



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 6, 2009

MR. JOE LABONTE
PRODUCT SAFETY AND COMPLIANCE OFFICER
SETRA OF NORTH AMERICA, INC.
350 HAZELHURST ROAD
MISSISSAUGA, ONTARIO CANADA 00 L5J 4T8

NVS-215
09V-044

SUBJECT: EMERGENCY EXIT LABEL/FMVSS 217

DEAR MR. LABONTE:

This letter serves to acknowledge Setra of North America Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a noncompliance with Federal Motor Vehicle Safety Standard No. 217, "Bus Emergency Exits and Window Retention and Release," in the products described below for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

SETRA/S215/1984-2001
SETRA/S217/1994-2002
SETRA/S417/2003-2009

NHTSA Campaign Number: 09V-044

Mfg's Report Date: January 28, 2008

Components: EQUIPMENT: OTHER: LABELS

Potential Number of Units Affected: 490

Summary:

SETRA IS RECALLING 490 MY 1984-2001 S215, MY 1994-2002 S217 AND MY 2003-2009 S417 MOTOR COACHES EQUIPPED WITH EMERGENCY EXITS. THESE MOTOR COACHES FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 217, "BUS EMERGENCY EXITS AND WINDOW RETENTION AND RELEASE." EACH EMERGENCY EXITS HAVE THE DESIGNATION "EMERGENCY EXIT" FOLLOWED BY CONCISE OPERATING INSTRUCTIONS DESCRIBING EACH MOTION NECESSARY TO UNLATCH AND OPEN THE EXIT. THESE INSTRUCTIONS ARE LOCATED WITHIN 16 CENTIMETERS OF THE RELEASE MECHANISM AND THE INSTRUCTIONS ARE INDICATED INCORRECTLY.

Consequence:

IN THE EVENT OF A CRASH, WITHOUT THE CORRECT INSTRUCTIONS A PASSENGER MAY NOT KNOW HOW TO UNLATCH AND OPEN THE EMERGENCY EXIT INCREASING THE RISK OF INJURY.

Remedy:

DEALERS WILL SEND LABELS ALONG WITH SERVICE INSTRUCTIONS EXPLAINING THE LOCATION OF THE LABELS FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING MARCH 2009. OWNERS MAY CONTACT SETRA AT 1-800-882-8054.

Notes:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contacts for this recall will be Delia Lopez or Kelly Schuler, who may be reached by phone at 202-366-9525 or 202-366-5227, or by email at Delia.lopez@dot.gov, or Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement