



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 20V394

**Manufacturer Name:** Daimler Coaches North America

**Submission Date:** Aug 04, 2025

**NHTSA Recall No.:** 20V394

**Manufacturer Recall No.:** 75.00U20104A

### Manufacturer Information

### Population

**Manufacturer Name:** Daimler Coaches North America

**Address:** 2477 Deerfield Drive  
Fort Mill SC, 29715

**Total number of potentially involved:** 58

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2018-2018 Setra S407

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:**

**Fuel / Propulsion:** Compression Ignition Fuel

**Production Dates:** Jan 02, 2018 - Mar 30, 2018

**Number of potentially involved:**

**Descriptive Information:**

October 06, 2020: Two (2) additional 2018 m/y S407 units added to the recall.

**Vehicle 2:** 2018-2019 Setra S407

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:**

**Fuel / Propulsion:** Compression Ignition Fuel

**Production Dates:** Feb 01, 2018 - Jan 31, 2019

**Number of potentially involved:**

**Descriptive Information:**

The recall population was based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the problem.

2018 S407 = 6 affected vehicles

2019 S407 = 5 affected vehicles

2019 S417 = 31 affected vehicles

2020 S417 = 13 affected vehicles

**Part 573 Safety Recall Report****20V394****Vehicle 3:** 2019-2020 Setra S417**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:****Fuel / Propulsion:** Compression Ignition Fuel**Production Dates:** May 01, 2019 - Jan 31, 2020**Number of potentially involved:****Descriptive Information:**

The recall population was based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the problem.

2018 S407 = 6 affected vehicles  
 2019 S407 = 5 affected vehicles  
 2019 S417 = 31 affected vehicles  
 2020 S417 = 13 affected vehicles

**Vehicle 4:** 2020-2020 Setra S417**Product Category:** Buses, Medium & Heavy Vehicles**Product Type:****Fuel / Propulsion:** Compression Ignition Fuel**Production Dates:** Oct 01, 2019 - Oct 01, 2019**Number of potentially involved:****Descriptive Information:**

October 06, 2020: One (1) additional 2020 m/y S417 vehicle added to the recall.

**Defect / Noncompliance Description****Description of the defect or noncompliance:**

A change to the outer frame of the engine compartment flap required an additional weld seam on the hinges. In some instances, this additional weld was not applied. The absence of individual welding seams on the hinge compartment flap can reduce the strength and stability. This could lead to a failure of the connections to the hinge, which could overload other hinge connections. If the second hinge connection fails, there is the risk that the engine compartment flap could become detached from the vehicle.

**FMVSS1:****FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

The engine compartment flap could become detached from the vehicle.

**Part 573 Safety Recall Report****20V394****Description of the cause:**

A change to the outer frame of the engine compartment flap required an additional weld seam on the hinges. In some instances, this additional weld was not applied.

**Identification of any warning that can occur:**

If a close inspection of the engine compartment flap hinges were undertaken, cracking could be observed but otherwise there is no advance warning.

**Component Manufacturer****Tier of Supplier:****Supplier Type:****Name:****Address:****Country:****Involved Components****Component Name 1:****Component Description:****Component Part Number:****Chronology**

February 10, 2020: Discovery of missing welds on the engine compartment flap hinges during an internal quality check in production. March to June 2020: Internal analysis to determine the cause of the missing welds. Investigation of possible affected markets and number of units by market. June 29, 2018 EvoBus GmbH determined a safety defect existed in certain Setra motorcoaches

**Related NHTSA Recall Number:****Description of Remedy****Remedy Type:** Inspect, Replace**Consumer Advisories:**  Do Not Drive  Park Outside

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## Description of remedy program:

This recall has been closed/terminated and replaced with 21V469.

For further instructions, Please refer to 21V469 and TI 75.00U21166A.

Check the welding seams on the hinge mountings of the engine compartment flap and, if necessary, re-weld or replace the engine compartment flap.

## How remedy component differs from recalled component:

The welding scope is completely carried out.

## Identify how/when recall condition was corrected in production:

The additional welded seam was reflected in production documentation and added to the production weld inspections and checks in February 2020.

## Reimbursement Plan

### Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

## Recall Schedule

### Description of recall schedule:

This recall has been closed/terminated and replaced with 21V469.

For further instructions, Please refer to 21V469 and TI 75.00U21166A.

The repair procedure and customer notification will be mailed to affected Setra customers by August 28, 2020.

**Planned Dealer Notification Date:** Aug 28, 2020 - Aug 28, 2020  No Dealers

**Planned Interim Owner Notification Date:**  No Owners

**Planned Remedy Owner Notification Date:** Aug 28, 2020 - Aug 28, 2020  Phased Recall

**Date when VIN will be searchable:**