

SETRA

LUXURY COACHES

SETRA of North America, Inc.
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Greensboro, NC 27407
Office Tel.: 336-878 5400
800-882-8054
Fax: 336-878-5403
Web Site: www.setrausa.com

Safety Recall # 09V-044
Transport Canada Recall Number: 09-033

June XX, 2009

Dear Setra Owner,

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.

Setra of North America, Inc. ("Setra") has decided that a non-compliance exists in certain model year 1984 to 2009 motor coaches, models: S 215, S 217 S 417. Setra has therefore initiated a voluntary recall of these vehicles. Our records indicate that your vehicle is included in this group.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT SAFETY.

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." "When a release mechanism is not located within an occupant space of an adjacent seat, a label meeting the requirements of S5.5.2 that indicates the location of the nearest release mechanism shall be placed within the occupant space."

In the event of a crash, without the correct label a passenger may not know how to unlatch and open the emergency exit increasing the risk of injury.

In order to remedy this issue, Setra is asking to have labels added to the bus. Instructions and labels are provided with this letter.

We are sorry to cause you this inconvenience, but it is important for your safety, and the safety of others, to have the labels added as soon as possible.

Record of Completion:

Report the completion of this work for each vehicle and deliver to Setra of North America (Setra). Attention: Warranty Department. See attached FAX Back form for details.

Claims for Credit:

Parts will be provided free of charge. Submit a warranty claim for the labor time to perform this work. The will be reimbursement for the S 215 0.6 hrs., for S 217 0.7 hrs. and for S 417 0.5 hrs. to change the labels.

See attached Warranty Claim form or go to WWW.DCBUSNA.com, Select: Product Support, Then select: Warranty.

Service Information:

Repairs may be completed by any Setra service location (see locations and directions at www.dcbusna.com), customer, or 3rd party repair facility with the capabilities of performing such repair.

Inquiries for materials and any additional instructions pertaining to these instructions can be made by calling:

1-800-882-8054 (All Service and Parts/Order Inquiries)

In Case of Dispute

If, after contacting Setra, at the location listed above, you are still unable to have the safety defect remedied, US residents may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590. Vehicle Safety Hotline's toll free number: 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Canadian residents may submit a complaint to the Director, Vehicle Safety and Energy Operations, Road Safety and Motor Vehicle Regulation, Transport Canada, Ottawa, ON, K1A 0N5 or call (613) 993-9542.

If you are no longer the vehicle owner, or have a change of address, please complete the 3rd page of this letter and return it in the enclosed envelope. If this is a leased vehicle and the lessor (registered owner) receives this notice, please forward this information by registered mail to the lessee. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the 3rd page of this notice for details.

For all inquiries please contact us at Setra, 1-(800) 882-8054.

For details on how to do the changes refer to the attached technical instructions.

Again, we apologize for any inconvenience this situation may cause you.

Sincerely

Paul Conover
Product Support Manager, NA
Setra of North America, Inc.
(336) 878-5440

