

Daimler Buses Recall Bulletin

Setra S417, S417TC Models
NHTSA 10V-625 & 11V-220 / TC 2010-440
TI No. 68.64U07184A

1.0 S417-S417TC PARTITION GLASS (BEHIND DRIVER'S SEAT) RECALL NOTICE

Recall Number

National Highway Traffic and Motor Vehicle Safety Number (NHTSA): 10V-625 / 11V-220

Transport Canada Recall Number: 2010-440

Subject

SAFETY DEFECT: Driver's Partition Glass Materials

Certain Vehicles Affected

Models/Years Involved: **United States:** Setra S417/S417TC, Model Series 629534; 629557 (2003 - 2011)
Canada: Setra S417, Model Series 629534; 629557 (2008 - 2009)

General Information

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. Daimler Buses North America (Daimler Buses) has decided that a defect, which relates to motor vehicle safety, exists in some of its motor coaches.

Defect

On certain Setra S417/S417TC motor coaches, the installed driver's partition glass may not have the necessary DOT markings as specified by regulation. The partition glass meets all other requirements, but was not marked correctly by the glass manufacturer.

Failure To Upgrade

Regulation specifies that the partition glass carry the necessary DOT markings to ensure that the glass conforms to federal motor vehicle safety standards. Failure to display DOT markings on the glass may call to question whether federal motor vehicle safety standards are met by the glass.

Cost To Remedy

Labor time to perform this work has been predetermined. If required, the following apply:

- **Component Inspection:** 0.25 hr.
- **Component Replacement:** 0.4 hr.

Reimbursement for the parts and labor can be made on your claim for credit. [See "Claims for Credit"](#) as required.

Warranty Claim

Please complete the attached **Fax Back Form** and deliver to:

*Daimler Buses North America
Attention: Warranty Department
350 Hazelhurst Rd
Mississauga, Ontario, Canada L5J 4T8
Fax: (905) 403-7813*

Claims for Credit

Reimbursements will be issued only after the **Warranty Claim** has been submitted to Setra of North America. Include the campaign number (**TI no. 68.64U07184A**), VIN number, vehicle mileage, and the date the work was performed on the copy of the work order along with the claim form.

We are sorry to cause you this inconvenience, however, we have taken this action in the interest of your continued satisfaction with our products. If you have had this repair performed before you received this letter, you may be eligible to receive a reimbursement for the cost. Notify Daimler Buses to obtain a pre-notification remedy to the problem associated with this recall.

Service Information

Inquiries for materials and any additional instructions pertaining to this recall notice can be made by calling your Setra dealer. If your dealer is unable to remedy your situation, please contact us at:

1-800-882-8054

In Case of Dispute

If, after contacting Daimler Buses 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: 1-888-327-8054 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.

2.0 RECALL INSTRUCTIONS

Introduction

This procedure involves replacing the partition glass behind the driver's seat with a glass partition that has the necessary DOT markings.

PART NUMBER	DESCRIPTION	QUANTITY
A 627 711 00 10 05	Partition Glass	1

Safety Precautions

- Follow workshop safety procedures before starting work on the bus.
- Follow all safety procedures outlined in the Setra service literature.

Inspection

1. Examine the partition glass for DOT markings:
 - a. If the partition glass has the DOT markings, the glass is compliant with regulations and no rework is needed.
 - b. If the partition glass does not have the DOT markings, the partition glass must be replaced. Proceed to ["Partition Glass Replacement Procedure" on page 4.](#)

Partition Glass Replacement Procedure

Removal

CAUTION !

Ensure care when removing or installing glass panels. A risk for injury exists if glass falls during handling.

