

«Customer»
«attention»
«address»
«c», «s» «zip»

SUBJECT:
FIELD CHANGE PROGRAM- FIXED TAG SUSPENSION MODIFICATION

Ref.: FCP Bulletin 277B
NHTSA 06V-480 UPDATED

Dec. 18, 2007

MCI has determined that the potential may exist for possible interference between the drive shaft mounting hardware and the tag axle structure if the vehicle is operated with the tag axle air springs completely collapsed. MCI is instituting a field change program to install the parts referenced in MCI Service Bulletin 277B, limiting the suspension travel.

As a result, MCI advises that owners of D4500 model coaches between the range of, and including, unit numbers 56555 to 56577 and 57147 to 57166, complete this field change program as soon as possible.

MCI records indicate that you are the owner or operator of the following unit(s) affected by this Field Change Program.

«unit_number»

We ask your co-operation in completing this repair as quickly as possible.

WHAT MCI WILL DO:

MCI has provided a copy of MCI Field Change Program Service Bulletin 277B in this envelope. Upon completion of the retrofit to the unit(s) listed above, a labor allowance of 5.5 hour will be credited to your MCI parts account upon the receipt of a Warranty Claim Form. Submittal of MCI Warranty Claim Forms may be completed on our website at <http://fleetsupportiw.mcicoach.com/iwarranty/signon> (click on Customer Care System), or a photocopy of the Warranty Claim Form found in the Warranty Manual can be mailed / faxed to the MCI Warranty Department. Refer to your OWNER LIMITED WARRANTY MANUAL for more detailed information. Customers can only submit one (1) MCI Warranty Claim Form per unit number for this Field Change Program.

WHAT IF YOU SOLD THIS VEHICLE:

If you have sold or otherwise transferred the vehicle(s) identified above, please contact MCI Customer Service Line at 1-800-241-2947 with all of the information you have regarding the current owner/operator of the vehicle(s), so that we can ensure that the vehicles are corrected.

Motor Coach Industries apologizes for any inconvenience this may cause, but urges you to implement the Field Change Program as soon as possible. If you have any concerns or difficulties in relation to the Field Change Program please contact our Customer Service Line at 1-800-241-2947

Sincerely,
Motor Coach Industries
Warranty Department