



June 21, 2013

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

SUBJECT: SAFETY RECALL OF SETRA S407 AND S417 MODEL COACHES

Ref.: **NHTSA # 13V-190**
Transport Canada # 2013-132
Setra Bulletin # TI 54.18U08765A

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 has decided that a defect which relates to motor vehicle safety exists in certain S407 Model Year 2012-2013 and S417TC model year 2011-2013 motor coaches manufactured from May 2009 through March 2013 (depending on the specific model of affected coach). Setra therefore has initiated a voluntary recall of these vehicles. Our records indicate that your vehicle is included in this group.

Setra has determined that due to the possibility of moisture entering the remote diagnostic electrical connections socket in the engine compartment, corrosion can occur which could lead to a short circuit, resulting in a fire.

Setra is conducting a recall of the affected vehicles to repair the defective condition by removing the remote connection and associated wiring. Please see the enclosed Setra Bulletin # TI 54.18U08765A 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:

<<**Unit Numbers**>>

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 54.18U08765A.

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:

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.

Technical information



TI No.: 54.18U08765A
Distribution list: D
Distribution date: 13.06.2013
Valid until: 31.12.2034
The point of contact is the EvoBus after-sales service in each country

MODEL: TC 400
MODEL SERIES: 629540; 629557
TITLE: Removing the engine compartment light with socket

COMPLAINT

Socket in the housing of the engine compartment light not working.

CAUSE

Electrical connection of the socket corroded.

REMEDY

Remove the engine compartment light with socket and the associated electrical connections without replacement.

MEASURE TYPE

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

DEFECT PART HANDLING

On expiry of the quarantine storage period, the removed used parts must be scrapped locally.

REPLACEMENT PARTS REQUIRED

Quantity	Name	Number	Comment
3	Blind plug	A 000 545 62 80	
5	Cable tie	A 002 997 98 90	

OPERATION TEXTS

Operation no.	Operation text	Working time/h	Comment
02-9006	Remove engine compartment light with socket	0.7	

The times apply for work at an hourly rate.

DEFECT NUMBER

Defect no.:	Designation
5491278	

CODEWORD

1304O54M02

WARRANTY AND GOODWILL SETTLEMENTS

Field measure type Recall: 100 % of costs will be accepted

BUS/MAT	BUS/MAC
pp.	pp.

Eckehard Stengel

Johannes Lehmann

Attachments

▶ [Basic data](#)**Removing the engine compartment light with socket**

Preparations	Section
Open the battery compartment and turn the battery isolating switch to the OFF position	
Open the auxiliary switch panel service cover	
Open the engine compartment flap	

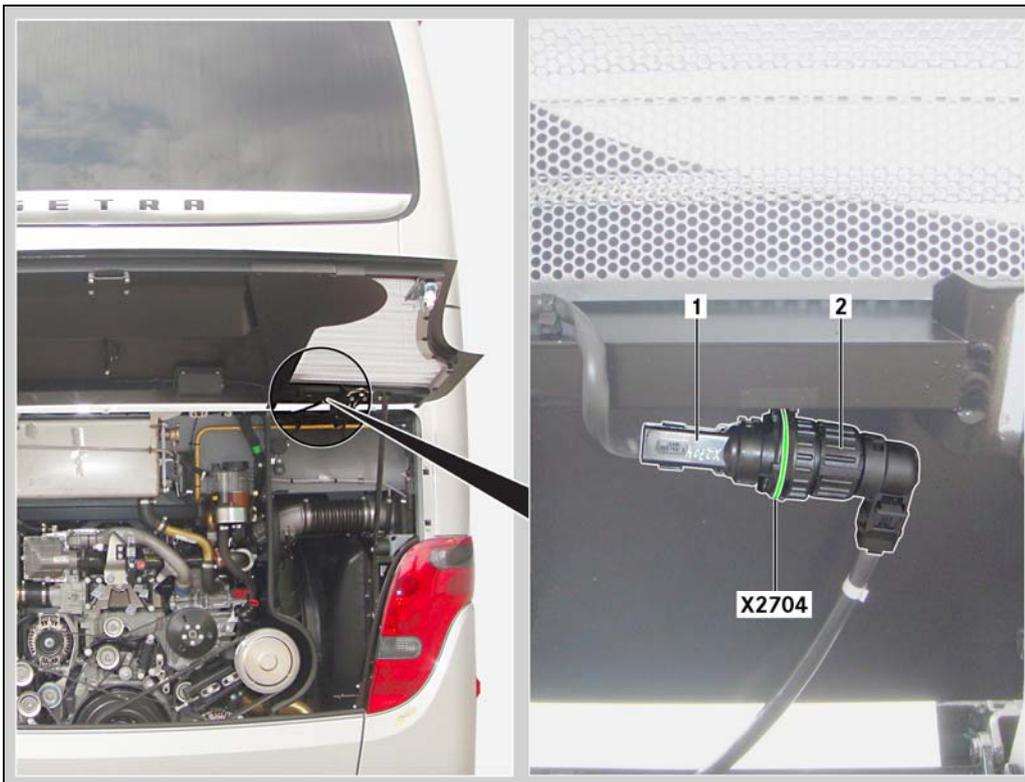


Risk of short circuit and fire.

