

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 #: ICI18-017

Effective: 05/18/18

Release: 05/18/18

SUBJECT: TBB FL763 – Change to Advance Action

This letter is to inform you that the advance action for Thomas Built Buses recall FL763, TBB SynTec S3B Seat Frames (Non-Restraint Seats), has been converted to a formal interim recall, INT FL763. Please see the interim recall bulletin also posted on DTNAConnect and use the interim recall bulletin for all work and claims.

The earlier Important Campaign Information Letters regarding this recall, ICI18-011 and ICI18-012, have been removed to make clear the instructions to be followed for any early repairs.

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.

Customers may continue to operate their buses until the full 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 the interim recall. (NOTE: Any bracket repairs must be made by a location authorized by TBB to perform/claim for TBB warranty and recalls.) *Buses will require the full recall repair when it is available.*

What dealers should do now:

- If a customer calls with questions, advise them of the information above, also refer to the interim recall bulletin for a copy of the interim notice to vehicle owners. Check the VIN or body serial number in OWL to confirm the bus is affected by this recall.
- If a customer has found a failed bracket, repair the broken bracket and claim for the work as outlined in the interim recall bulletin for INT FL763.
- *Repair failed brackets only.* Limited parts are available. *Buses will require the full recall repair when it is available.*
- Repair buses that are included in the recall only. Repair only cracked or broken brackets at this time.

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.