



MOTOR COACH
INDUSTRIES

July 6, 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 327 and 328

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 further reports that the affected SAS’s are those bearing a WABCO serial number below 3000. Please see the enclosed WABCO letter dated May 27, 2009 for further information.

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

58890	58907	58980 – 58987	58990	58992 – 59000
59002	59004 – 59011	59013	59015	
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

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

65110	65112 – 65118	65120	65122	65124 – 65147
65149	65151 – 65170	65172	65174	65176
65178	65180	65182	65184	65186 – 65188
65190 – 65194	65196 – 65213	65215 – 65237	65239	65240
65243 – 65255	65257	65259 – 65282	65284	65285
65287	65289 – 65303	65305 – 65309	65311 – 65319	65323 – 65326
65337				

MCI is conducting a recall to inspect the affected coaches to determine whether they contain an SAS bearing a WABCO serial number below 3000, and to replace the affected SAS's. Please see the enclosed MCI Service Bulletin 327 (for D series coaches), and MCI Service Bulletin 328 (for J model coaches), including the WABCO Installation Guide TP-09131 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 327 and 328) 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 327 and 328, 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

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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 May 27, 2009 letter
MCI Service Bulletin 327 (including attachment)
MCI Service Bulletin 328 (including attachment)

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