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

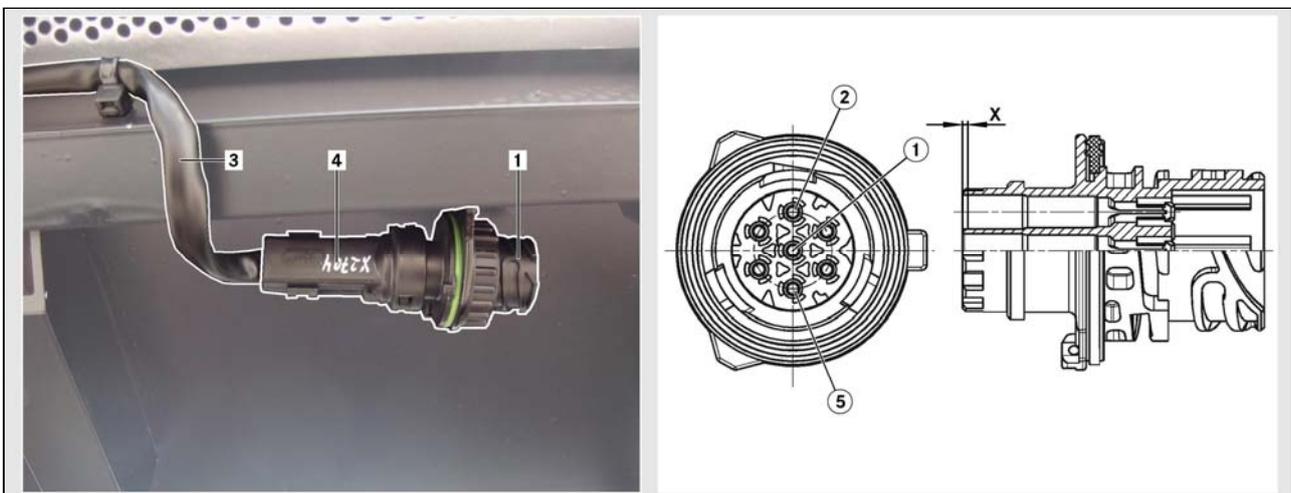
[Details...](#)**Removing the engine compartment light with socket from the engine compartment flap**

- [Wiring diagram: S 407 CC](#)
- [Wiring diagram: S 417 TC](#)



M54.18-0010-76

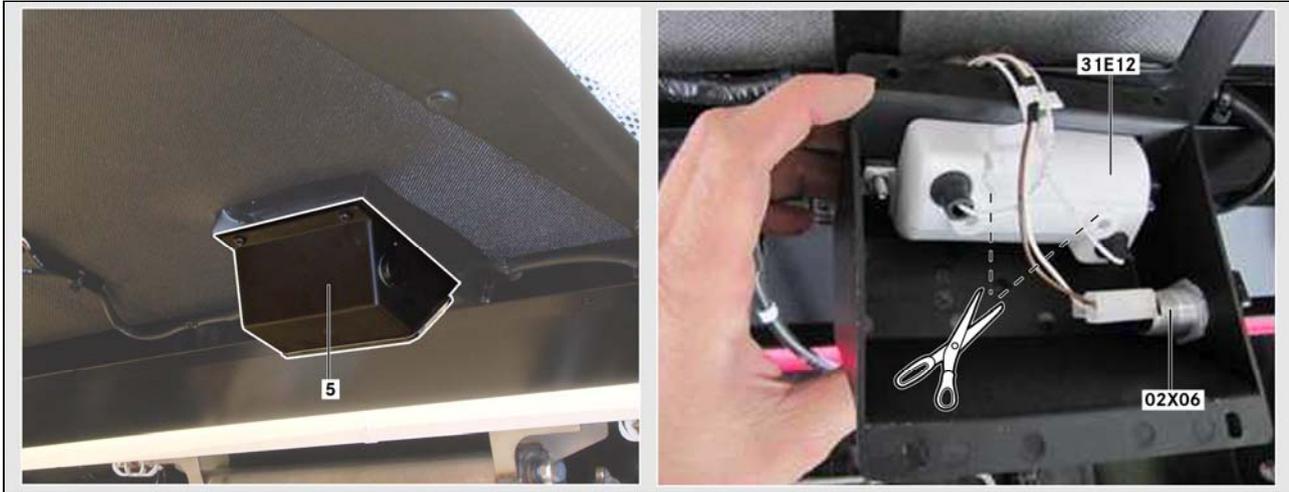
- Remove female housing (2) of engine compartment flap connection (X2704) from connector housing (1).



