

**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](#)

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REF #: ICI19-062  
Effective: 11/20/2019  
Release: 11/20/2019

**SUBJECT: TBB FL832 – Interim Recall Notice**

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This letter is to inform you that an interim recall notice will be sent to affected customers for upcoming recall *FL832 ~ TBB SynTec S3B Seat Kneeforms*. The interim notices will mail by the end of November. Copies of the notices follow for reference.

**This notice is for informational purposes only. There is no action for customers or dealers to take at this time.** If customers inquire, please refer them to the interim recall notice and let them know the recall will begin when all preparations are completed.

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  
800.547.0712 Phone

November 2019  
FL832  
Interim Recall Notice  
NHTSA #19V-712

## IMPORTANT SAFETY RECALL

See enclosed VIN list

### Subject: TBB SynTec S3B Seat Kneeforms

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 Model Year 2015-2020 Thomas Built Buses Minotour, and Saf-T-Liner EFX/HDX model school buses manufactured August 18, 2014, through August 15, 2019, with SynTec S3B or S3C seats.

On certain buses equipped with affected seats, specific areas of the seat back may not meet the requirements of FMVSS 222, part 53.3.2, *School Bus Seating and Crash Protection*. This may increase the risk of injury to occupants in a crash.

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. The repair is being validated and parts are being procured. There is no action for you to take at this time. 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 have any questions about this recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday. If you are not able to have the defect remedied without charge and within a reasonable time, 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) 3274236 (TTY: (800) 424-9153); or to <http://www.safercar.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT  
Enclosure

# 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

**November 2019**  
**FL832**  
**Interim Recall Notice**  
**Transport Canada #2019-497**

## **Subject: TBB SynTec S3B Seat Kneeforms**

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

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 Model Year 2015-2020 Thomas Built Buses Minotour, and Saf-T-Liner EFX/HDX model school buses manufactured August 18, 2014, through August 15, 2019, with SynTec S3B or S3C seats.

On certain buses equipped with affected seats, specific areas of the seat back may not meet the requirements of CMVSS 222, part 53.3.2, *School Bus Seating and Crash Protection*. This may increase the risk of injury to occupants in a crash.

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. The repair is being validated and parts are being procured. There is no action for you to take at this time. 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. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

We apologize for any inconvenience this may have caused. If you have any questions about this recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday. If you have a complaint, you may wish to submit a complaint to Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT  
Enclosure

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
Thomas Built Buses, Inc.  
1408 Courtesy Road  
High Point, NC 27260, États-Unis  
Téléphone : (336) 889-4871

**Novembre 2019**

**FL832**

**Avis de rappel intermédiaire**

**Transport Canada n° 2019-497**

## **Objet : Genouillères de siège TBB SynTec S3B**

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente est pour vous informer que votre véhicule ne respecte peut-être pas les exigences de la *réglementation sur la sécurité des véhicules automobiles* et que ce non-respect peut nuire à la sécurité des gens.

Au nom de sa filiale à cent pour cent Thomas Built Buses, Daimler Trucks North America LLC a déterminé qu'une défectuosité liée à la sécurité des véhicules automobiles est présente sur certains Autobus Thomas Built 2015-2020, modèles Minotour et certains modèles d'autobus scolaires Saf-T-Liner EFX/HDX construits entre le 18 août 2014 et le 15 août 2019 et équipés de sièges SynTec S3B ou S3C.

Sur certains autobus équipés des sièges concernés, certaines zones du dossier peuvent être non conformes aux exigences de la norme NSVAC 222, section 53.3.2, *Sièges pour passager d'autobus scolaire et protection en cas de collision*. Cela peut accroître le risque de blessures occasionnées aux occupants lors d'une collision.

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. La réparation est en cours de validation et les pièces sont en cours d'approvisionnement. Vous n'avez pas d'action à prendre pour l'instant. 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 n'êtes pas le propriétaire du ou des véhicules dont les numéros d'identification apparaissent 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. Le loueur est également tenu par la loi fédérale de faire parvenir cet avis au locataire dans les 10 jours. Si vous êtes un fabricant secondaire, la loi fédérale exige que vous fassiez suivre cet avis à vos distributeurs et détaillants dans les cinq ouvrables.

Nous nous excusons pour tout inconfort que cela aurait pu causer. Si vous avez des questions au sujet de ce rappel, veuillez contacter le Département des Services de garantie au (800) 547-0712, du lundi au vendredi de 7 h à 16 h, heure du Pacifique. Si vous avez des motifs de plainte, vous pouvez soumettre cette dernière à l'adresse suivante Transport Canada - Sécurité routière, au 80 rue Noël, Gatineau, Québec J8Z 0A1, ou composer le 1-800-333-0510.

Nous sommes désolés pour tout inconfort pouvant résulter de cette activité, mais nous sommes certains que vous comprenez notre intérêt dans la sécurité des véhicules motorisés.

SERVICE DES CAMPAGNES DE GARANTIE  
Pièce jointe