

Daimler Coaches North America

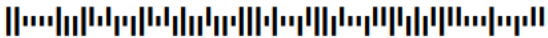
May 23, 2024

24V2700001V11

IMPORTANT SAFETY RECALL INFORMATION

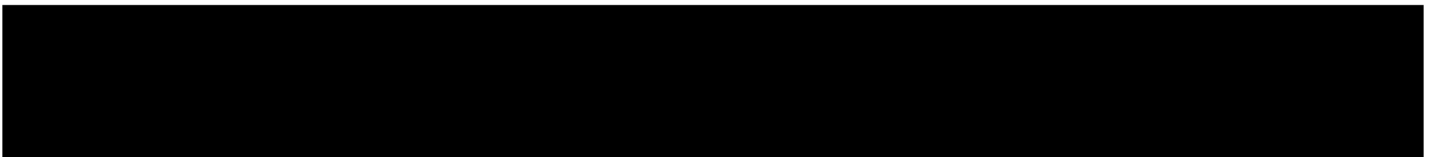


Issued in Accordance
With Federal Law



IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s):



SUBJECT: SAFETY RECALL OF 2011~2016 Setra S417TC & S407CC coaches

Ref.: **NHTSA recall reference #: 24V-277**
Ricon recall reference #: 23E-091

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.

Daimler Buses GmbH (the manufacturer of your Setra coach) has decided that certain 2011~2016 Setra S417 TC and 2012~2016 Setra S407 CC vehicles fail to conform to Federal Motor Vehicle Safety Standard number 403, "Platform Lift Systems." Daimler Buses therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

The manufacturer of the lift installed in your affected Setra vehicle, Ricon, issued an equipment recall (23E-091), that affects the Threshold Warning System (TWS) Kit which contains two beacons. Each beacon is configured with two incandescent bulbs, one that serves as a supplemental beacon to enhance the visibility of the wheelchair lift platform. The Kit also uses a compliant audible warning signal. The wattage rating of the bulbs is not sufficient to produce the minimum light intensity specified of 20 candela as specified in FMVSS 403, section S6.1.4. While the beacons used in the TWS Kit illuminate as designed and the audible warning signal operates as required, a warning beacon light that displays below the minimum level of candelas may be less visible to users located near an out of position platform lift and may increase the risk of injury.

To remedy the issue, parts and labor required to accomplish the recall will be provided by Ricon at no cost. To arrange for the replacement of the TWS, please contact Ricon Customer Service at (800) 322-2884 or email Ricon's Recall Coordinator at admin23e091@Wabtec.com or by locating the nearest Ricon servicing dealer using the locator on the Ricon website – www.riconcorp.com. Ricon estimates the repair time to be approximately 0.5 hours, excluding vehicle and shop logistics.

In the event your communication attempts with Ricon are not met in a timely manner, you can contact DCNA Customer Service Line at 1-800-206-9728 or your local Daimler Coaches Technical Support.

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

After contacting Ricon Recall Coordinator or DCNA 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 via the DCNA warranty system. Please see the reverse side of this notice for details.

We apologize for any inconvenience this situation may cause you.

Sincerely
Daimler Coaches North America
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).

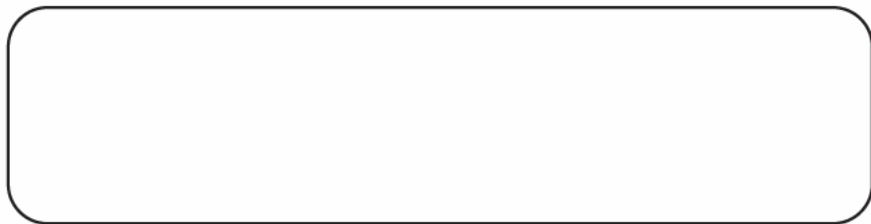
Warranty/Daimler Coaches North America

2477 Deerfield Dr.

Fort Mill, SC 29715

ADDRESS SERVICE REQUESTED

Safety Recall Notice



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U.S. Department of
Transportation

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www.nhtsa.gov



PLACE
STAMP
HERE

DAIMLER COACHES NORTH AMERICA
2477 DEERFIELD DR
FORT MILL SC 29715-6942



Decoded IMb : 0070390109637200000029715694277

Mailpiece Size : (#9) 3-7/8x8-7/8 Letter

Do not modify the size or change the placement of either the FIM or IMb. Print Option Litho Flexo

