



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

2010

FOR AGENCY USE ONLY 100148

Date Received  
FEB 26 PM 1:59  
04-JAN-2010

Repository   
Reference No.  
10298027

**OWNER INFORMATION (Type or Print)**

Name  
Address  
City FORT WORTH State TX Zip Code

Daytime Telephone Number  
Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
WKK138VC711

Make SETRA Model S217 Model Year 2001

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:

Original Owner Dealer's City State Zip Code

Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 19-DEC-2009  
Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 022000 SUSPENSION: REAR Failure Mileage 418680 Failure Speed 35

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location:

Tire Component Code Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Date Manufactured: Model No./Name:

Seat Type: Installation System:

Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Fire Number of Persons Injured Number of Deaths Reported to Police  
 Yes  No  Yes  No N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS 2001 SETRA S217 BUS. THE CONTACT WAS DRIVING APPROXIMATELY 35 MPH ON NORMAL ROAD CONDITIONS; THERE WAS AN EXCESSIVE VIBRATION. THE DRIVER PULLED OVER TO THE SIDE OF THE ROAD. THE REAR PASSENGER AXLE BROKE IN HALF. THE TAG TIRE WENT UNDERNEATH THE BUS. THE VEHICLE WAS TOWED TO THE BUSINESS ESTABLISHMENT. THE VEHICLE HAS NOT BEEN REPAIRED FOR THE MALFUNCTION. THE CONTACT HAD CONCERN OF THE SAFETY RISK INVOLVED. THE FAILURE MILEAGE WAS 418,680. JS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

February 1, 2010

The bus was carrying passengers when the failure occurred December 19, 2009. The vehicle, a 2001 Setra S217 bus, was traveling 35 mph when the failure occurred. The driver pulled over on the side of the road in Wichita, KS. The driver took photos of the axle while waiting on a wrecker to tow the vehicle back to Haslet, TX, which was the starting point for the trip.

The section of the axle that broke is clearly shown in photos taken after the vehicle was towed back to our facility. Initially Setra stated that the axle was rusted and it was our fault for not seeing the crack in the metal during routine inspections. After carefully examining the parts we, as well as other inspectors, can clearly see that the break started behind a weld where it would not be visible during a thorough inspection. Setra immediately determines that the failure of the axle parts are not because of product design or manufacturing defect without even personally inspecting the vehicle or its parts.

Setra of North America was notified on December 21, 2009 of the failure and requested assistance on determining the cause. We asked if they would investigate this as a potential safety issue. They did not and still have not come to see the axle first hand. We did send photos of the axle via email. We have sent numerous photos since the initial contact. Setra has not shown any interest in seeing the damage first hand.

Setra did send an independent contractor to our facility to dissect the metal and ship it to their laboratory to have the metal tested. We have not received and information on the results of the testing, not have we received the metal back from the laboratory.

We have attempted dialog numerous times because we are genuinely concerned that this could cause a catastrophic accident in a similar bus. The last response from Setra, dated today, tells us that they are committed to safety and make it their highest priority. However, if Setra was concerned with safety and the potential problem, they would have sent an inspector to view the vehicle and axle first hand. Setra mentioned in the last email that we had "undertaken to advise various outside third parties" that Setra is failing to meet its commitments. They urge us to exercise caution when communicating such information. We feel that they are implying that the outside third party is NHTSA.

Print

**From:** Thon, Bill (Bill.Thon@DCBUSNA.com)

**To:** [Redacted]

**Date:** Mon, December 21, 2009 1:40:29 PM

**Cc:** Conover, Paul; Abram, Al

**Subject:** Re: AXLE

Yes I talked with Greensboro on this and we can offer technical support while its being repaired, but there is no warranty coverage.

Bill Thon, Regional Service Manager  
Daimler Commercial Buses, Setra  
360-876-2113

-----Original Message-----

**From:** [Redacted]

**To:** Thon, Bill

**Sent:** Mon Dec 21 13:31:21 2009

**Subject:** AXLE

Have you talked to anyone about the axle so I know what the next step I need to take is.

