

January 2023
FL959AB
NHTSA #22V-840

Subject: TBB Minotour Barrier Configuration

Models Affected: Specific model years 2021-2023 TBB Minotour school buses manufactured June 3, 2020, through July 19, 2022.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

The forward seat barrier installed may not provide sufficient protection to passengers. In the event of a crash, the occupant may experience higher impact forces than intended, which may increase the risk of injury to the occupant.

The barrier will be replaced by Daimler Truck North America authorized service facilities.

There are approximately 20 vehicles involved in this campaign.

Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Work Instructions

Please refer to the attached work instructions prior to performing the campaign.

Replacement Parts

NOTE: Parts are directly supplied to the dealer by TBB. Replacement parts are now available and can be obtained through TBB by contacting the Customer Assistance Center at (855) 639-8686, from 8 a.m. to 5 p.m. Eastern Time, Monday through Friday. All parts are provided in the FL959 parts kit at no charge to the dealer.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL959, a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this recall.

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL959A	Replace forward seat barrier	1.8	996-R170A	12-Repair Recall/Campaign
FL959B	Replace forward seat barrier and reposition seats	7.1	996-R170B	12-Repair Recall/Campaign

Table 1

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Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**FL959-A or FL959-B**).
- In the Primary Failed Part Number field, enter **25-FL959-000**.
- In the Labor field, enter the appropriate SRT from the Labor Allowance Table.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- **U.S. and Canada -- Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following:
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - Reimburse the customer the appropriate amount.

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal.com/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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Copy of Notice to Owners

Subject: TBB Minotour Barrier Configuration

For the Notice to U.S. Customers: This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** 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 contain a defect that could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists on specific model years 2021-2023 TBB Minotour school buses manufactured June 3, 2020, through July 19, 2022.

The forward seat barrier installed may not provide sufficient protection to passengers. In the event of a crash, the occupant may experience higher impact forces than intended, which may increase the risk of injury to the occupant.

The barrier will be replaced by Daimler Truck North America authorized service facilities, at no charge to you.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. The Recall will take approximately two to eight hours and will be performed at no charge to you. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us/>. Scroll down to "Locate a Dealer," and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

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 in the postage-paid envelope 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. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have 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, e-mail address dtna.warranty.campaigns@daimlertruck.com. **For the Notice to U.S. Customers:** 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) 327-4236 (TTY: 800-424-9153); or to <http://www.nhtsa.gov>. **For the Notice to Canadian Customers:** If you wish to submit a complaint about this recall, you can contact 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

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Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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Work Instructions

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Models Affected: Specific model years 2021-2023 TBB Minotour school buses manufactured June 3, 2020, through July 19, 2022.

See [Table 2](#) for the FL959A vehicle identification number (VIN) list.

FL959A List of VINs		
VIN	Body Number	Scope of Work
1HA6GUBG8LN003321	2011007	Remove and replace the left-hand side barrier and add barrier support
1HA6GUBG0LN005404	2011625	
1HA6GUBG4LN005194	2011729	
1HA6GUB7XMN000793	2012077	
1HA6GUB74MN000885	2012087	
1HA6GUBG1LN013172	2110070	
1HA6GUB71MN003257	2111541	
1HA6GUB75MN003262	2111548	
1HA6GUB76MN005408	2111659	
1HA6GUB74MN005956	2111672	
1HA6GUB70NN002795	2210434	
1HA6GUB75NN005479	2211188	

Table 2, FL959A VIN List

See [Table 3](#) for the FL959B VIN list.

FL959B List of VINs		
VIN	Body Number	Scope of Work
1HA6GUBG9LN005451	2011493	Remove and replace the left-hand side barrier, add barrier support, and reposition the left-hand side seats and push-out window (if needed)
1HA6GUBG0LN005631	2011560	
1HA6GUB73MN003468	2111579	
1HA6GUB79MN003975	2111598	
1HA6GUB7XNN005459	2211134	
1HA6GUB72NN005469	2211138	
1HA6GUB74NN005473	2211140	
1HA6GUB78NN005489	2211141	

Table 3, FL959B VIN List

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FL959A – Left-Hand Side Seat Barrier Replacement

NOTE: Parts are directly supplied to the dealer by TBB. Replacement parts are now available and can be obtained through TBB by contacting the Customer Assistance Center at (855) 639-8686, from 8 a.m. to 5 p.m. Eastern Time, Monday through Friday. All parts are provided in the FL959 parts kit at no charge to the dealer.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Disconnect the negative battery cables at the batteries.
3. Remove the existing barrier. **Do not** discard the fasteners, they will be used during install.
4. Install the joist reinforcement (205873). See [Fig. 1](#).

