

2007 MAY 8

RECALL MANAGEMENT DIVISION



SETRA of North America, Inc.  
6012B High Point Road  
Greensboro, NC 27407  
Office Tel.: 336-878 5400  
800-882-8054  
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Web Site: [www.setrausa.com](http://www.setrausa.com)

May 1, 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-198  
(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 Serial #'s:

WKKA34AD033000001-WKKA34CDX73000560;  
and specifically include all model S417 coaches produced from September 2002 to March 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 behind the toilette as described below.

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

At total of up to 507 motor coaches are potentially affected.

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

35% 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 carried out in production, we determined that on a few vehicles the electrical wiring harness behind the rear toilet was not properly installed.

In the course of further investigations on vehicles which were already delivered we also found a defect that in some cases, the wiring harness was not installed properly.

In cases where the wiring harness is not installed properly, scuff marks may occur. It may be possible for single wires to become damaged. This could lead to a short circuit and possibly a subsequent fire.

Neither EvoBus nor Setra have received reports of fires, injuries or deaths caused by the possible 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, Setra will send out technicians to check the wiring harness routing and will change the damaged wires on all affected vehicles. In addition the wiring harness will be installed in such a way as to prevent scuffing.

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

# SETRA

LUXURY COACHES

SETRA of North America, Inc.  
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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. **WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.** Setra has therefore initiated a voluntary recall of these vehicles. Our records indicate that your vehicle is included in this group.

Setra has determined that in some of the vehicles described above, the wiring harness behind the rear toilet may not be properly installed. If not properly installed, scuffing could damage wires. This could lead to a short circuit and possibly a fire.

In order to remedy this issue, Setra will check and if necessary repair or replace the harness and correct the harness routing on your vehicle(s) free of charge. A Setra Technical Representative will contact you shortly to schedule an appointment to check the wiring harness, and repair or replace if necessary. The time required for the check is approximately 1.5 hours. The repair or replacement of the wiring harness, if necessary will take approximately 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 IMMEDIATELY.**

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