1. Remove the mounting screws and rubber washers from the lower fastening point. See [Figure 1-1](#).

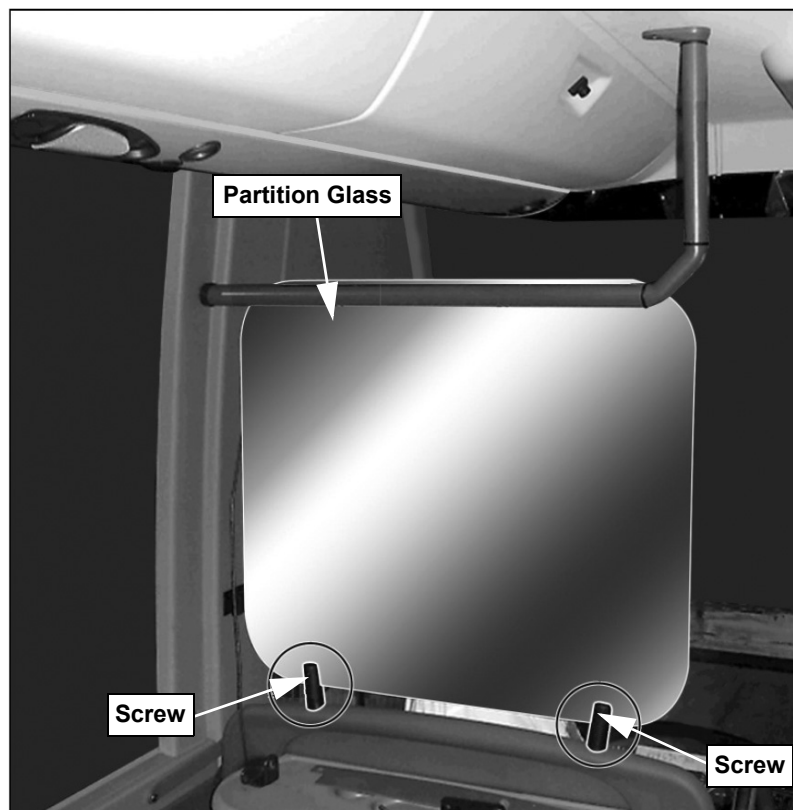


Figure 1-1 Lower Mounting Screws

2. Remove the upper screws and rubber washers from the lower upper point and remove the partition glass. See [Figure 1-2](#).

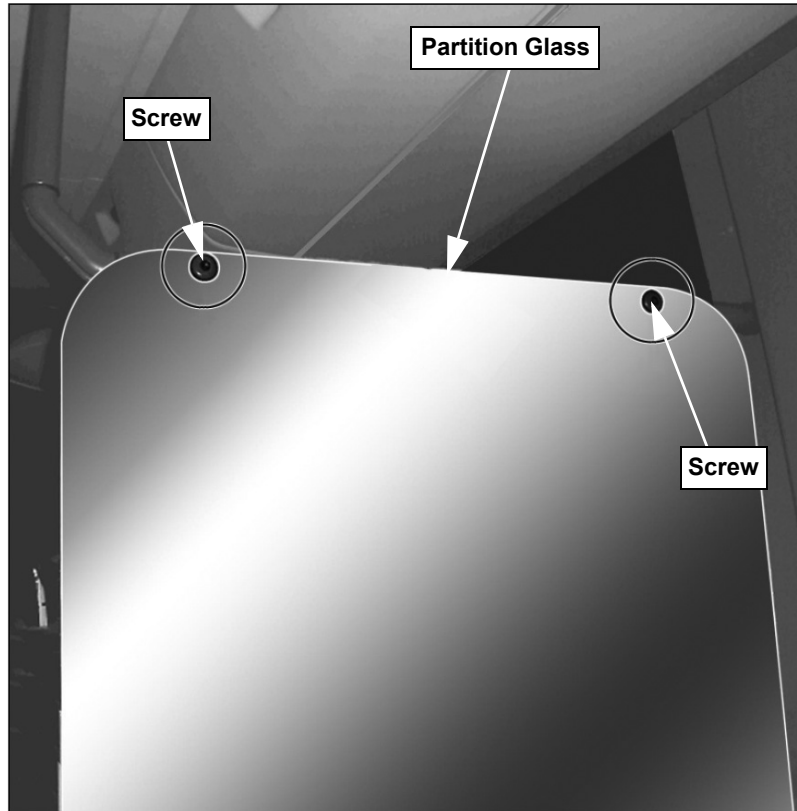


Figure 1-2 Upper Mounting Screws

Installation

 **NOTE**

During partition glass installation, the correct position of rubber washers must be observed.

CAUTION !

Ensure stress-free installation of the partition glass.

1. Place replacement partition glass into position and install upper mounting screws with rubber washers. Reference [Figure 1-2](#).
2. Install the lower mounting screws with rubber washers. Reference [Figure 1-1](#).

3. Remove the protective film from the partition glass.
4. Clean the partition glass with glass cleaner.