M54.18-0017-78

- Remove connector housing (1) with wiring harness (3) from the engine compartment flap.
- Remove cover cap (4) from the connector housing.
- Unpin lines 3076, 3022, 3021 from the connector housing, chambers (1, 2, 5).
- Fit blind plugs into the spare chambers of the connector housing.

i The installation depth of the blind plugs relative to the back of the housing must be at least 1 mm (dimension X).

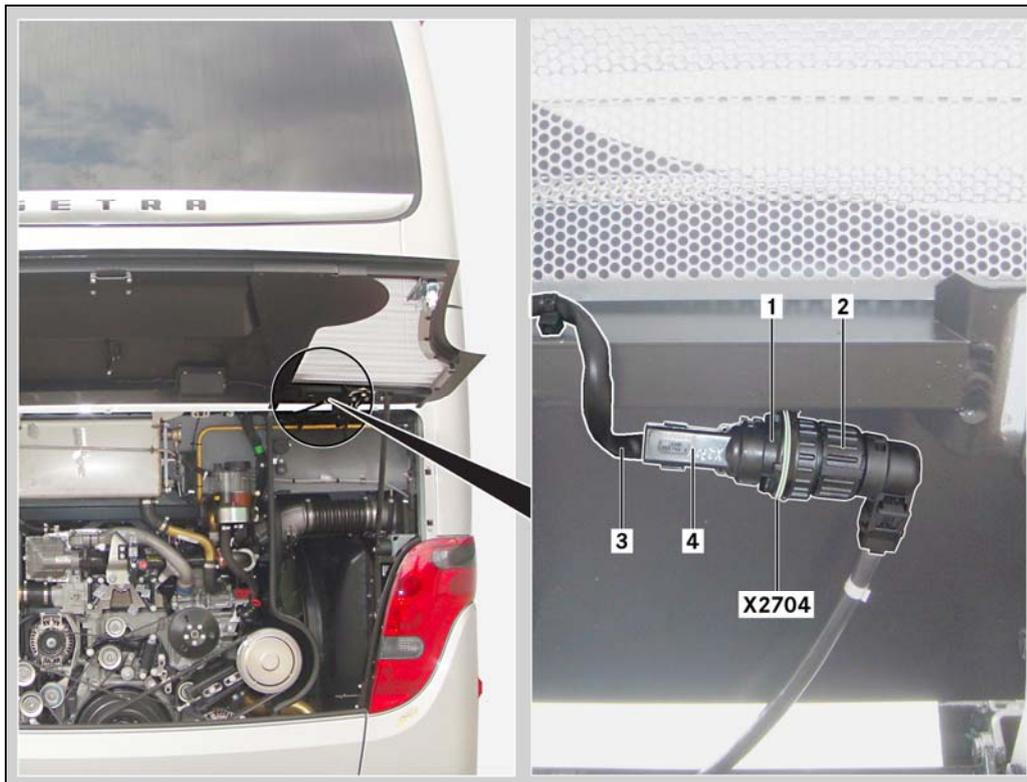


M54.18-0018-78

- Remove housing (5) of engine compartment light (31E12) with socket (02X06) from the engine compartment flap.
- Cut off the lines at the engine compartment light and socket and remove the housing.

i Cut off brown (BN) earth line of the socket near the wiring harness.

- Pull lines 3076, 3022, 3021 out of the wiring harness.
- Wrap the wiring harness with insulating tape.



