

# 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

**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.