig. 6**.



**Fig. 5, Spacer Orientation**



**Fig. 6, Spacer Installation**

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10. Install the A/C hose cover in vehicles equipped with an A/C system.

Is the vehicle equipped with an A/C system?

**YES** → Continue with step 11.

**NO** → Go to step 14.

11. Install the new hose cover (TBB-242511) by hand, and ensure proper alignment and seating of the wall and floor flanges along with the rectangular snout. Adjust the diagonal wall cover, if required, to get proper alignment. See [Fig. 1](#).

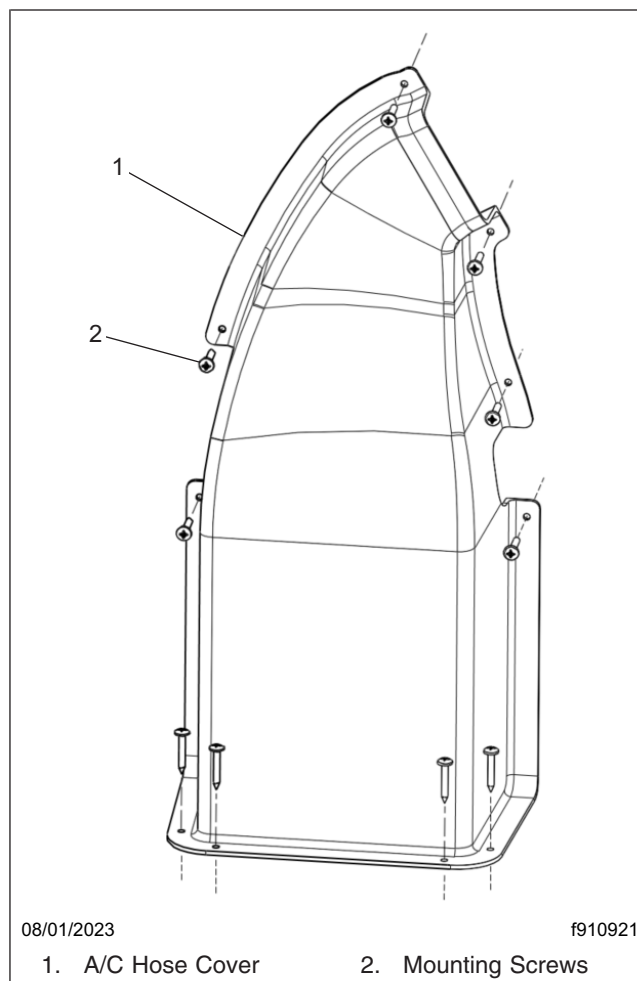
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**⚠ CAUTION**

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To prevent exterior damage, ensure the drill bit does not extend more than 3/8-inch into the wall of the bus.

12. Use a 9/64-inch drill bit to match drill pilot holes along the perimeter of the cover in the bus wall and floor. Use the cover as a template to drill the holes. See [Fig. 7](#).



