



MOTOR COACH
INDUSTRIES

August 22, 2008

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

SUBJECT: DURA AUTOMOTIVE SYSTEMS WINDOW DE-BONDING

Ref.: NHTSA # 08V-386
TRANSPORT CANADA # 08-292
MCI Service Bulletin 290

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 certain MY 2006-2007 D4005 and D4505 coaches fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 217, "Bus Emergency Exits and Window Retention and Release." This decision was based on information provided by Dura Automotive Systems, Inc. (DURA).

Customers may experience a partial separation (de-bonding) of the insulated glass unit to the glass frame on both the inner and outer panes of glass. De-bonding may exhibit some or all of these observable symptoms;

wind noise, water leaks and / or visible separation.

MCI requests customers participate in the attached Field Change Program by observing the integrity of DURA windows installed on MCI coaches and following the prescribed remedies in the attached MCI Bulletin 290.

According to DURA, once separation of the outer glass pane begins, it is suspected that movement of this pane transfers motion to the attached inner (laminated) pane of glass. The motion of the inner pane of glass then allows separation of the bond line to the frame. Under varying environmental conditions propagation of the de-bonding may occur until the issue becomes observable either through wind noise, water leak or visible separation. The mode of propagation is adhesive failure of the bonding urethanes to the frame in a suspected peel mode of loading. If allowed to propagate beyond a certain point of debonding, the window may reach a point of non-compliance with the FMVSS 217 Retention requirements S5.1 by allowing the formation of an opening large enough to admit the passage of a 4" diameter sphere prior to reaching the objectives stated in S5.1 (a), (b) or (c).



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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
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 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 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.

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.

Motor Coach Industries apologizes for any inconvenience this may cause.

Sincerely,

Motor Coach Industries
Warranty Department