

«Customer»
«attention»
«address»
«C», «S» «zip»

SUBJECT: TRW TAS85 STEERING GEAR

February 15, 2008

Ref.: **TRW - NHTSA # 07E101000**
MCI - NHTSA #
MCI Service Bulletin 296

Attention Owner:

This notice is sent to you in accordance with the National Highway Traffic and Motor Vehicle Safety Act and with the Canadian Motor Vehicle Safety Act - Notice of Safety Defects.

Motor Coach Industries has decided that a defect which relates to motor vehicle safety exists in certain vehicles it manufactured equipped with TRW Model TAS85 steering gears. This decision was based on information provided by TRW that a defect exists in some of the steering gears it manufactured between August 13 and September 13, 2007. MCI installed these steering gears in MY 2008 D4000ISTV, D4500, and D4505 coaches.

If this steering gear is not replaced it could potentially lead to the loss of steering and control of the coach, creating a risk of injury or death as a consequence if not corrected. At the request of TRW, MCI is instituting a Field Change Program to replace the TAS steering gear and the purpose of this letter is to ask your co-operation with installing a new component that TRW will supply at no cost to you. MCI Service Bulletin 296 describes the procedures for properly replacing the steering gear in the affected D series coaches.

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

«unit_number»

MCI will furnish the parts required for the replacement at no charge to you. MCI estimates that it will take approximately 8 hours on the D series coaches, as described in the enclosed a copy of Service Bulletin 296. Upon completion of the retrofit to the unit(s) listed above and MCI's receipt of the affected steering gear and a completed Warranty Claim Form, MCI will credit the appropriate labor allowance amount to your MCI parts account. Submittal of MCI Warranty Claim Forms may be completed on MCI's 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. Please refer to your OWNER LIMITED WARRANTY MANUAL for more detailed information. Customers may submit only one (1) MCI Warranty Claim Form per coach for this Field Change Program.

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,
1200 New Jersey Avenue, SE.,
Washington, DC 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 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 had the retrofit work done before you received this letter, you may be eligible to receive reimbursement from MCI 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 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 have sold or otherwise transferred the vehicle(s) identified above, please immediately 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.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosures: MCI Service Bulletin 296