[Figure 2](#) shows the precise location of the reinforcement installation.



Fig. 1, Installing the Joist Reinforcement

5. Use a #20 (or 5/32-inch) drill bit to drill four pilot holes in the underside floor joist.

NOTE: All parts are provided in the FL959 parts kit.

6. Install four self-tapping screws (69003250) in the pilot holes to hold the joist reinforcement in place.
7. Install the new barrier as per the new seat plan. For detailed instructions, see **Drawing 214356** (reference **Drawings 214355** and **151775**).
8. Connect the negative battery cables at the batteries.

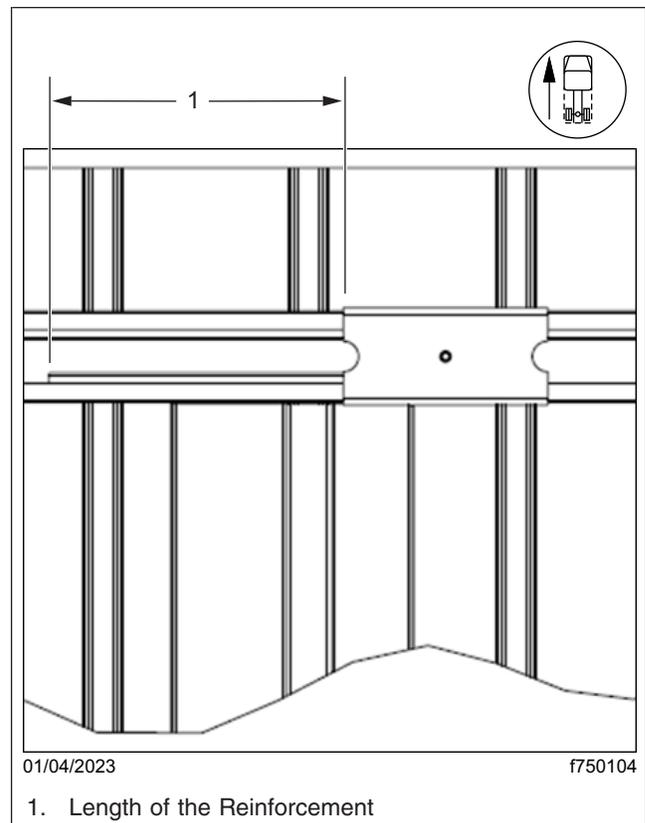


Fig. 2, Location of the Reinforcement

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FL959B – Left-Hand Side Seat Barrier Replacement and Seat Repositioning

NOTE: Parts are directly supplied to the dealer by TBB. Replacement parts are now available and can be obtained through TBB by contacting the Customer Assistance Center at (855) 639-8686, from 8 a.m. to 5 p.m. Eastern Time, Monday through Friday. All parts are provided in the FL959 parts kit at no charge to the dealer.

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Disconnect the negative battery cables at the batteries.
3. To discuss vehicle configuration per VIN, and for guidance on seat repositioning, contact the Customer Assistance Center at (855) 639-8686, from 8 a.m. to 5 p.m. Eastern Time, Monday through Friday.
4. Remove the existing barrier. **Do not** discard the fasteners, they will be used during install.
5. Install the joist reinforcement (205873). See [Fig. 3](#).

[Figure 4](#) shows the precise location of the reinforcement.



