

Attention: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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| ☐ Freightliner Dealers – US and Canada | ☐ FCCC Dealers – US and Canada |
| ☐ Sterling Dealers – US and Canada | ☒ Direct Warranty Customers – US and Canada |
| ☐ Western Star Dealers – US and Canada | ☐ Travel Centers of America/Petro:Lube |
| ☒ Thomas Built Bus Dealers – US and Canada | ☐ SelecTrucks Dealers – US and Canada |
| ☐ DDC Distributors | |

☒ Dealer☒ Direct Warranty☐ Export**IMPORTANT WARRANTY INFORMATION**

REF 12-044

Effective 12/24/12

Release 12/24/12

SUBJECT TBB-Syntec Passenger Seat Back Warranty Claims❖ **Requirements for
Syntec Seat Back
Claims****NOTICE: This letter supersedes IWI Letter 12-029**

All warranty claims for Syntec seat back failures must include the Syntec *Seat Back Failures Field Data Record* form and a photograph of the failed welds, torn foam or torn seat cover is required for each seat warranty claim.

❖ **Form Location**

The form is located on Thomas Bus Online> TBB Reference Material> Warranty - Syntec Seat Field Data. Attached is a copy of the revised form. All other versions of this form will not be accepted.

❖ **New SRT Available**

Beginning with repairs completed on or after 01/01/2013, locations may claim either SRT 174-6784A for OWL or 46-59 for TBB Legacy.



In OWL, please attach the *Seat Back Failures Field Data Record* form and photographs to the *Attachments* tab.

OWL SRT 174-6784A for 0.4 hours includes:

- Completing the Syntec *Seat Back Failures Field Data Record* form
- Taking and submitting photographs of failed welds, torn foam, or torn seat cover(s)

TBB Legacy

Submit claim documentation via WSC. Go to [AccessFreightliner.com/Support/My Tickets](http://AccessFreightliner.com/Support/MyTickets) and [Submit an Inquiry/Manage WSC Tickets/Claims](#)> choose Claim Documentation > select drop down choice to Submit Claim Documentation. The ticket number must be referenced in the claim story.

TBB Legacy SRT is 46-59 includes:

- Completing the Syntec *Seat Back Failures Field Data Record* form
- Taking and submitting photographs of failed welds, torn foam, or torn seat cover(s)

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version on-line: Important Warranty Information Letters are available at [AccessFreightliner.com/Applications/WarrantyLit/Warranty Letters](http://AccessFreightliner.com/Applications/WarrantyLit/WarrantyLetters)

DISCLAIMER: The information contained in this letter supersedes and supplements any related policies and procedures in the Warranty Manual and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

Sample Form:



**Seat Back Failures
Field Data Record**

Dealer code: Date:

Customer Name:

Body #: Serial # (last 6 of VIN):

Please use this form to record any seat back failures submitted for warranty claims. This data will be used to investigate the root cause of failure.

A photograph of the failed welds, torn foam or torn seat cover is required for each seat warranty claim.

Contact your District Service Manager if you have questions regarding this

Seat	Driver/Curb Side	Seat length (in)	ISO Latch Seat	Seat Row # from driver	Number of Welds broke	Is Metal Seat Back Torn?	Is Foam Torn?	Is Cover Torn?
Example: 1	Driver	47	No	4	4	Yes	No	No

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version on-line: Important Warranty Information Letters are available at Accessfreightliner.com> Applications> WarrantyLit> Warranty Letters

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