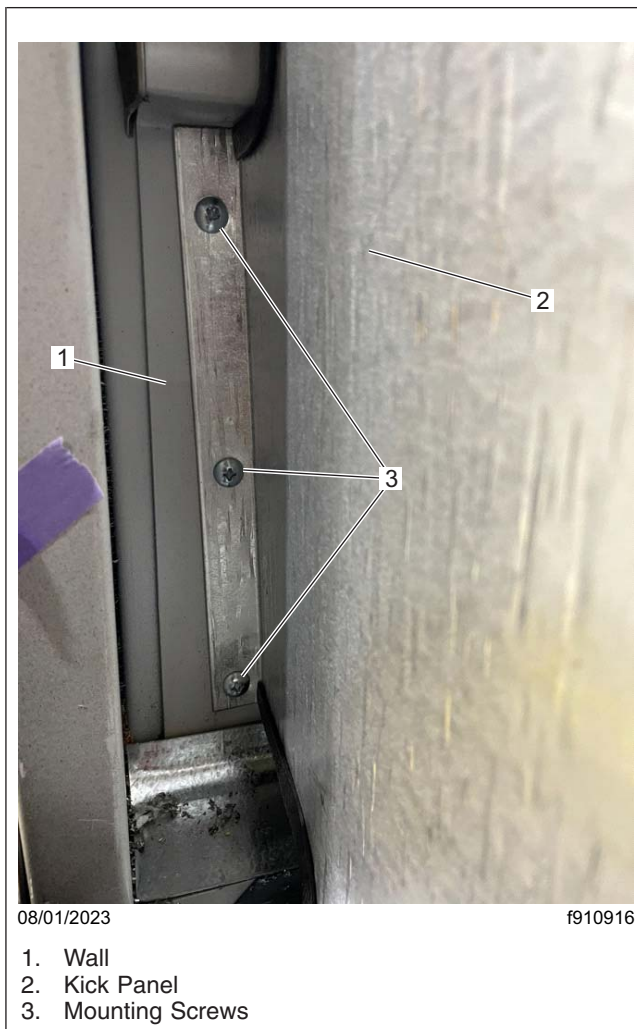
**Fig. 7, Using the Cover as Template to Drill the Holes**

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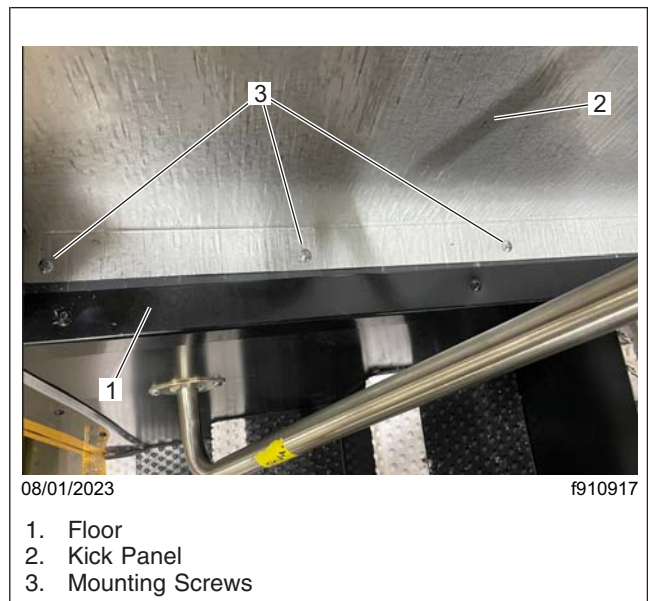
13. Install ten tapping screws (TBB 69003119) in the drilled holes of the A/C cover.
14. On the floor barrier mount, near the isle way, install the two 9/16-inch rear mounting bolts. If bolts spin freely, an assistant can hold the flange nut from under the bus. Tighten the bolts 12 to 14 lbf-ft (16 to 19 N-m).
15. Install the 1/2-inch lag bolt.
16. If so equipped, install the kick panel on the barrier. Before installing the top fasteners, ensure the kick panel covers the previous perforations in the barrier.

If the perforations are visible, follow the substeps to install the kick panel.

- 16.1 Remove the remaining fasteners from the kick panel. See [Fig. 8](#) and [Fig. 9](#).



**Fig. 8, Kick Panel Mounting with the Wall**



**Fig. 9, Kick Panel Mounting with the Floor**

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- 16.2 Install the fasteners that attach the top kick panel to the barrier, and ensure the previous perforations are used.
- 16.3 Trim the kick panel to clear the seat rail. See **Fig. 10**.



**Fig. 10, Trimming the Kick Panel to Clear the Seat Rail**

- 16.4 Install the fasteners that attach the kick panel to the wall fasteners.
- NOTE: The panel needs to be scratched/deflected to properly reach the floor.
- 16.5 Install the fasteners that attach the kick panel to the floor.
- 17. Connect the negative battery cables at the batteries.
- 18. Turn the MPDS to the ON position.