

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
Export Distributors

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 #: ICI18-011

Effective: 04/26/18

Release: 04/26/18

SUBJECT: TBB FL763 – Advance Notice and Dealer Actions

This letter is to inform you that Thomas Built Buses (TBB) has announced a recall of certain SynTec S3B seats (it will be recall number FL763 – TBB SynTec SB3 Seat Frames). This affects approximately 7,300 buses. TBB is currently securing parts. Please also see Important Campaign Information Letter ICI18-012 for a VIN list.

Copies of the interim notice to customers are included on the following pages. Customers may continue to operate their buses until the recall repair begins. TBB advises that an inspection of the affected seat brackets be part of the daily pre-trip inspection. Any failed bracket found should be repaired immediately by their TBB dealer under warranty. (NOTE: Any bracket repairs must be made by a location authorized by TBB to perform/claim for TBB warranty and recalls.) *Buses will still require the full recall repair when it is available.*

Description of the recall issue:

Under certain extreme operating conditions, such as adverse road conditions, repetitive shock loads, or occupant abuse, a metal fatigue crack may develop on the S3B seat rear wall mount bracket. Over time, such a crack may propagate and lead to fracturing of the wall mount bracket. A seat with a severely cracked or fractured wall mount bracket may increase the risk of injury to occupants in the event of a crash.

What dealers should do now:

- If a customer calls with questions, advise them of the information above and share the interim recall notice. Confirm involvement using the preliminary VIN list provided with ICI18-012 (in a separate letter due to size), if needed. Use Ctrl-F to search for a specific bus.
- If a customer has found a failed bracket on a bus included in the VIN list, repair the broken bracket and claim for the work under warranty as outlined in instructions for dealer on the following pages.
- *Repair failed brackets only.* Limited parts are available.
- Repair buses that are included in the recall only.

If you have questions or need further information, contact the TBB 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
1408 Courtesy Road
High Point, NC 27260
336.889.4871 Phone

April 2018
FL763
Interim Recall Notice
NHTSA #18V-192 (School Buses)
NHTSA #18V-193 (Non-School Buses)

IMPORTANT SAFETY RECALL See enclosed VIN list

Subject: TBB SynTec S3B Seat Frames

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, EFX, and HDX and Minotour school and non-school buses manufactured August 18, 2014, through February 5, 2018.

Under certain extreme operating conditions, such as adverse road conditions, repetitive shock loads, or occupant abuse, a metal fatigue crack may develop on the S3B seat rear wall mount bracket. Over time, such a crack may propagate and lead to fracturing of the wall mount bracket. A seat with a severely cracked or fractured wall mount bracket may increase the risk of injury to occupants in the event of a crash.

An additional wall bracket will be installed between the wall rail and the seat on each suspect seat.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall and provide important information regarding steps you may take in the interim. Thomas Built Buses is currently securing parts and will notify you when the repair is available. **When you receive the second notice**, please contact your authorized Thomas dealer to schedule the recall for your vehicle. You may continue to operate your vehicle in the interim.

Before the remedy is available, there are steps you can take to address any seat brackets that may have cracked. As part of the daily pre-trip inspection, Thomas advises drivers to inspect rear seat mounting brackets where they attach to the seat rail at the side wall. Inspection instructions are enclosed for your use. If a cracked or broken seat mounting bracket is found, please take your vehicle to an authorized Thomas dealer to have the seat repaired at no charge. *Important: The bus will still require the full recall repair.*

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

April 2018
FL763
Interim Recall Notice

CUSTOMER INSPECTION INSTRUCTIONS

TBB SynTec S3B Seat Frames

Identifying Affected SynTec S3B Seats (Non-Restraint Type)

Look at the aisle side of the seat. There is **no** brace between the legs on the aisle side. See **Figure 1**. (If there is a brace, the seat does not need to be inspected.)



Figure 1

Seat Bracket Inspection

1. Look at the seat mounting bracket. It is behind the seat, at the seat rail along the wall. See **Figure 2**. (A flashlight may be helpful.)



