

To remedy the issue, Daimler Coaches North America (DCNA) will replace the installed locking switch of the hazard warning lights function with a pushbutton switch free of charge.

Details are outlined in the repair procedure number **TI 54.25T26370A**. Please allow for up to two (2) hours to schedule and complete the repair.

Please contact DCNA Customer Service Line at 1-800-206-9728 or your local Daimler Coaches Technical Support.

https://www.mercedes-benz-bus.com/en_US/service/support-and-services.html



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

After contacting 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: 1-888-275-9171), 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 completed 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

Technical information

Daimler Buses

TI No.: 54.25T26370A

Distribution list: D

Distribution date:

27.04.2026

Valid until: 31.12.2046

The point of contact is the Daimler Buses after-sales service in each country

Model: S 417 TC, S 407 CC

MODEL DESIGNATION 629540; 629557

(BM):

TITLE: The instrument panel dimming function does not comply with the national safety regulations

COMPLAINT

The instrument panel dimming function does not comply with the national safety regulations.

CAUSE

Error in FPS data record.

Electrical wiring harness not connected correctly.

REMEDY

Perform an FPS download.

Adapt PIN assignment of electrical wiring harness (hazard warning lights switch and HVAC control unit).

Also replace the installed locking switch of the hazard warning lights function with a pushbutton switch.

MEASURE TYPE

The scope of work is carried out as part of a recall campaign (RC).

REPLACEMENT PARTS REQUIRED

| Quantity | Designation | Number | Comment |
|----------|-----------------------------|--------------------|---------|
| 1 | Hazard warning lamps switch | A 009 545 04 24 05 | |
| 1 | Receptacle housing | A 014 545 00 26 05 | |
| 6 | Contact bush | A 014 545 11 26 05 | |

OPERATION TEXTS

| Operation no. | Operation text | Working time/h | Comment |
|----------------------|---|-----------------------|----------------|
| 12-2849 | Retrospectively adapt instrument panel lighting | 5.0 | |

The times apply for work at an hourly rate.

DEFECT NUMBER

Defect no.: **Designation**

5492002

CODEWORD

5425T26370

WARRANTY AND GOODWILL SETTLEMENTS

Field measure type RC: 100% of costs will be assumed.

DB/MCC

DB/MCC-O

pp.

pp.

Hilko Koopman

Sabine Stephan

Attachments

Procedure



Warning

Risk of injury and fire. There is a risk of injury if work is carried out on the electrical system or fuses incorrectly.

[Details...](#)

Preparatory tasks

- ▶ Switch off the battery isolating switch.

Procedure

1. Replace hazard warning lights switch (locking switch) with pushbutton switch and connect according to the instructions.
 2. Disconnect line '**3021**' from the HVAC control panel at connector '**X0103**' and connect to the instrument cluster according to the instructions.
- -: [Overview of retrofitting scope incl. electrical line connection diagram](#)
3. Switch on the battery isolating switch.

Ordering software for field solution and performing an FPS download

- ----: [Instructions for requesting software](#)
4. Note concerning flashware ordering process.



Note

Data for flashware ordering process via Xentry-Flash:

TI no.: 54.25T26370A

Defect no.: 5492002

Code word: 5425T26370

HVAC control panel dimming function



Note

Slightly increase the dimming level if the HVAC control panel lighting flickers or flashes at the lowest dimming level.

Finishing tasks

- ▶ [Updating vehicle documentation in the "VeDoc" system and updating bus-specific electrical data](#)

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).

