



MOTOR COACH
INDUSTRIES

September 8, 2009

«Customer_Name»
ATTENTION: TECH SERVICE DEPT/MAINT
«Address»
«Address_2»
«City», «State» «Zip»
«ctry»

SUBJECT: SAFETY RECALL OF MERITOR WABCO STEERING ANGLE SENSORS

Ref.: **NHTSA # 09E-032 (MERITOR WABCO)**
NHTSA # 09V-196 (MCI)
TRANSPORT CANADA # 09-154
MCI Service Bulletins 327B and 328B

Attention Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicle Safety Act.

Motor Coach Industries, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain steering angle sensors used in WABCO commercial vehicle Electronic Stability Control (“ESC”) system applications. WABCO reports that the sensor rotor drive tab in certain Steering Angle Sensors (“SAS”) can break while driving, resulting in unnecessary brake activation and thereby increasing the risk of a crash. **WABCO initially reported that the affected SAS’s were those bearing a WABCO serial number below 3000. However, WABCO subsequently expanded the scope of the recall to include all SAS’s bearing a WABCO serial number below 3404.** Please see the enclosed WABCO letter dated **July 20, 2009** for further information.

The vehicles that are subject to this notice are the following 2009 MCI D4000ISTV, **D4005**, D4500, and D4505 model coaches; **2010 D4500 model coaches**; 2008 and 2009 MCI J4500 model coaches; **and 2003 and 2009 E4500 model coaches** (last five VIN digits):

58890	58907	58980 – 58987	58988 – 58989	58990
58991	58992 – 59000	59001	59002	59003
59004 – 59011	59012	59013	59014	59015
59016 – 59031	59038 – 59045	59047 – 59050	59053	59057 – 59058

1700 EAST GOLF ROAD, SUITE 300
SCHAUMBURG, ILLINOIS 60173
847-285-2000 PHONE
866-624-2622 TOLL FREE
WWW.MCICOACH.COM

59061 – 59062	59080	59092 – 59127	59130 – 59132	59137
59139	59142	59144	59146	59148
59150	59153	59155		
61996	64618	64918	64919	64948 – 64950
64953 – 64964	64966	64968	64970	64972
64974	64976	64978 – 64988	64990 – 65004	65006
65011	65013 – 65032	65035 – 65082	65086 – 65098	65106
65108	65110	65112 – 65118	65120	65122
65124 – 65147	65149	65151 – 65170	65172	65174
65176	65178	65180	65182	65184
65186 – 65188	65190 – 65194	65196 – 65202	65203	65204 – 65213
65215 – 65237	65238	65239	65240	65241 – 65242
65243 – 65255	65256	65257	65258	65259 – 65282
65284	65285	65286	65287	65288
65289 – 65303	65304	65305 – 65309	65310	65311 – 65319
65320 – 65322	65323 – 65326	65327 – 65336	65337	65338 – 65374

MCI is conducting a recall to inspect the affected coaches to determine whether they contain an SAS bearing a WABCO serial number below **3404**, and to replace the affected SAS's. Please see the enclosed MCI Service Bulletin **327B** (for D series coaches), and MCI Service Bulletin **328B** (for J model **and E model** coaches), including the WABCO Installation Guide TP-09131 (**Revised 07-09**) appended thereto, which describe in further detail the inspection and replacement procedures that will be undertaken in connection with this recall. The inspection and any necessary replacement of the SAS will be done at no cost to you.

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

«**Unit_Numbers**»

MCI strongly urges you to have the recall inspection and any necessary SAS replacement performed on your vehicle(s) as quickly as possible.

You may contact the MCI Customer Service Line at 1-800-241-2947 to make arrangements to have your vehicle(s) inspected and repaired as necessary at an authorized MCI service center. Please note that there are specialized tools and software needed (as described in the enclosed Service Bulletins **327B** and **328B**) if you decide to perform the recall work yourself and obtain reimbursement from MCI. 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 Service Bulletins 327B and 328B, and your OWNER LIMITED WARRANTY MANUAL, for more detailed information.

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 are the lessor of the vehicle(s) identified above, Federal law requires that you forward this notice by first class mail to the most recent lessee(s) known to you, 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 inspected and repaired as necessary.

If you had your vehicle repaired or inspected for this condition prior to receipt of this notice and incurred any costs, you may be eligible for reimbursement. Please contact the MCI Customer Service Line at 1-800-241-2947 for further information in that regard.

We regret the inconvenience this may cause you, but urge you to have your vehicle(s) inspected and repaired as necessary as soon as possible for your added safety and satisfaction.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosures: WABCO **July 20, 2009** letter
MCI Service Bulletin 327**B** (including attachment)
MCI Service Bulletin 328**B** (including attachment)