

# 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



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## 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

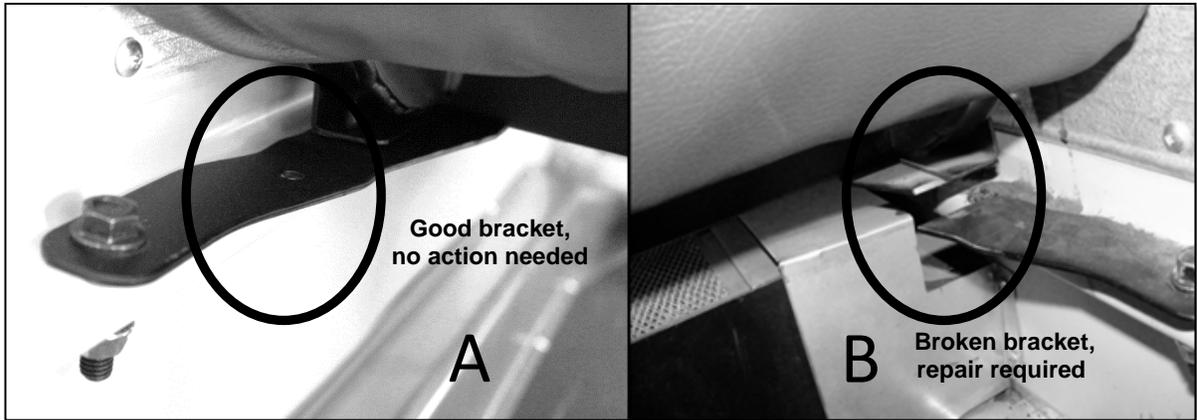
#### Seat Bracket Inspection

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.