



February 24, 2016 and November 8, 2016

«Customer\_Name»

ATTENTION: TECH SERVICE DEPT/MAINT

«Address»

«City», «State» «Zip»

«Country»

**IMPORTANT SAFETY RECALL – 2<sup>nd</sup> NOTIFICATION**

**This notice applies to your vehicle [ «UNIT» ]**

**SUBJECT: SAFETY RECALL OF SETRA S417TC & S407 MODEL COACHES**

Ref.: **NHTSA recall reference # 16V-022**

**Transport Canada recall # 2016-023**

**RECARO recall # 15E-088**

**Setra Bulletin # TI 91.10U10086A**

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 2011~2012 S417TC and 2012 S407CC vehicles (USA) and in Canada, model year 2011 S417TC motor coaches equipped with RECARO driver's seat. Setra therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

Setra and RECARO have determined that certain "J-Brackets" in the RECARO ERGO-M commercial bus operator's seats may be missing welds. If the J-Bracket is missing welds, it may separate from the seatbelt anchorage assembly and the bus driver may not be properly restrained in the event of a crash increasing the risk of injury.

Using the attached inspection procedure and the supplied VIN list of your affected Setra vehicles, check the driver's seat J-bracket welds. RECARO estimates an inspection time of five (5) minutes. If the J-bracket is missing the welds, the J-bracket will need to be replaced. RECARO estimate a repair time on 1.5 hours for the replacement.

If you have any concerns checking the driver's seat or if you detected missing welds after the inspection, please contact you Setra dealer to remedy your situation at 1-800-241-2947.

Please check your in-house spare parts inventory for RECARO ERGO-M seats and inspect as per the attached procedure.

You may also contact Setra Customer Service Line at 1-800-241-2947 if you need further information.

Setra strongly urges you to perform the recall inspection work on your vehicle(s) as quickly as possible. Use the attached 'Inspection Form' for your tracking purposes.

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 **91.10U10086A**.

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.**