



May 16, 2014

«Customer_Name»
«Attention»
«Address 2»
«City», «State» «Zip»

IMPORTANT SAFETY RECALL

This notice applies to your vehicle [insert VIN here]

SUBJECT: SAFETY RECALL OF SETRA S417TC & S407 MODEL COACHES

Ref.: **NHTSA # 13V-530**
Transport Canada # 2013-375
Setra Bulletin # TI 54.10U09052B

Dear Setra Owner,

SECOND MAILING: This notice is sent to you as a follow-up to the initial recall notification and VIN list sent to you in December 2013 affecting Setra coaches in your fleet.

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

As reported to you in December 2013, Setra has decided that a defect which relates to motor vehicle safety exists in certain S417, S417TC and S407 model year 2007~2013 motor coaches equipped with Sure Power equalizers or convertors. Setra therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

The specific potting compound used in the Sure Power equalizers and convertors for insulation was found to be capable of conducting electricity once exposed to significant thermal energy. Once electrically conductive, the material is capable of self-heating and maintaining temperatures capable of accelerating a thermal incident. Thermal energy can be sourced by various electrical failures. Electrical failures have been traced to water intrusion or solder joint fatigue resulting from on-going expansion and contraction due to thermal cycling resulting in a high current short circuit and the possibility of a fire.

The recall work will be provided at no cost to you, and is estimated to take half an hour to complete. Please refer to Setra Bulletin # **TI 54.10U09052B** for further information.

For replacement parts ordering, please contact Setra at 1-800-323-1290 (USA) or 1-800-665-0155 (Canada). Replacement parts will be shipped direct from Sure Power.

Please contact Setra Customer Service Line at 1-800-241-2947 if you need further information or you can contact Sure Power at 1-855-450-3594.

Setra strongly urges you to have the recall work performed on your vehicle(s) as quickly as possible.

Submission of Setra Warranty Claim Forms may be completed on MCI's website at <http://fleetsupportiw.mcicoach/iwarranty/signon> (click on customer Care System), or a photo copy of the Warranty Claim Form can be mailed / faxed to the Setra Warranty Department. Please refer to TI bulletin **54.10U09052B**.

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.

For Canadian customers:

Please contact our customer service at 1-800-241-2947, or for additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

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 1-800-241-2947 if you have any questions about this recall.

We apologize for any inconvenience this situation may cause you.

Sincerely

Setra

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).
- 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.