Thank You,

[Redacted]

[Redacted]  
Haslet, TX

Fax

Toll Free [Redacted]

Print

**From:** Thon, Bill (Bill.Thon@DCBUSNA.com)  
**To:** [REDACTED]  
**Date:** Mon, December 21, 2009 4:05:10 PM  
**Cc:** Conover, Paul; Abram, Al  
**Subject:** RE: AXLE

[REDACTED]

We will respond to you within 24 hrs on the status of the recalls you have listed from the NITSA web site. At that time we will also address your other comments.

*Thanks,  
Bill Thon, Regional Service Manager  
Setra NA 360-876-2113*

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**From:** [REDACTED]  
**Sent:** Monday, December 21, 2009 1:47 PM  
**To:** Thon, Bill  
**Cc:** Conover, Paul; Abram, Al  
**Subject:** Re: AXLE

Below is a listing of recalls listed by the National Highway Transportation Safety Administration. I have only been notified about the first one from Setra THE WHEEL HUB AT THE FRONT AXLE COULD BECOME DAMAGED, FATIGUE AND FRACTURE on 217's. ???? Why not the rear axle also. ????

I want all my current VIN's ran to see if all corrected updates have been done to my units.

WKKA34AD4343000088
WKKA34AD343000048
WKK138VC11045251
WKKA34CD453000227
WKKA34CD453000452
WKKA34CD053000208
WKK138VC711045258
WKKA34DD083000602
WKK138TC8W1045117
WKK138UC3X1045140

I will also send in a complaint to the National Highway Transportation Safety Administration about my rear tag

axle if I do not get a better answer than tech support. This axle started to crack in the shaft of the main axle where no one could see it by the naked eye.

How much in recalls do you think this will cost Setra?

## RECALLS SUMMARY

**Vehicle Make / Model:**

SETRA / S217

**Model Year(s):**

1994-2002

**NHTSA CAMPAIGN ID Number:**

08V219000

**Summary:**

SETRA IS RECALLING 265 MY 1994-2002 S217 HDH MOTOR COACHES. DUE TO THE RESULT FROM HIGH LOAD ON THE VEHICLES, THE WHEEL HUB AT THE FRONT AXLE COULD BECOME DAMAGED, FATIGUE AND FRACTURE.

**Consequence:**

THE FLANGE MAY SEPARATE FROM THE WHEEL AND THEN COMPLETELY BECOME LOOSE FROM THE VEHICLE INCREASING THE RISK OF A CRASH.

**Remedy:**

DEALERS WILL CHANGE THE WHEEL HUB WITH A REINFORCED WHEEL HUB FREE OF CHARGE. THE RECALL BEGAN ON DECEMBER 23, 2008. OWNERS MAY CONTACT SETRA AT 1-800-882-8054.

**Notes:**

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

## RECALLS SUMMARY

**Vehicle Make / Model:**

SETRA / S215

SETRA / S217

SETRA / S417

**Model Year(s):**

1984-2001

1994-2002

2003-2009

**NHTSA CAMPAIGN ID Number:**

09V044000

**Summary:**

SETRA IS RECALLING 490 MY 1984-2001 S215, MY 1994-2002 S217 AND MY 2003-2009 S417 MOTOR COACHES EQUIPPED WITH EMERGENCY EXITS. THESE MOTOR COACHES FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 217, "BUS EMERGENCY EXITS AND WINDOW RETENTION AND RELEASE." WHEN A RELEASE MECHANISM IS NOT LOCATED WITHIN AN OCCUPANT SPACE OF AN ADJACENT SEAT, A LABEL MEETING THE REQUIREMENTS OF S5.5.2 THAT INDICATES THE LOCATION OF THE NEAREST RELEASE MECHANISM SHALL BE PLACED WITHIN THE OCCUPANT SPACE. EXAMPLE: "EMERGENCY EXIT INSTRUCTIONS LOCATED NEXT TO SEAT AHEAD;" THESE LABELS ARE NOT INSTALLED IN THE MOTOR COACHES MENTIONED IN THE EXAMPLE ABOVE.

**Consequence:**

IN THE EVENT OF A CRASH, WITHOUT THE CORRECT INSTRUCTIONS A PASSENGER MAY NOT KNOW HOW TO UNLATCH AND OPEN THE EMERGENCY EXIT INCREASING THE RISK OF INJURY.

**Remedy:**

DEALERS WILL SEND LABELS WITH A SERVICE INSTRUCTIONS EXPLAINING THE LOCATION OF THE LABELS FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING MARCH 2009. OWNERS MAY CONTACT SETRA AT 1-800-882-8054.

