

# Daimler Coaches North America

January 16, 2025

24V27701V001

## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



## IMPORTANT SAFETY RECALL RENOTIFICATION

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**  
**DCNA Bulletin # TI 86.20U24286A**

Dear Setra Owner,

Safety Recall completion is an important part of our commitment to customer satisfaction of Daimler Coaches products.

As previously stated in the initial safety recall notification forwarded to you on 5-24-2024, our records indicate that your vehicle falls within the parameters of this Safety Recall regarding the Threshold Warning kit. One of the beacons from the kit that is mounted directly above the doorway of the wheelchair lift does not display the correct wattage and therefore may increase the risk of injury.

Ricon, the manufacturer of the lift installed in your affected Setra vehicle, is providing parts and labor required to accomplish the recall 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](mailto:admin23e091@Wabtec.com) or by locating the nearest Ricon servicing dealer using the locator on the Ricon website – [www.riconcorp.com](http://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, affix a stamp, and drop in any mailbox. If possible, please provide the name and address of the present owner so we may contact them.

- ☐ Scrapped  
☐ Stolen  
☐ Other \_\_\_\_\_  
☐ I have sold the vehicle to:  
                    OR  
☐ My new address is:

Name \_\_\_\_\_

Street \_\_\_\_\_ Apt. \_\_\_\_\_

City \_\_\_\_\_ ST \_\_\_\_\_ 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).





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

**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](http://www.nhtsa.gov)