



SETRA of North America, Inc.
6012B High Point Road
Greensboro, NC 27407
Office Tel.: 336-878 5400
800-882-8054
Fax: 336-878-5403
Web Site: www.setrausa.com

Safety Recall # 8V-219
Transport Canada Recall Number: 08-164

December, [DATE], 2008

Dear Setra Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian 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 1994 to 2002 motor coaches, model S 217HDH. 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 SAFETY.

Setra has determined that in the vehicles described above, due to the result from high load on the vehicles and not following service instructions related to possible over torque of wheelstuds, the wheel hub at the front axle could be damaged, fatigue and fracture. The break of the wheel hub leads to a changed driving performance of the vehicle, which becomes noticeable by vibrations in the steering system.

If the wheelstud torque service instructions have not been followed causing damage, vehicle overloading has occurred and the vibrations in the steering system are not readily addressed, then the flange may separate from the wheel and then completely become loose from the vehicle increasing the risk of a crash.

In order to remedy this issue, Setra is asking have the front axle wheel hubs changed.

We are sorry to cause you this inconvenience, **BUT IT IS IMPORTANT FOR YOUR SAFETY, AND THE SAFETY OF OTHERS, TO HAVE THE WORK PERFORMED AS SOON AS POSSIBLE.**

Cost to Remedy:

Labor time to perform this work has been predetermined at 7 hours to change both wheel hubs at the front axle. Reimbursement for the labor can be made on your claim for credit. See Claims for credit as required.

Record of Completion:

Report the completion of this work for each vehicle and deliver to Setra of North America (Setra). Attention: Warranty Department. See attached FAX Back form for details.

Claims for Credit:

Parts will be provided free of charge. Submit a warranty claim for the labor time to perform this work. The will be reimbursement for 7 hours to change both wheel hubs at the front axle.

See attached Warranty Claim form or go to WWW.DCBUSNA.com, Select: [Product Support](#), Then select: [Warranty](#).

Service Information:

Repairs may be completed by any Setra service location (see locations and directions at www.dcbusna.com), customer, or 3rd party repair facility with the capabilities of performing such repair.

Inquiries for materials and any additional instructions pertaining to these instructions can be made by calling:

1-800-882-8054 (All Service and Parts/Order Inquiries)

In Case of Dispute

If, after contacting Setra, at the location 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, 1200 New Jersey Avenue, SE., Washington, DC 20590. Vehicle Safety Hotline's toll free number: 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Canadian residents may submit a complaint to the Director, Vehicle Safety and Energy Operations, Road Safety and Motor Vehicle Regulation, Transport Canada, Ottawa, ON, K1A 0N5 or call (613) 993-9542.

If you are no longer the vehicle owner, or have a change of address, please complete the 3rd page 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 3rd page of this notice for details.

For all inquiries please contact us at Setra, 1-(800) 882-8054.

For details on how to do the changes refer to the attached technical instructions.

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.

Completion Record Fax Back Form

Fax to: (336)-878-3605

Attention: Warranty Department

Recall: NHTSA: 08V-219

Transport Canada Recall Number: 08-164

SAFETY DEFECT – Setra S 217 HDH wheel hub

Phone #: 1-800-882-8054 (All Service and Parts/Order Inquiries)

Report Date: _____

By: _____

VIN	Mileage	Report date	Completed by