**Notes:**

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).



Vehicle Make / Model:

SETRA / S417

Model Year(s):

2003-2006

NHTSA CAMPAIGN ID Number:

06V233000

**Summary:**

ON CERTAIN MOTOR COACHES EQUIPPED WITH DETROIT DIESEL SERIES C-60 ENGINES, THE ELECTRONIC CONTROL MODULE (ECM) WILL REQUIRE TO BE REPROGRAMMED TO CURRENT MAINFRAME CALIBRATIONS.

**Consequence:**

REPROGRAMMING THE ECM WILL PREVENT THE POTENTIAL OF A TURBOCHARGER FAILURE FROM PROGRESSING TO AN ENGINE COMPARTMENT FIRE.

**Remedy:**

DETROIT DIESEL IS CONDUCTING THIS RECALL (PLEASE SEE 06E019000) AND WILL REPROGRAM THE ECM TO CURRENT MAINFRAME CALIBRATIONS FREE OF CHARGE. OWNERS MAY CONTACT DETROIT DIESEL AT 313-592-3708 OR SETRA AT 905-403-7807.

**Notes:**

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

**RECALLS SUMMARY**

Vehicle Make / Model:

SETRA / S417

Model Year(s):

2003-2006

NHTSA CAMPAIGN ID Number:

05V229000

**Summary:**

ON CERTAIN 36-58 PASSENGER MOTOR COACHES, THE PARKING BRAKE INDICATOR LIGHT ON THE DASHBOARD MAY ILLUMINATE IN LIMITED CIRCUMSTANCES EVEN THOUGH THE PARKING BRAKE IS NOT ENGAGED.

**Consequence:**

THE DRIVER MAY MISINTERPRET THE SIGNAL AND WRONGLY ASSUME THE PARKING BRAKE IS ENGAGED. THE VEHICLE COULD ROLL UNAWARE, WHICH COULD RESULT IN A CRASH WITHOUT WARNING.

**Remedy:**

DEALERS WILL REPLACE THE PARKING BRAKE PRESSURE SWITCH FREE OF CHARGE. THE RECALL ON MAY 24, 2005. OWNERS MAY CONTRACT SETRA AT 1-800-882-8054.

**Notes:**

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

**RECALLS SUMMARY****Vehicle Make / Model:**

SETRA / S417

**Model Year(s):**

2003-2006

**NHTSA CAMPAIGN ID Number:**

05V228000

**Summary:**

CERTAIN (36-58 PASSENGER) MOTOR COACHES FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 101, "CONTROLS AND DISPLAYS." THE PARKING BRAKE INDICATOR LAMP ILLUMINATES IN GREEN AND NOT RED, WHEN THE PARKING BRAKE IS ENGAGED.

**Consequence:**

ILLUMINATION IN RED IS REQUIRED BY THE APPLICABLE STANDARD.

**Remedy:**

DEALERS WILL INSTALL APPROPRIATE SOFTWARE TO CHANGE THE COLOR OF THE PARKING BRAKE INDICATOR LAMP FROM GREEN TO RED FREE OF CHARGE. THE RECALL BEGAN ON MAY 24, 2005. OWNERS MAY CONTACT SETRA AT 1-800-882-8054.

**Notes:**

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

**From:** Thon, Bill (Bill.Thon@DCBUSNA.com)  
**To:** [REDACTED]  
**Date:** Tue, December 22, 2009 4:35:20 PM  
**Cc:** Conover, Paul; Stout, Eddie; Abram, Al  
**Subject:** RE: AXLE

[REDACTED]

First I appreciate your concerns regarding recalls relating to your Setra buses, we want you to know that Daimler Commercial Buses NA take any and all recalls extremely seriously and follow the NITSA guidelines to the letter. As a matter of record the majority of our recalls were offered voluntarily by Daimler buses. With that in mind I have included a chart and emails showing our attempts to notify Alliance and showing the status of all recalls relating to Alliance's Setra Fleet. If you look at the chart and emails you can see we have taken all due diligence in attempting to notifying Alliance LLC as required by NITSA.