Fig. 3, Installing the Joist Reinforcement

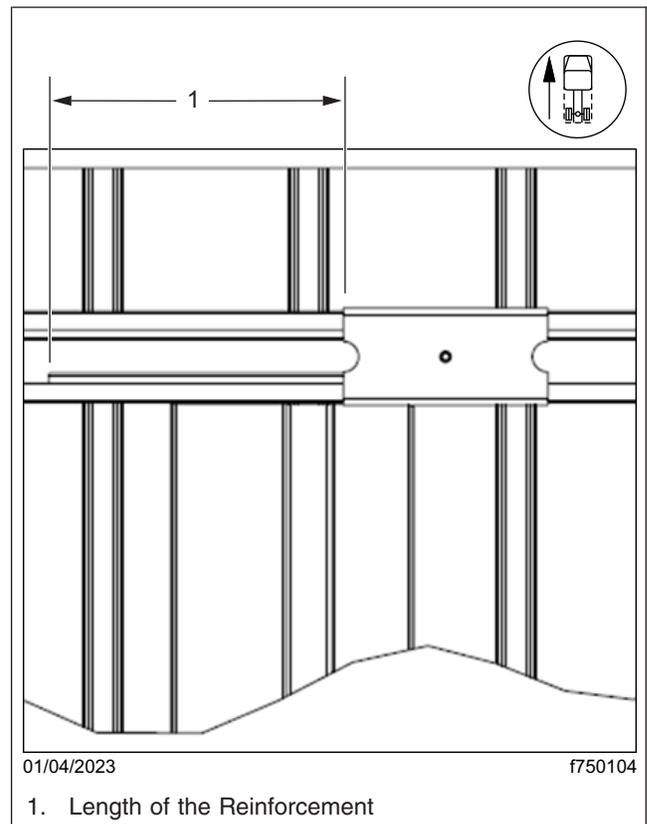


Fig. 4, Location of the Reinforcement

6. Use a #20 (or 5/32-inch) drill bit to drill four pilot holes in the underside floor joist.

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NOTE: All parts are provided in the FL959 parts kit.

7. Install four self-tapping screws (69003250) in the pilot holes to hold the joist reinforcement in place.
8. Install the new barrier as per the new seat plan. For detailed instructions, see **Drawing 214356** (reference **Drawings 214355** and **151775**).
9. To discuss the new seat plan, contact the Customer Assistance Center at (855) 639-8686, from 8 a.m. to 5 p.m. Eastern Time, Monday through Friday.
10. Remove all the left-hand side passenger seats. **Do not** discard the mounting bolts.
11. Use a suitable drill bit to drill holes along the rail. See **Table 4** for the exact location of the holes to be drilled.

Seat Rail Hole	
Position	Distance (Inches)
Front of Rail	0
Barrier	13.788
Seat 1	16.888
Seat 1	35.888
Seat 1	37.888
Seat 2	42.388
Seat 2	61.388
Seat 2	63.388
Seat 3	67.888
Seat 3	86.888
Seat 3	88.888
Seat 4	93.388
Seat 4	112.388
Seat 4	114.388
Seat 5	118.888
Seat 5	137.888
Seat 5	139.888
Seat 6	144.688
Seat 6	161.688
Seat 6	163.688

Table 4, Seat Rail Hole

IMPORTANT: The front of the rail should be the reference point for identifying the hole locations.

12. Mount the seats to the seat rail, and the seat foot to the floor. For detailed instructions, see **Drawing 179531**.

IMPORTANT: Discard the existing nut, and use the nut-washer combo (203868) provided in the parts kit.

13. Plug/fill any unused holes in the floor or in the rails.

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14. Inspect if the push-out window handle clearance is as per the FMVSS 217 requirement. See **Fig. 5**.

Is a 2-inch clearance on all sides maintained around the push-out window handle?

YES → Go to step 15.

NO → Follow the substeps 14.1 through 14.5.



Fig. 5, Inspecting the Push-Out Window Handle Clearance

- 14.1 Switch the push-out window to the second position as per the new seat plan obtained in step 9.
 - 14.2 Shorten the buzzer warning as required.
 - 14.3 Remove the emergency exit label from the interior of the vehicle, above the third window position.
 - 14.4 Install the new emergency exit label at the second window position.
 - 14.5 Remove the existing push-out window emergency label, and install the new one (65009951).
15. Connect the negative battery cables at the batteries.