



March 28, 2016

«CUST»

«ATTENTION»

«ADDRESS»

«CITY», «STATE» «ZIP»

«COUNTRY»

IMPORTANT SAFETY RECALL

This notice applies to your vehicle [«UNIT»]

SUBJECT: SAFETY RECALL OF SETRA S417 COACHES

Ref.: **NHTSA recall reference #: 16V-142**
Transport Canada recall #: 2016-109
ZF recall #: 16E-018
Setra Bulletin #: TI 33.10U10124B

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 has decided that a defect which relates to motor vehicle safety exists in certain 2005~2009 S417 vehicles (USA) and in Canada, model year 2004~2006 S417 motor coaches. Setra therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group. You were contacted in early March 2016 by Setra about your affected vehicle(s) and they were removed from service at that time.

Setra has determined that due to a process deviation in the production of lower control arms for service parts, a crack may develop between the tube ends with the solid shafts of the control arm joint housing. Under load the tube could separate from the shaft. This could cause a loss of control of steering resulting in a possible crash.

Setra is conducting a recall of the affected vehicles where a service part lower control arm was installed. The recall work – which consists of replacing the lower control arm - will be provided at no cost to you. You may have the repair work performed at an MCI Service Center or other authorized Setra repair facility. Please contact Setra Customer Service Line at 1-800-241-2947 if you need further information in that regard.

Setra strongly urges you to perform the recall work on your vehicle(s) as quickly as possible.

For reimbursement of the inspection (and repair if completed) submission of Setra Warranty Claim Forms may be completed on MCI's website at <http://fleetsupportiw.mcicoach/iwarranty/signon> (click on customer Care System), or a photo

copy of the Warranty Claim Form can be mailed / faxed to the Setra Warranty Department. Please refer to TI bulletin **33.10U10124B**.

After contacting Setra Customer Service, if you are still unable to have the safety defect remedied without charge and within a reasonable time, you may submit a complaint to:

For US customers:

You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

For Canadian customers:

Please contact our customer service at 1-800-241-2947, or for additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

If you are no longer the vehicle owner, or have had a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days. 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 our Setra Customer Service Line at 1-800-241-2947 if you have any questions about this recall.

We apologize for any inconvenience this situation may cause you.

Sincerely

Setra
Warranty Department

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.

Technical information

TI No.: 33.10U10124B

Distribution list: A

Distribution date: 14.03.2016

Valid until:

The point of contact is the EvoBus after-sales service in each country

| | |
|---------------|--|
| Model: | CC 400; IBC Europa; Integro (MBÜ); Intouro (MBÜ); MC 400; TC 400; Tourismo (NCI); Travego; Travego (NCI) |
| MODEL SERIES: | 629011; 629012; 629410; 629411; 629422; 629425; 629534; 632006; 632012; 632036; 632037; 632038; 632121; 632131; 632133; 632134; 633001; 633004; 633051; 633052; 633100; 633101; 633104; 633251; 633252; 634200; 634201 |
| TITLE: | Lower transverse links of front axle could crack at compression fittings. |

COMPLAINT

Lower transverse links of front axle could crack at compression fittings.

CAUSE

Production fault affecting transverse links.

REMEDY

Replace both lower transverse links front right and left with new ones.

MEASURE TYPE

The scope of the work is carried out on the vehicles concerned as part of a safety recall.

DEFECT PART HANDLING

In Germany:

For workshops in which parts control is carried out via GALA, the GALA specifications are binding. For workshops in which parts control is not carried out via GALA, the removed defect parts must be sent to the delivery address below.

EvoBus GmbH
Befundzentrum Werk 4
Abladestelle 960
Otto-Hahn-Str. 8
89231 Neu-Ulm, Germany

Outside Germany:

For workshops in which parts control is carried out via GALA, the GALA specifications are binding. For workshops in which parts control is not carried out via GALA, the removed defect parts must be scrapped locally.

Proof of scrapping with photo of both destroyed transverse links. Scrapping must be carried out by sawing or cutting off an arm on each side.

REPLACEMENT PARTS REQUIRED

| Qty. | Designation | Number | Comment |
|------|-----------------|-----------------|---------|
| 2 | Transverse link | A 629 330 15 07 | |
| 4 | Bolt | A 001 990 87 14 | |
| 8 | Nut | N 000000 005406 | |
| 8 | Washer | N 000000 006494 | |

OPERATION TEXTS

| Operation no. | Operation text | Working time/h | Comment |
|----------------------|--|-----------------------|---|
| 02-9275 | Replace 2 transverse links of front axle with new ones | 10.3 | Including suspension geometry measurement |

The times apply for work at an hourly rate.

DEFECT NUMBER

| Defect no.: | Designation |
|--------------------|--------------------|
| 3390090 | |

CODEWORD

1602B33M03

WARRANTY AND GOODWILL SETTLEMENTS

Field measure type Recall: 100 % of costs will be accepted

| | |
|------------------|----------------|
| BUS/MAC | BUS/MAC-C |
| pp. | pp. |
| Johannes Lehmann | Markus Fischer |

Attachments

▷ **Basic data**

Operation instructions**Warning**

Risk of accident. Danger from unauthorised starting of the engine or movement of the vehicle. Persons in areas of the bus that are hidden from view (underbody, rear, roof, etc.) are at risk of injury if the engine is started or the vehicle is moved by other or unauthorised persons.

[Details...](#)

**Warning**

Risk of entrapment and crushing. Reaching in between mechanically operated parts may result in serious injuries due to the severing, trapping or crushing of body parts.

[Details...](#)

**Warning**

Risk of fatal injury. Danger due to the bus slipping off the stands. There is a risk of injury to persons present in the immediate area of the bus if the bus slips, drops or tilts.

[Details...](#)

**Warning**

Risk of accident. Danger when lifting and transporting heavy components. The use of defective or unsuitable lifting equipment and hoists for the lifting and transporting of heavy components could result in serious or fatal injuries to all persons involved if the component were to drop or slip.

[Details...](#)

Procedure

1. [Removing a front axle lower transverse link](#)
2. [Fitting the front axle lower transverse link](#)

Finishing tasks

1. Adjust wheel camber at the front axle.



Note

The adjustment values for the various bus model designations can be found in OmniPlus BusDoc, under Workshop Information, group: 20-10-06.

2. Adjust wheel toe at the front axle.



Note

The adjustment values for the various bus model designations can be found in OmniPlus BusDoc, under Workshop Information, group: 20-10-06.

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