To address your specific concerns in regards to the 217 front axle hub recall not being offered on the tag axle. The motivation for the recall was that we saw one failure in Europe and this prompted EVO Bus to take these very pro-active measures and issue a voluntary recall with NHTSA. As for the reason the tag was not included, a steer axle hub failure could cause the vehicle to lose control, this is not the case with the tag axle. Also no failures were or have been reported on the tag and again that it's not a steer or drive axle and a hub crack would not cause the vehicle to lose control. Plus the tag is not carrying the same percentage of the load in normal operation or under braking as the front axle so it was excluded from this recall.

In reference to the tube failure on the Alliance 2001 S217, this has only been reported once before on an accident vehicle due to a side impact, which including yours does not motivate or require a recall. From the pictures the crack indicates, through the rust on the fracture, that this has been cracked for sometime and given that the rust (on the crack) extends outside of the housing leads us to conclude that the crack was visible and unfortunately missed during routine inspections. We will do everything we can to support a repair or replacement of the tag axle through technical support and even assistance in locating used parts, but the request to offer warranty or policy coverage on this repair will not be considered.

Please let me know if you would like my assistance in completing this repair.

Thanks,  
 Bill Thon, Regional Service Manager  
 Setra NA 360-876-2113

	Emergency Window Sticker Shipped (S215,S217,S417)	Emergency Window Sticker Claim Rec'd (S215, S217, S417)	Emergency Window Sticker open (S215, S217,S417)	Recall 5491182; Cable Layout Rear (417 only)	Recall 5491173; Cable Layout Roof Hatch (417 only)	Recall; Wheelhub (217 only)
WKKA34AD4343000088-Returned Undeliverable USPS 7008-2810-0001-8911-8019 (Registered to Devon Enterprises)	R	O	O	C	C	NA
WKKA34AD343000048- UPS 1ZA975V06858906155 delivered 11-12-09 (Registered to Devon Enterprises)	C	O	O	O	O	NA
WKK138VC11045251- Alliance Bus Charters accepted delivery 11/12	C	O	O	NA	NA	O
WKKA34CD453000227 - USPS 7008-2810-0001-8911-8217						

Returned Undeliverable-AZ Resources	R	O	O	C	C	NA
WKA34CD453000452 - USPS 7008-2810-0001-8519-7001 Mailed 12-16-09 to Alliance Bus Charters	C	O	O	O	O	NA
WKA34CD053000208- Devon Enterprises- Accepted Delivery	C	O	O	C	C	NA
WKK138VC711045258 - Alliance Bus Charters accepted Delivery	C	O	O	NA	NA	O
WKA34DD083000602 - Devon Enterprises Accepted Delivery	C	O	O	C	C	NA
WKK138TC8W1045117 - Liberty Educational Ministries accepted delivery	C	O	O	NA	NA	O
WKK138UC3X1045140 - Alliance Bus Charters-Accepted Delivery	C	O	O	NA	NA	C
<b>O = Open</b>						
<b>C = Closed</b>						
<b>NA = Not Applicable</b>						
<b>R = Returned (Need to re-ship)</b>						

Bill,

We need a different address. We just had a package of stickers returned today with that exact address "unclaimed" (Post Office left notice 11/16, 11/24, and 12/1 before returning to us as unclaimed.)

Thanks,

Krista

**From:** Thon, Bill  
**Sent:** Tuesday, December 22, 2009 3:05 PM  
**To:** Conover, Paul  
**Cc:** Smith, Krista  
**Subject:** RE: Alliance Recall Status

All,

Here is the address info I have for Alliance. The first one is a correct location address, I have been there many times..

Alliance Bus Charters  
 Suite 100  
 1128 Blue Mound Rd W

Haslet, TX 76052

Alliance Bus Charters  
 PO Box 496

Haslet, TX 76052

Thanks,  
 Bill Thon, Regional Service Manager  
 Setra NA 360-876-2113

from [REDACTED]  
 Sent: Monday, December 21, 2009 10:31 AM  
 To: Thon, Bill  
 Subject: AXLE

Have you talked to anyone about the axle so I know what the next step I need to take is.

