

# IMPORTANT CAMPAIGN INFORMATION

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**

Freightliner Dealers – U.S. and Canada  
Western Star and Sterling Dealers – U.S. and Canada  
FCCC Dealers – U.S. and Canada

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090 FAX 503-745-9009

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REF #: ICI17-031  
Effective: 11/8/2017  
Release: 11/8/2017

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

**SUBJECT: TBB FL747 – Interim Recall Notice**

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This letter is to inform you that an interim recall notice was mailed for Thomas Built Buses recall FL747, TBB Freedman 3-Point Seat Belt Brackets. It mailed on 11/7/2017.

Copies follow for your reference.

**This notice is for your information only. There is no action for customers or dealers to take at this time.** If customers inquire, please let them know the recall will begin when all preparations are complete.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through [www.AccessFreightliner.com](http://www.AccessFreightliner.com) / Support / My Tickets and Submit an Inquiry from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday.

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, 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.*

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Thomas Built Buses  
1408 Courtesy Road  
High Point, NC 27260  
336.889.4871 Phone

November 2017  
FL747  
Interim Recall Notice  
NHTSA #17V-587 (School Buses)  
#17V-589 (Non-School Buses)

## IMPORTANT SAFETY RECALL

See enclosed VIN list

### Subject: TBB Freedman 3-Point Seat Belt Brackets

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, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner C2 and HDX school Buses and non-school buses equipped with Freedman 3-point belted seats and manufactured September 4, 2013, through May 15, 2017.

On certain buses, 3-point belted seats may not meet anchorage requirements due to a missing reinforcement bracket. In the event of a crash, this may increase the risk of injury.

Buses will be inspected and reinforcement brackets will be installed as needed.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Parts are not yet available. You may continue to operate your vehicle.

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Thomas Built Buses dealer to schedule the Recall for your vehicle.

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.

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. 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>.

THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosures

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Thomas Built Buses  
1408 Courtesy Road  
High Point, NC 27260  
336.889.4871 Phone

**November 2017**  
**FL747**  
**Interim Recall Notice**  
**Transport Canada #17-459**

## **Subject: TBB Freedman 3-Point Seat Belt Brackets**

This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner C2 and HDX school buses and non-school buses equipped with Freedman 3-point belted seats and manufactured September 4, 2013, through May 15, 2017.

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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.

We apologize for any inconvenience this may have caused. If you have any questions about this recall, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. In Canada, you may contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

THOMAS BUILT BUSES WARRANTY DEPARTMENT  
Enclosures

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Autobus Thomas Built  
1408 Courtesy Road  
High Point, NC 27260, États-Unis  
Téléphone : 1-336-889-4871

**Novembre 2017**  
**FL747**  
**Avis de rappel intermédiaire**  
**Transport Canada n° 17-459**

## **Objet : Supports de retenue des ceintures de sécurité à 3 points TBB Freedman**

Cet avis vous a été envoyé conformément à la Loi sur la sécurité automobile du Canada.

Au nom de sa filiale à part entière Thomas Built Buses, Inc., Daimler Trucks North America LLC, a déterminé qu'une défectuosité liée à la sécurité des véhicules à moteur existe sur certains autobus scolaires et non scolaires Saf-T-Liner C2 et HDX équipés de sièges avec ceintures de sécurité à 3 points Freedman fabriqués entre le 4 septembre 2013 et le 15 mai 2017.

Sur certains bus, les sièges avec ceintures de sécurité à 3 points peuvent ne pas être conformes aux spécifications d'ancrage en raison d'un support de renfort manquant. En cas d'accident, cela peut augmenter les risques de blessures corporelles.

Les autobus seront inspectés et des supports de renfort seront installés, si nécessaire.

Ceci est le premier de deux avis que vous recevrez à ce sujet. Le but de cette lettre est de vous informer d'un rappel à venir pour corriger le problème mentionné ci-dessus. Les pièces ne sont pas encore disponibles. Vous pouvez continuer à faire utiliser le véhicule.

Le deuxième avis vous informera quand le remède final sera disponible. **Lorsque vous recevrez le deuxième avis**, veuillez contacter votre concessionnaire Thomas Built Buses autorisé pour programmer le rappel pour votre véhicule.

Si vous ne possédez pas de véhicule qui correspond au(x) numéro(s) d'identification apparaissant sur l'Avis de rappel, veuillez retourner l'avis au Service des campagnes de garanties avec tous les renseignements dont vous disposez qui pourraient nous aider à identifier le propriétaire actuel.

Nous nous excusons pour tout inconfort que cela aurait pu causer. Si vous avez des questions au sujet de ce rappel, veuillez contacter le Service de garantie au 1-336-889-4871, du lundi au vendredi de 8 h à 17 h, heure de l'Est. Au Canada, vous pouvez contacter Transport Canada - Sécurité routière, au 80 rue Noël, Gatineau, Québec J8Z 0A1, ou appeler le 1-800-333-0510.

SERVICE DE GARANTIE THOMAS BUILT BUSES  
Pièces jointes