

2007 MAY 4

RECALL MANAGEMENT DIVISION



SETRA of North America, Inc.  
6012B High Point Road  
Greensboro, NC 27407  
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Web Site: [www.setrausa.com](http://www.setrausa.com)

May 01, 2007

Mr. Daniel Smith, Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street S.W. (NSA-01)  
Washington, DC 20590  
Fax: (202) 366-7882

07V-193  
(4 Pages)

Re: **Part 573 – Defect Report**

Dear Mr. Smith,

Pursuant to the requirements of 49 C.F.R. Part 573, Setra of North America, Inc. ("Setra"), as the importer of motor coaches manufactured by EvoBus GmbH, submits this report regarding a potential defect related to motor vehicle safety present in certain Setra S417 motor coaches.

**Part 573.6(c)(1) – Manufacturer Name**

EvoBus GmbH, Ulm, Germany

Designated Agent:  
Setra of North America, Inc.,  
6012-B High Point Road  
Greensboro, NC 27407

**Part 573.6(c)(2) – Vehicles Potentially Containing the Defect**

The affected vehicles are Model Year 2003 - 2007 Setra Model S417 motor coaches (36-58 passengers). These "affected vehicles" include those buses bearing the Serial #'s:

WKKA34AD033000001-WKKA34CD073000535;  
and specifically include all model S417 coaches produced from September 2002 to February 2007.

The basis for determination of the affected vehicle population is an analysis of the production records identifying all S417 models with the wiring harness routing at the roof hatch as described below.

**Part 573.6(c)(3) – Total Number of Vehicles Potentially Affected**

At total of up to 482 motor coaches are potentially affected.

**Part 573.6(c)(4) - Percentage of Affected Vehicles Estimated to Contain the Problem**

5% of the subject vehicles may contain the problem described below.

**Part 573.6(c)(5) – Chronology of Events Leading to Discovery of the Issue**

In the scope of examinations in our production, we determined that the electrical wire preparation for the control of solar roof hatches was not carried out properly in some cases. Although the wire harness is provided in North American S417 buses the solar roof hatch is not.

In the course of investigations of our production and on delivered vehicles it was discovered that a defect exists with particular vehicles where the wire routing preparation of the roof hatches may not have been carried out properly.

With regard to the preparation of the roof hatch wiring, open energized wire ends may exist in this wiring harness. It may be possible if the open wiring ends come into contact with parts of the frame, a short circuit may occur and subsequently a fire.

Neither EvoBus nor Setra have received reports of fires, injuries or deaths caused by the alleged defect.

**Part 573.6(c)(8)(i) – Remedy Program**

Setra is conducting a voluntary recall campaign for the affected vehicles, which will be performed at no charge to vehicle owners. As part of the recall plan, for all affected vehicles, Setra will send out technicians to disconnect the power to these wires at the distribution point, thus turning them into dead-voltage..

The remedy described above will be also introduced into series production.

**Part 573.6(c)(8)(ii) – Customer Notification**

Direct contact with the affected customers will be undertaken by Setra in addition to written notification pursuant to Part 577. Specifically, Setra's Field Service Representatives in each region of the United States will contact customers to arrange an appointment for the completion of the remedy program. Setra expects the remedy program to start June, 2007 and be complete by November, 2007.

**Part 573.6(c)(10) – Copies of Proposed Owner Notification Letter**

A copy of the customer letter is enclosed.

**Setra Contact:**

Mr. Joe Labonte  
Compliance and Safety Officer  
350 Hazelhurst Road,  
Mississauga, Ontario,  
L5J 4T8  
905-403-7807

Please do not hesitate to contact us if you have any questions regarding this matter. Thank you for your consideration.

Best regards,



Joe Labonte  
Compliance and Safety Officer

cc Patricia Wallace, Safety Defects Analyst, NHTSA



LUXURY COACHES

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Safety Recall # xxxxx

June, [DATE], 2007

Dear Setra Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Setra of North America, Inc. ("Setra") has decided that a defect which relates to motor vehicle safety exists in certain model year 2003 - 2007 motor coaches, model S417. Setra has therefore initiated a voluntary recall of these vehicles. Our records indicate that your vehicle is included in this group. **WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.**

Setra has determined, that on vehicles described above the wire routing preparation associated with a non North American roof hatch was carried out improperly.

This wiring may contain open energized wire ends located in the harness. If the open wiring ends come into contact with parts of the frame, it may be possible for a short circuit to occur and then a subsequent fire.

In order to remedy this issue, Setra will, free of charge, send out technicians to disconnect the power to these wires. A Setra Technical Representative will contact you shortly to schedule an appointment for the remedy. The time required is approximately 1/2 hours. We are sorry to inconvenience you, **BUT IT IS IMPORTANT FOR YOUR SAFETY, AND THE SAFETY OF OTHERS, TO HAVE THE WORK PERFORMED PROMPTLY.**

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return it in the enclosed envelope. If this is a leased vehicle and the lessor (registered owner) receives this notice, please forward this information by registered mail to the lessee. 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.

Please contact your authorized Setra dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-(800) 882-8054.

If, after contacting Setra of North America, Inc., at the number listed above, you are still unable to have the safety defect remedied, US residents may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590. or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>."

Again, we apologize for any inconvenience this situation may cause you.

Sincerely

Paul Conover  
Product Support Manager, NA  
Setra of North America, Inc.  
(336) 878-5440

**IMPORTANT**

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED
- STOLEN
- OTHER \_\_\_\_\_
- SOLD                                    I HAVE SOLD THE VEHICLE TO:
- MY NEW ADDRESS IS:

NAME \_\_\_\_\_

STREET \_\_\_\_\_ APT. \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

THANK YOU FOR YOUR COOPERATION

\*\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*\*  
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

**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, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Setra dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or 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 it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from Setra within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.