Figure 2

2. Is the bracket intact? Is the bracket cracked or broken? See **Figure 3, Items A and B.**

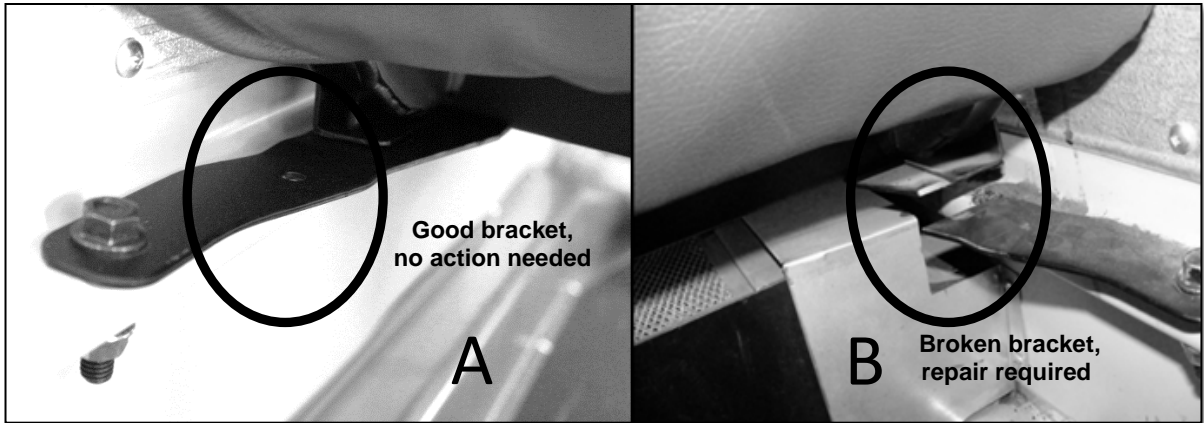


Figure 3

What to do if a Bracket is Cracked or Broken

If a cracked or broken seat mounting bracket is found, please contact your Thomas Built Buses dealer as soon as possible to have it repaired at no charge.

For assistance locating a dealer, contact the Warranty Department at (336) 889-4871.

Daimler Trucks North America LLC

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

April 2018
FL763
Interim Recall Notice
Transport Canada #18-142

Subject: TBB SynTec S3B Seat Frames

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, EFX, and HDX school buses and Minotour school buses manufactured August 18, 2014, through February 5, 2018.

Under certain extreme operating conditions, such as adverse road conditions, repetitive shock loads, or occupant abuse, a metal fatigue crack may develop on the S3B seat rear wall mount bracket. Over time, such a crack may propagate and lead to fracturing of the wall mount bracket. A seat with a severely cracked or fractured wall mount bracket may increase the risk of injury to occupants in the event of a crash.

Solution statement, depending.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall and provide important information regarding steps you may take in the interim. Thomas Built Buses is currently developing a remedy and will notify you when it is available. **When you receive the second notice**, please contact your authorized Thomas dealer to schedule the recall for your vehicle. You may continue to operate your vehicle in the interim.

Before the remedy is available, there are steps you can take to address any seat brackets that may have cracked. As part of the daily pre-trip inspection, Thomas advises drivers to inspect rear seat mounting brackets where they attach to the seat rail at the side wall. Inspection instructions are enclosed for your use. If a cracked or broken seat mounting bracket is found, please take your vehicle to an authorized Thomas dealer to have the seat repaired at no charge. Important: The bus will still require the full recall repair.

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
Thomas Built Buses
1408 Courtesy Road
High Point, NC 27260, États-Unis
Téléphone : 336.889.4871

Avril 2018
FL763
Avis de rappel intermédiaire
Transport Canada n° 18-142

Objet : Armatures de siège TBB SynTec S3B

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

Au nom de sa filiale à cent pour cent 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 Saf-T-Liner C2, EFX et HDX, et certains autobus scolaires Minotour construits entre le 18 août 2014 et le 5 février 2018.

