

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

SUBJECT: MCI G4500 STEERING BOX BRACKET SUPPORT

March X, 2007

NHTSA # 07V-096
TRANSPORT CANADA # 07-077
MCI Campaign Bulletin 278

Attention Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and with the Canadian Motor Vehicle Safety Act - Notice of Safety Defects. Motor Coach Industries, Inc. ("MCI") has decided that a defect which relates to motor vehicle safety exists on certain model year 2000-2004 MCI G4500 model coaches, which could result in a crash without warning.

In late May of 2006, MCI received reports of cracks at a weld joining a gusset support from the front bogie leg to the steering box mounting plate. The cracks could allow additional movement of the mounting plate in dry steer applications and at the extreme outward steering positions.

After MCI completed its engineering analysis and review, MCI determined that insufficient weld metal and/or weld penetration noted on the failed components could result in development of stress and fatigue cracks at a weld joining a gusset support from the front bogie leg to the steering box mounting plate.

MCI therefore determined the appropriate course of action was to develop and produce an additional gusset and weld procedure to repair the existing components. MCI will add an additional gusset to these assemblies and reweld as required. The target for launch of this retrofit program is March 2007.

In the interim, MCI recommends the inspection of the steering box bracket assembly for any signs of cracking and excessive movement. If this is seen, please contact the MCI Customer Service line, so we may assist in repairing your coach and ensure safe operation of the subject coaches.

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

«unit_number»

If you have any questions about this recall campaign, you may contact the MCI Customer Service Line at 1-800-241-2947.

After contacting MCI 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 the U.S.:
The Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.,
Washington, D.C. 20590
or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to
<http://www.safercar.gov>.

For the Canada:
Road Safety and Motor Vehicle
Regulation Directorate
Transport Canada
Tower C, Place de Ville
330 Sparks Street
Ottawa, Ontario
K1A 0N5

Or, call the Transport Canada's Information Centre at 1-800-333-0371.

If you are the lessor of this vehicle, Federal law requires that you forward this notice to the lessee within ten days of your receipt of this notice.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact the MCI Customer Service Line at 1-800-241-2947.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact the 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.

Sincerely,

Motor Coach Industries
Warranty Department