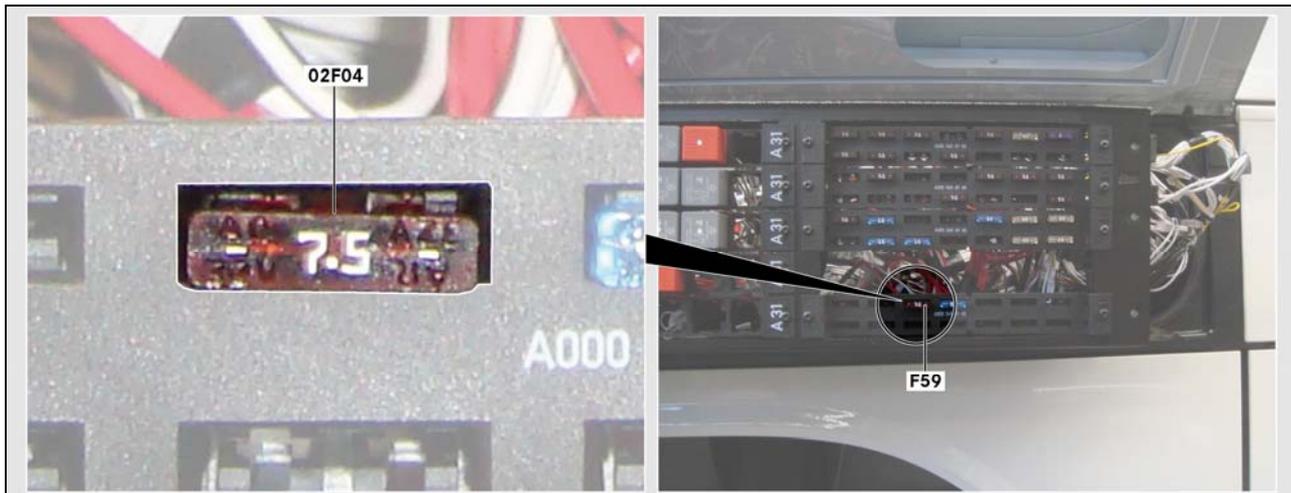
M54.18-0019-76

- Fit cover cap (4) to connector housing (1) and engage with the wiring harness.
- Fit connector housing (4) to the engine compartment flap and connect female housing (2).
- Fit wiring harness (3).
- Clean the bracket and holes of the housing fastening point on the engine compartment flap and spray with preservative agent.

Repair agent

[Preservative agents/anti-corrosion wax](#)

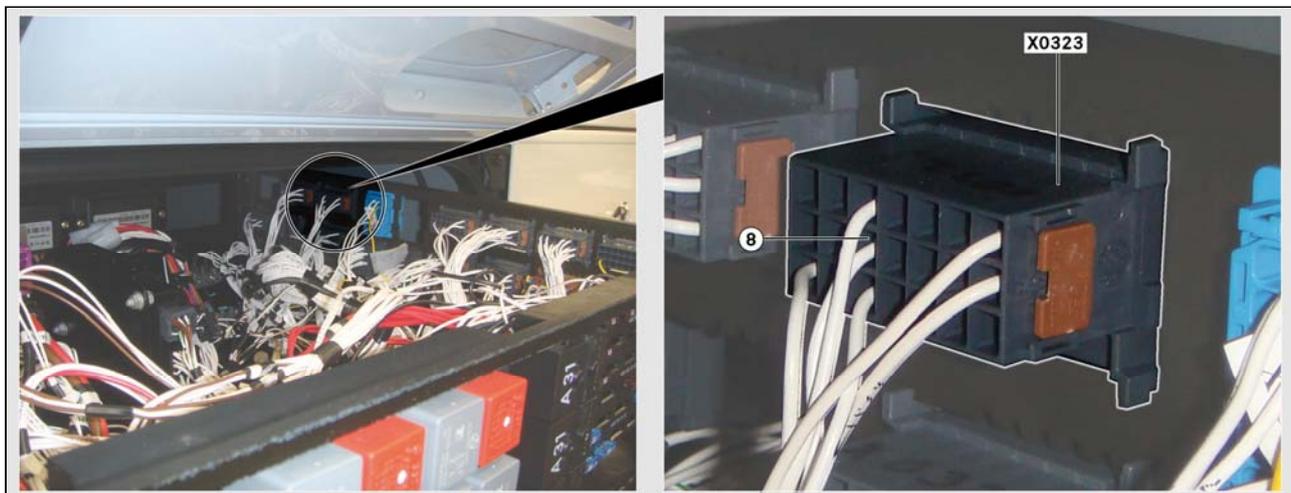
Removing the power supply for the socket on the auxiliary switch panel



M54.18-0020-78

- Remove the engine compartment and lighting socket fuse (02F04) from socket (F59) on the auxiliary switch panel.
- Loosen the screws on the frame of the auxiliary switch panel and pull out the auxiliary switch panel.
- Unpin line (3076) at the socket of the removed fuse.

 For safety reasons, the line (RD-0027) coming from the positive distributor must remain in the socket.



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- Disconnect push-fit connection (X03.23).
- Remove line 3076 from the connector housing, chamber (8), and reconnect the push-fit connection.
- Cut the contacts off line 3076 and tie back the line ends with insulating tape.
- Slide the auxiliary switch panel in and secure it.

Concluding tasks	Section
Close the auxiliary switch panel service cover	
Close the engine compartment flap	
Turn the battery isolating switch to the ON position and close the battery compartment	
Updating vehicle documentation in the "VeDoc" system and updating bus-specific electrical data	00

Bus / 54.000 El Ausrüstung 05.2013

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