Dans certaines conditions de fonctionnement extrêmes, telles que dans des conditions routières défavorables, des effets de choc répétés ou un abus par l'occupant, une fissure de fatigue du métal peut se produire sur la fixation arrière des sièges S3B à la paroi de l'autobus. Avec le temps, une telle fissure peut se propager et entraîner une fracture de la fixation à la paroi. Un siège dont la fixation à la paroi est sérieusement fissurée ou fracturée peut accroître le risque de blessure corporelle aux occupants en cas d'accident.

Une fixation à la paroi supplémentaire sera installée entre le rail mural et le siège, sur chaque siège suspect.

Ceci est le premier de deux avis que vous recevrez à ce sujet. Le but de cette lettre est de vous informer qu'un rappel sera prochainement émis pour corriger le problème mentionné ci-dessus et fournir des renseignements importants concernant les mesures que vous devez prendre en attendant. Une solution est en cours de développement et Thomas Built Buses vous avertira lorsque les pièces nécessaires pour la réparation seront disponibles. **Lorsque vous recevrez le deuxième avis**, veuillez contacter votre concessionnaire Thomas Built Buses autorisé pour programmer le rappel pour votre véhicule. En attendant, vous pouvez continuer à utiliser votre véhicule.

Il y a des étapes que vous pouvez prendre en attendant que la solution soit disponible, afin de résoudre le problème posé par des fixations fissurées. Au cours de l'inspection quotidienne avant le départ, Thomas recommande aux conducteurs d'examiner les supports de fixation arrière des sièges, là où ils sont attachés au rail sur la paroi de l'autobus. Des consignes d'inspection sont fournies en pièce jointe pour aider le conducteur. Si un support de fixation de siège fissuré ou cassé est découvert, veuillez amener votre véhicule chez un concessionnaire Thomas agréé pour faire réparer le siège sans frais. Important : l'autobus devra quand même être soumis à la réparation dans le cadre du rappel.

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 de véhicules avec tous les renseignements dont vous disposez qui pourraient nous aider à identifier le propriétaire actuel.

Nous nous excusons pour tout inconvénient 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

Avril 2018

FL763

Avis de rappel intermédiaire

CONSIGNES D'INSPECTION POUR LE CLIENT

Armatures de siège TBB SynTec S3B

Identification des sièges SynTec S3B affectés (de type sans dispositif de retenue)

Examinez le côté allée du siège. Il n'y a **pas** de renfort entre les pieds du siège sur le côté allée. Reportez-vous à la **figure 1**. (S'il existe un renfort, le siège ne doit *pas* être inspecté)



Figure 1

Inspection de la fixation du siège

1. Examinez le support de fixation du siège. Il est situé derrière le siège, au niveau du rail de fixation des sièges, sur la paroi de l'autobus. Reportez-vous à la **figure 2**. (Une lampe de poche peut s'avérer utile.)



Figure 2

2. Le support de fixation est-il intact ? Le support de fixation est-il fissuré ou cassé ? Voir **Figure 3**, éléments **A** et **B** .

