



**MOTOR COACH  
INDUSTRIES**

February 25, 2009

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

**SUBJECT: RECALL UPDATE - TAG AXLE / DRIVESHAFT INTERFERENCE**

Ref.: Service Bulletins 277C and 320  
Ref.: NHTSA Recall No. 09V-041:  
Ref.: Transport Canada Recall No. 09-052:

Dear Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and 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 in certain MCI model D4500 / D4505 motor coaches equipped with a Detroit Diesel Series 60 engine and ZF transmission. As a result, MCI advises that owners of affected coaches implement the specified steps in the attached Service Bulletins 277C and 320.

Customers may experience interference between the drive shaft U-joint bearing cap bolts and the tag axle center beam assembly. This can occur when:

- a) The coach is in low ride position and the tag axle is forced up into the air bag bump stops by uneven terrain, or
- b) Through curbing of the axle and the tag axle is forced up into the air bag bump stops, or
- c) The coach auxiliary air system is depleted of air, the tag axle is forced up into the air bag bump stops and the coach is put in motion prior to the air system reaching its minimum acceptable operational air pressure.

The interference is due to limited clearance between the drive shaft U-joint bearing cap bolts and the tag axle center beam. This can take place when the coach is positioned such that the tag axle air springs are fully collapsed and the weight of the coach is supported by the air spring internal bumpers. Under these circumstances, interference between the bearing cap bolts and the axle center beam assembly is possible, creating conditions that could cause the bearing cap bolts to shear, freeing the bearings and possibly releasing the drive shaft, increasing the risk of vehicle damage or a crash.

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866 624 2622 TOLL FREE  
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MCI strongly encourages customers operating affected coaches to install the parts referenced in the applicable bulletins for your identified coach(es), so as to reduce the swing diameter of the driveshaft and increase the clearance, eliminating any possible interference.

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

«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 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.

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