

# Part 573 Safety Recall Report

# 20V-190

**Manufacturer Name :** Daimler Coaches North America**Submission Date :** APR 02, 2020**NHTSA Recall No. :** 20V-190**Manufacturer Recall No. :** 72.00M20089A**Manufacturer Information :**

Manufacturer Name : Daimler Coaches North America

Address : 2477 Deerfield Drive

Fort Mill SC 29715

Company phone : 416-624-3558

**Population :**

Number of potentially involved : 63

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2020 Setra S417TC

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The recall population was based on manufacturing records at the factory.  
The affected support frame is only installed in these types of Setra vehicles.

2017 m/y = 4 affected Setra S417TC coaches.

2018 m/y - 6 affected Setra S417TC coaches

2019 m/y = 31 affected Setra S417TC coaches

2010 m/y = 22 affected Setra S417TC coaches

**Production Dates :** JAN 02, 2017 - JAN 02, 2020VIN Range 1 : Begin : WKKA574H3H3010300 End : WKKA574H9H3010302  Not sequentialVIN Range 2 : Begin : WKKA574H3J3010304 End : WKKA574H2J3010309  Not sequentialVIN Range 3 : Begin : WKKA574H7K3010310 End : WKKA574H5K3010340  Not sequentialVIN Range 4 : Begin : WKKA574H5L3010341 End : WKKA574H2L3010362  Not sequential**Description of Defect :**

**Description of the Defect :** Due to an incorrect dimensioned front door support frame installed at the factory, the locking system on the front door is no longer completely guaranteed.  
As a result, there is a risk that the front door could be affected by an external suction effect, which could appear at high speeds and/or strong cross winds (e. g. on the highway) and therefore may partially open unintentionally.  
If this were the case, there is a possibility that the door leaf could be torn from its fastenings and detach from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A detached door could affect the safety of the passengers and other motorists using the highway.

**Description of the Cause :** The door frame was manufactured at the factory to an incorrect dimension.

**Identification of Any Warning that can Occur :** The door could be partially opening and closing at highway speed or in strong cross wind situations.

## Involved Components :

**Component Name 1 :** NR

**Component Description :** NR

**Component Part Number :** NR

## Supplier Identification :

### Component Manufacturer

**Name :** NR

**Address :** NR

NR

**Country :** NR

## Chronology :

August 2019~Feb. 2020: Three (3) European customers and one (1) US customer reported that the door opened while driving on the highway, and one (1) customer reported the door subsequently fell off the vehicle.

Feb/March 2020: Internal analysis to determine the cause at EvoBus GmbH undertaken.

March 27, 2020: EvoBus GmbH determined a safety defect existed in certain 2017~2020 model year Setra S417TC motorcoaches.

## Description of Remedy :

**Description of Remedy Program :** At the front entrance door, the support frame will be replaced. Furthermore, the holders at the base of the support frame will be replaced with an optimized version as well as articulated bearings. Repairs undertaken for this condition will be reimbursed under the vehicle warranty as outlined in the repair procedure (TI # 72.00M20089A).

**How Remedy Component Differs from Recalled Component :** There is no 'distinguishable' difference as the dimension of the support frame has changed which lead to an increase of fitting accuracy on the door leaf.

**Identify How/When Recall Condition was Corrected in Production :** The condition has not yet been corrected in production as the factory is closed due to the global viral pandemic.

## **Recall Schedule :**

**Description of Recall Schedule :** The affected customers will be notified, by mail, by the end of May 2020 along with the repair bulletin describing the repair procedure, parts required and warranty claiming procedure.

**Planned Dealer Notification Date :** MAY 29, 2020 - MAY 29, 2020

**Planned Owner Notification Date :** MAY 29, 2020 - MAY 29, 2020

\* NR - Not Reported