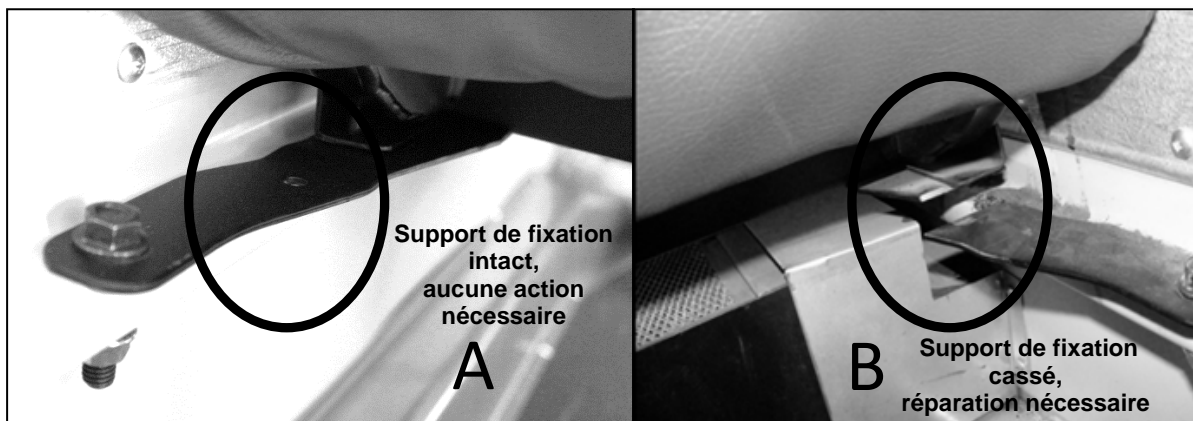


Figure 3

Ce qu'il faut faire si un support de fixation est fissuré ou cassé

Si un support de fixation de siège fissuré ou cassé est découvert, veuillez contacter votre concessionnaire Thomas Built Buses dès que possible pour faire réparer le siège sans frais.

Pour obtenir de l'assistance pour trouver un concessionnaire, veuillez contacter le service de la garantie au (336) 889-4871.

Recall Campaign

Daimler Trucks
North America LLC

April 2018

Interim Repair FL763

NHTSA #18V-192 (School Buses)

#18V-193 (Non-School Buses)

Transport Canada #18-142

Interim Repair and Claim Instructions

Subject: TBB SynTec S3B Seat Frames

Models Affected: Thomas Built Buses Saf-T-Liner C2, EFX, and HDX buses and Minotour buses manufactured August 27, 2014, through February 5, 2018.

IMPORTANT: Refer to Important Campaign Information Letters ICI18-011 and ICI18-012 for questions about this interim repair and list of affected buses.

Parts and Labor

Interim Repair Parts

Kit Number	Description	Qty.
Left Seat Kit	TBB 219032 – SEAT REINF BRKT KIT LEFT S3B NON-REST	1 kit per seat
	1 ea Left Hand Seat Mounting Bracket	
	1 ea U-Bolt	
	1 ea Plate	
	2 ea Nuts	
Right Seat Kit	TBB 219033 – SEAT REINF BRKT KIT RIGHT S3B NON-REST	1 kit per seat
	1 ea Right Hand Seat Mounting Bracket	
	1 ea U-Bolt	
	1 ea Plate	
	2 ea Nuts	

Table 1

IMPORTANT: Replacement bracket kits for interim repairs are being pre-positioned at dealerships with affected buses in their area. Should a location without kits need to repair a bracket, contact Thomas Built Buses Warranty at (336) 889-4871 for parts.

Interim Repair Labor

Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
Repair one cracked/broken seat mounting bracket	0.3	996-R040A	12 – Repair Recall/Campaign
Repair each additional cracked/broken bracket, if needed	0.1	996-R040B	12 – Repair Recall/Campaign

Table 2

Recall Campaign

April 2018

Interim Repair FL763

NHTSA #18V-192 (School Buses)

#18V-193 (Non-School Buses)

Transport Canada #18-142

Claim Instructions

IMPORTANT: Repair seats with a cracked or broken bracket on non-restraint seats only. Buses will require the final recall repair.

- Confirm the bus is included in the recall. See ICI18-012. Use Ctrl-F to search for the VIN or body serial number.
- Claim Type is **Warranty**.
- In the Primary Failed Part field, enter **25-FL763-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table. Repair seats with a cracked or broken bracket only.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Claim 996-R040A for the first bracket repaired. If additional brackets on a bus require repair, also claim 996-R040B once for each additional bracket repaired (this is expected to be rare).
- The VMRS Component Code is **T99-999-018** and the Cause Code is **A1 - Campaign**.
- This interim repair will end when the final recall repair is available.

Contact the Warranty Campaigns Department at (336) 889-4871, from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / My Tickets and Submit an Inquiry, if you have any questions or need additional information.