Thank You,

[REDACTED]  
[REDACTED]  
Haslet, TX  
[REDACTED]  
[REDACTED]









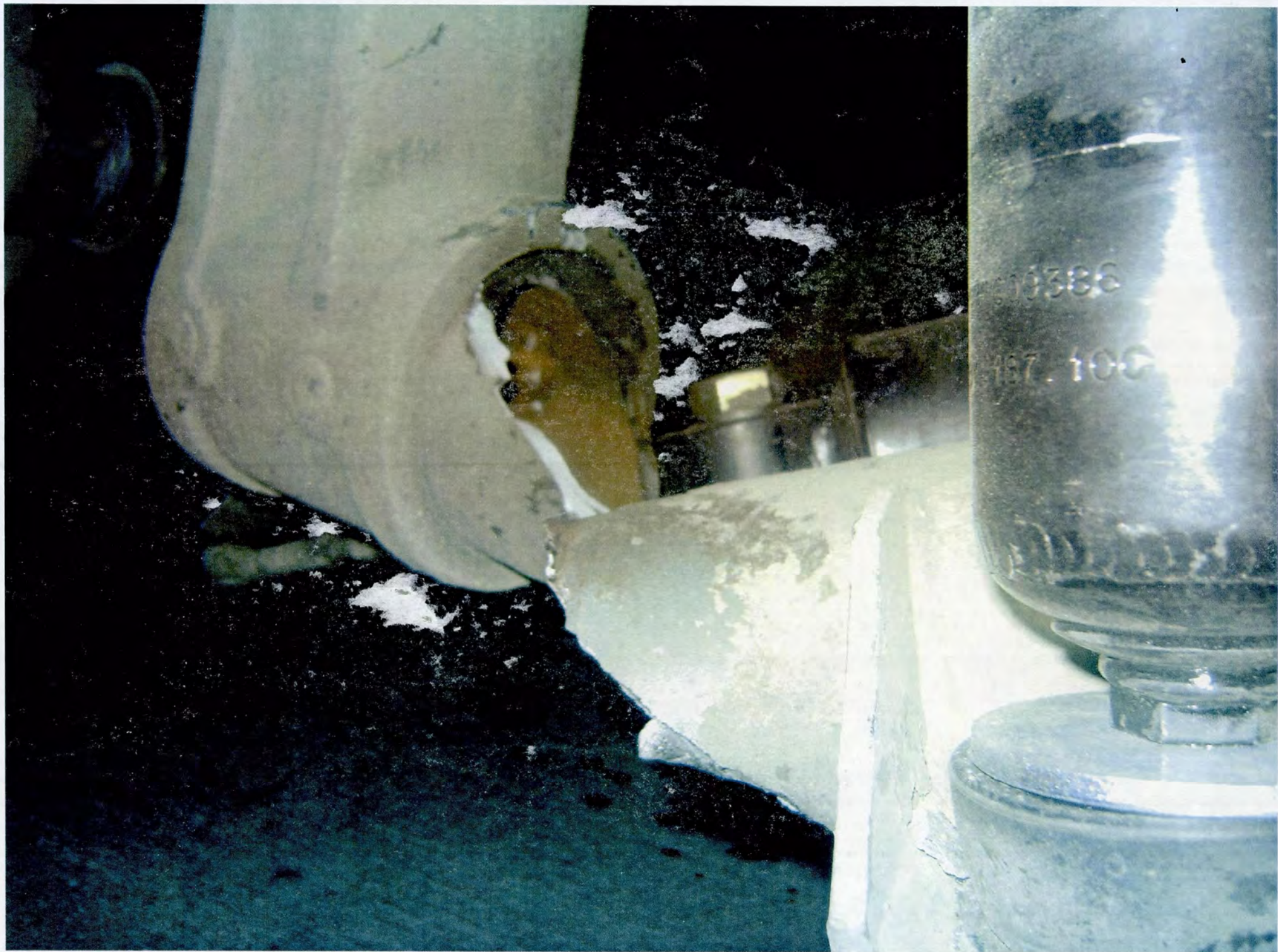


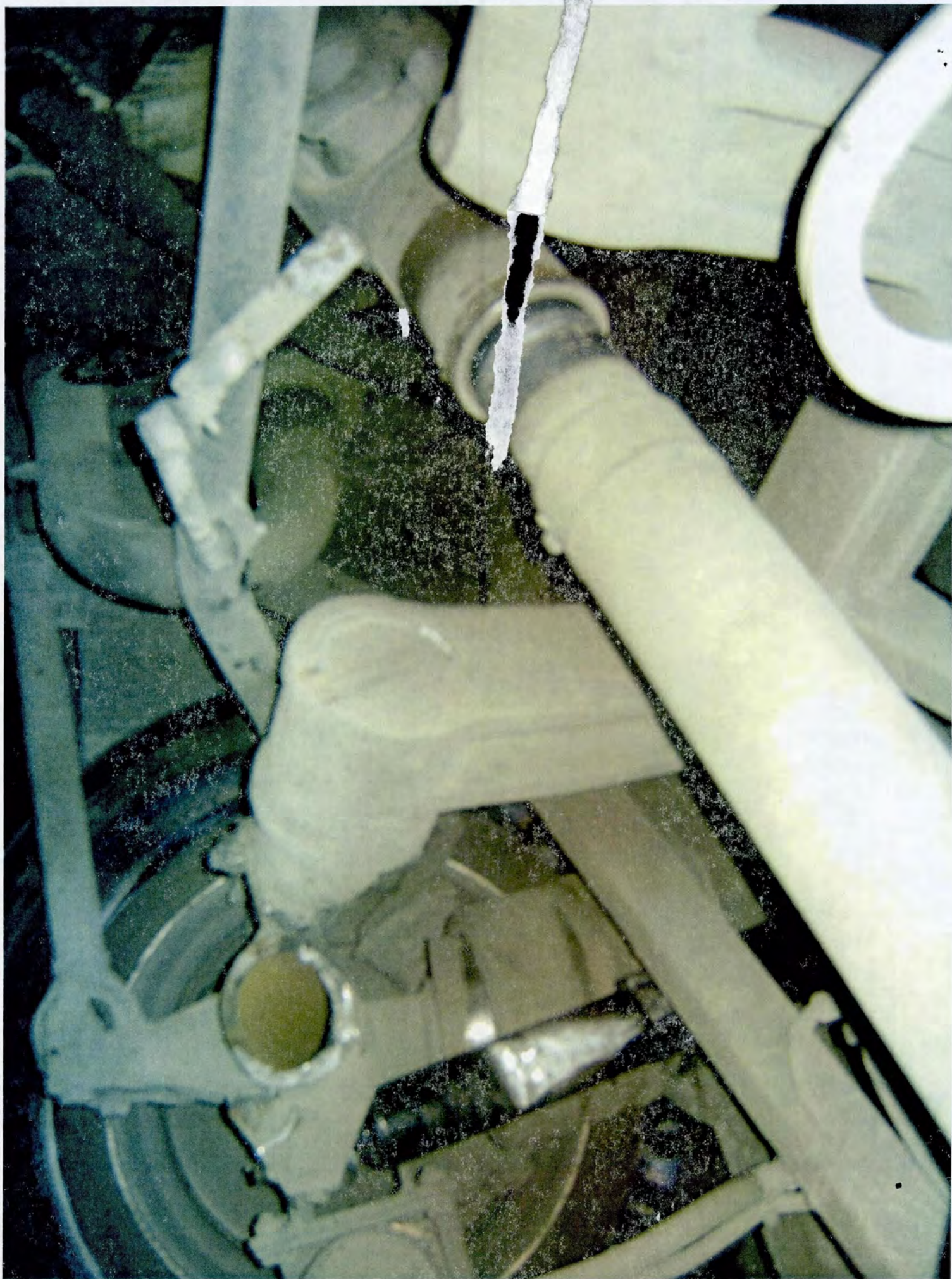
















responsible for the ongoing service and maintenance of the coaches, including ensuring that all non-warrantable component issues are addressed.

We also note that Alliance has undertaken to advise various outside third parties that Setra is failing to meet its commitments. We urge Alliance to exercise caution when communicating such information outside your company unless it is directed to Setra personnel. Please contact myself or Bill Thon with regard to vehicle maintenance issues.

As indicated, product safety is Setra's highest priority. Setra will continue to work cooperatively with Alliance, however, it is also the responsibility of Alliance to perform regular and complete maintenance on your equipment.

Yours very truly,

A handwritten signature in black ink that reads "Eddie Stout per [initials]". The signature is written in a cursive, flowing style.

Eddie Stout  
Product Support Supervisor

CC: A. Abram  
S. Batho  
T. Chezem  
P. Conover  
C. Crassweller  
M. Quinn

Daimler Buses North America  
c/o Setra of North America Inc.  
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Fax: 336.878.5410  
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