



The Sign of Excellence.

August 28, 2020

A Yankee Line Inc  
Attn: Donald Ogden  
370 West First St  
Boston MA 02127

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle**

WKKA404	WKKA574	WKKA574	WKKA574
WKKA404	WKKA574	WKKA574	WKKA574
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WKKA574	WKKA574		

### **SUBJECT: SAFETY RECALL OF 2018~2020 SETRA S407 & S417TC COACHES**

Ref.: **NHTSA recall reference # 20V-394**  
**Setra Bulletin # TI 75.00U20104A**

Dear Setra Owner,

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.

EvoBus GmbH (the manufacturer of Setra coaches) has decided that a defect (details below) which relates to motor vehicle safety exists in certain 2018~2019 Setra S407 and certain 2019~2020 Setra S417 vehicles. EvoBus therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

Due to an error in manufacturing, the welding on the hinge mounting of the engine compartment flap could be incomplete. This could reduce the overall strength and stability of the hinge possibly resulting in the engine compartment flap becoming detached. A detached engine compartment flap could increase the risk of injury or a crash.

Setra will remedy this by inspecting the welding seams on the hinge mountings of the engine compartment flap and, if necessary, re-weld or replace the engine compartment flap. This repair will be performed free of charge.

Details are outlined in the repair procedure number TI 75.00U20104A. Please allow for up to three (3) hours to schedule and complete the repair.

Please contact DCNA Customer Service Line at 1-800-206-9728 if you need further information.

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

Daimler Coaches North America  
2477 Deerfield Drive  
Fort Mill, SC. 29715

For reimbursement of the repair, please submit a completed Setra Warranty Claim Form or refer to TI bulletin **75.00U20104A** for complete details;

**US Mail**

**Email**

Daimler Coaches North America (DCNA)    DCNAWarranty@daimler.com

Attn: Shelly Bontrager

238 Oak Street,

Millersburg, IN. 46543

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.

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 1-800-206-9728 if you have any questions about this recall.

We apologize for any inconvenience this situation may cause you.

Sincerely

Daimler Coaches North America

Warranty Department

Daimler Coaches North America  
2477 Deerfield Drive  
Fort Mill, SC. 29715

**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.

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