Recall Campaign

April 2018

Interim Repair FL763

NHTSA #18V-192 (School Buses)

#18V-193 (Non-School Buses)

Transport Canada #18-142

Interim Seat Bracket Repair

IMPORTANT: Repair cracked/broken brackets on non-restraint seats only. Refer to ICI18-012 for the list of affected buses. (Use Ctrl-F to search for the VIN or body serial number.) The repair applies to buses on this list.

1. Confirm the VIN is included in the recall. See ICI18-012. Use Ctrl-F to search for the VIN or body serial number.
2. Park the vehicle, shut down the engine, make sure the shifter is in Park or Neutral, set the parking brake, chock the tires.
3. Remove the seat cushion. See **Figure 1**.

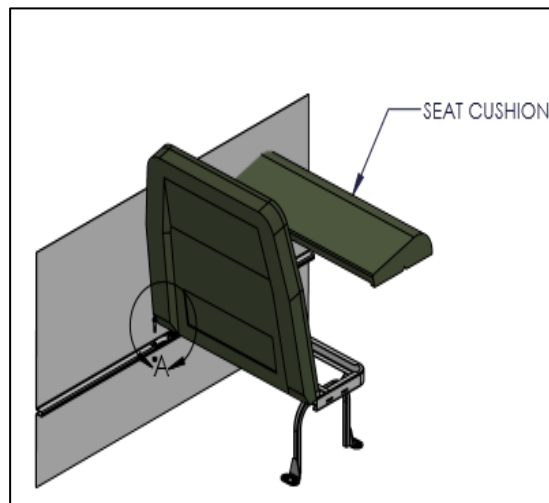


Figure 1: Remove Seat Cushion

Recall Campaign

Daimler Trucks
North America LLC

April 2018

Interim Repair FL763

NHTSA #18V-192 (School Buses)

#18V-193 (Non-School Buses)

Transport Canada #18-142

4. Remove the rear seat rail nut and bolt using a 9/16 inch socket, swivel adaptor, and an open-end wrench. See **Figure 2**.

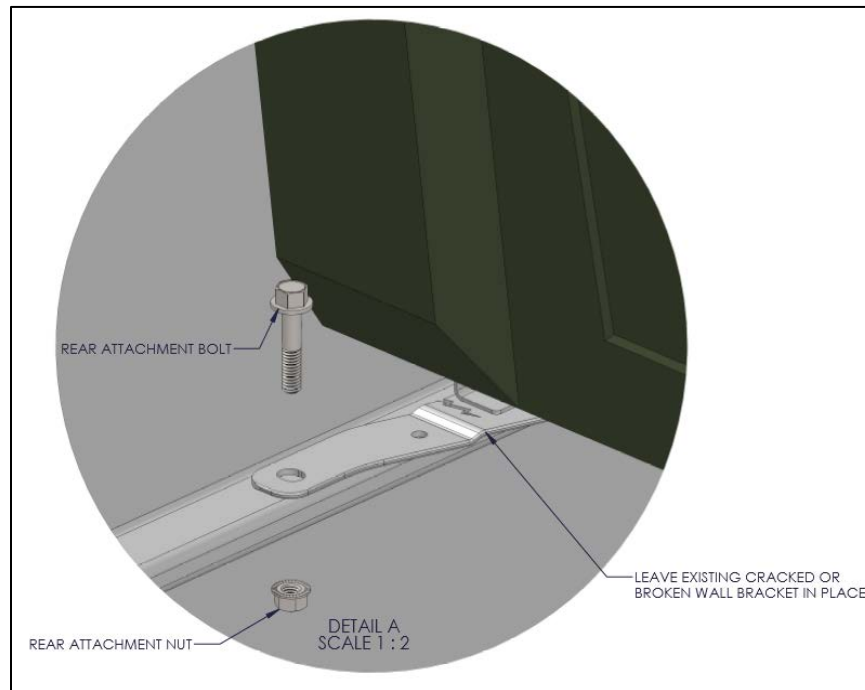


Figure 2: Seat Rail Nut and Bolt

Recall Campaign

Daimler Trucks
North America LLC

April 2018

Interim Repair FL763

NHTSA #18V-192 (School Buses)

#18V-193 (Non-School Buses)

Transport Canada #18-142

5. Place the new bracket over the existing, broken bracket and install the seat rail nut and bolt. (Reposition the broken piece to its original placement.) Do not tighten at this point. See **Figure 3, Item A**.
6. Install the U-bolt, plate, and nuts. Using a 1/2 inch socket, tighten to 5 lbf-lbs See **Figure 3, Item B**.

