



September 4, 2013

APEX COACH LLC
ATTENTION: TECH SERVICE DEPT./MAINT
400 HAMILTON AVENUE
BROOKLYN, NY 11231

SUBJECT: SAFETY RECALL OF SETRA S417TC MODEL COACHES
Ref.: **NHTSA # 13V-327**
Setra Bulletin # TI 32.00U08919A

Dear Setra Owner,

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

Setra has decided that a defect which relates to motor vehicle safety exists in certain S417TC model year 2013 motor coaches manufactured from April 2013 through May 2013. Setra therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

Setra has determined that there is a possibility of torque loss at the bolted joint at the lower control arm in the rear axle, which could affect the steering behavior of the vehicle increasing the risk of a crash.

Setra is conducting a recall of the affected vehicles to repair the possible low torque condition by re-torquing the bolted joint in question. Please see the enclosed Setra Bulletin # TI 32.00U08919A for further information. The recall work will be provided at no cost to you, and is estimated to take one an hour to complete. You may have the repair work performed at an MCI Service Center or other authorized Setra repair facility. Please contact Setra Customer Service Line at 1-800-241-2947 if you need further information in that regard.

Our records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

3010157

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 32.00U08919A.

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 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. 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.

Technical information

EvoBus

TI No.: 32.00U08919A

Distribution list: D

Distribution date: 23.08.2013

Valid until:

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

MODEL: CC 400;CC 500;Citaro Low Entry;DT 400;Integro (MBÜ);Integro Euro VI;MC 400;TC 400;TC 400 Facelift

MODEL SERIES: 410001; 410210; 410230; 410240; 410250; 628583; 628587; 629557; 629610; 629612; 629623; 629625; 629627; 632121; 632125; 632131; 632133; 632134; 632138; 632139; 633001; 633002; 633004; 633101; 633102; 633103; 633104; 633121; 633620

TITLE: **Frame-end connect : of trailing arms with settlement of adjustment shim**

COMPLAINT

The frame-end connect : of the trailing arms at the rear axle may come loose.

CAUSE

The connect : may loosen due to settling of the adjustment shim.

REMEDY

On the vehicles concerned, the tightening torque of the frame-end connect :s of the trailing arms at the rear axle is to be checked and the connect :s are to be retightened if necessary.

MEASURE TYPE

The scope of the work is carried out on the vehicles concerned as part of a safety recall. A descript : of how to proceed can be found in the KOMMIT system.

DEFECT PART HANDLING

none

OPERATION TEXTS

Operation no.	Operation text	Working time/h	Comment
02-8423	Retighten bolts of trailing arms on rear axle	0.3	

The times apply for work at an hourly rate.

DEFECT NUMBER

Defect no.: Designation
3290299

CODEWORD

1307O32M02

INTRODUCTION OF MODIFICATIONS INTO SERIES PRODUCTION

17.05.2013

WARRANTY AND GOODWILL SETTLEMENTS

BUS/MAT
pp.
Eckehard Stengel

BUS/MAC
pp.
Johannes Lehmann

Attachments

▶ [Basic data](#)

Retightening the bolts securing the trailing arms at the rear axle



Risk of accident.

Risk of pulling away inadvertently when the engine is started. ▶ [Details...](#)



Risk of injury.

Danger to persons when the engine is started. ▶ [Details...](#)

- Release the vehicle parking brake.



Make sure that the bus is secured against rolling away.

- Remove corros : inhibitor from bolt heads (3.1) and nuts (3.3).
- Retighten nuts (3.3) to the specified torque.



380 Nm

- Recoat screw heads (3.1) and nuts (3.3) with corros : inhibitor.



M32.00-0129-71

Bus / 32.000 Federung 08.2013

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