



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 2, 2009

TIMOTHY J. NALEPKA
SENIOR VICE PRESIDENT AND
GENERAL COUNCEL
MOTOR COACH INDUSTRIES
1700 EAST GOLF ROAD, SUITE 300
SCHAUMBURG, ILL 60173

NVS-215dgl
09V-345

SUBJECT: WHEELCHAIR DOOR BECOMES UNLATCHED

DEAR MR. NALEPKA:

This letter serves to acknowledge Motor Coach Industries' (MCI) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
MCI/G4500/2001-2004

NHTSA Campaign Number: 09V-345

Mfg's Report Date: September 1, 2009

Components: STRUCTURE: BODY: DOOR

Potential Number of Units Affected: 352

Summary:

MCI IS RECALLING MODEL YEAR 2001-2004 G4500 MOTOR COACHES EQUIPPED WITH WHEELCHAIR LIFTS. IF THE UPPER WHEELCHAIR DOOR OPENS DUE TO A MALFUNCTION OF THE DOOR'S LATCHES, THERE IS A TELLTALE LIGHT IN THE INSTRUMENT PANEL THAT ILLUMINATES TO ALERT THE DRIVER THAT THE UPPER WHEELCHAIR DOOR IS NOT FULLY LATCHED AND CLOSED, HOWEVER THE DRIVER COULD FAIL TO NOTICE THAT THIS LIGHT IS ILLUMINATED.

Consequence:

THIS COULD RESULT IN THE WHEELCHAIR DOOR SLIDING OPEN WITHOUT FURTHER WARNING AND EXPOSE PASSENGERS TO THE RISK OF FALLING FROM THE COACH WHILE THE VEHICLE IS IN MOTION.

Remedy:

DEALERS WILL INSTALL AN AUDIBLE ALARM IN THE DRIVER'S AREA TO PROVIDE AN ADDITIONAL ALERT IN THE EVENT THE DOOR IS NOT FULLY CLOSED AND LATCHED, AND WILL REINFORCE THE UPPER LATCH TO IMPROVE ITS DURABILITY. THE RECALL IS EXPECTED TO BEGIN DURING SEPTEMBER 2009. OWNERS MAY CONTACT MCI CUSTOMER SERVICE LINE AT 1-800-241-2947.

Notes:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall was the subject of a Preliminary Evaluation, PE09-038, conducted by the Office of Defects Investigation.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577.

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement