

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
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

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

REF #: ICI18-029

Effective: 10/15/2018

Release: 10/15/2018

SUBJECT: TBB FL785 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for upcoming recall *FL785 ~ TBB Ricon Lift Positioning Cams*. The interim notices will be mailed by 10/19/2018. A copy follows 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 refer them to the interim notice and 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 the WSC Link on DTNAConnect.

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, Inc.
1408 Courtesy Road
High Point, NC 27260
336.889.4871 Phone

October 2018
NHTSA #18V-560
Interim Recall Notice

IMPORTANT SAFETY RECALL This notice applies to your vehicle(s)

Subject: Ricon Lift Positioning Cams

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 has decided that a defect which relates to motor vehicle safety exists in certain Thomas Built Buses Saf-T-Liner C2 and HDX buses manufactured October 2, 2012, through May 12, 2018, with certain Ricon Corporation S-Series or K-Series titanium wheelchair lifts.

On certain buses, the lift positioning cam may fail while the lift is in use. If this happens while the lift is occupied, the occupant may tip inward toward the vehicle, resulting in possible injury.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming recall addressing the issue above. The remedy is currently being developed, and you will be notified when the repair is available. **When you receive the second notice**, please follow the instructions for scheduling the repair for your vehicle(s). You may continue to operate your vehicle in the interim.

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
Enclosure