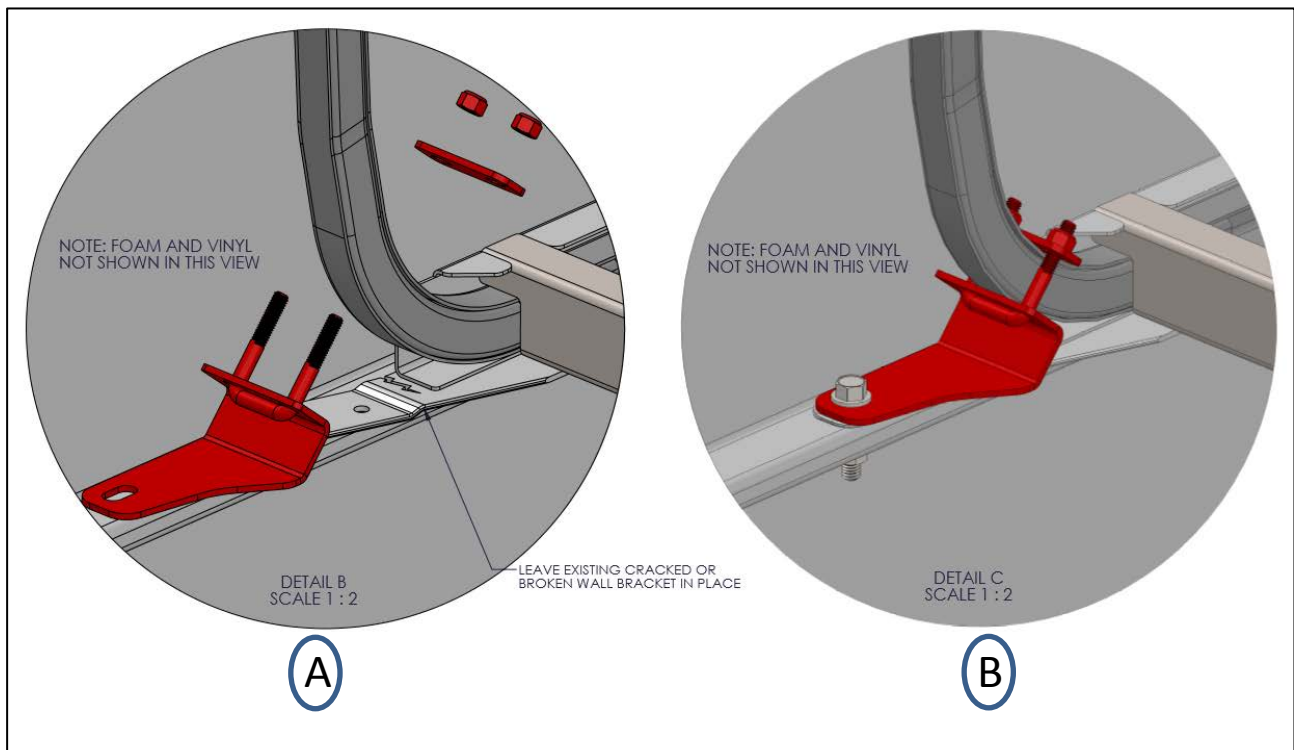


Figure 3: Addition of the New Bracket

7. Tighten the rear seat rail nut and bolt to 12 lbf-lbs.
8. Install the seat cushion.
9. If more than one bracket is cracked or broken, repeat this procedure for each cracked/broken bracket. (This is expected to be rare.)
10. Remove the chocks from the tires.