



MOTOR COACH
INDUSTRIES

July 9, 2009

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

SUBJECT: SAFETY RECALL OF KONI SHOCKS ON FH946 TAG AXLES
Ref.: **NHTSA # 09V-200**
MCI Service Bulletin 329

Attention Owner:

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

Motor Coach Industries, Inc. (“MCI”) has decided that a defect relating to motor vehicle safety exists in certain 2009 MCI D4505 model coaches equipped with Koni shock absorbers and FH946 tag axles. In February 2009, MCI increased the tag axle load capacity on the D4500 series coaches from 12,000 lbs to 14,000 lbs, which included larger tag axle suspension air springs. If the rear rise mode is actuated while the vehicle is moving, a failure of the Koni shock absorber can occur. In the rear rise mode, the rear of the vehicle will keep rising until the air pressure in the suspension air spring reaches the pressure setting of the rear rise regulator valve. With the increase of the air spring diameter, the shock tension required to limit the travel of the rear suspension may exceed the Koni shock absorber allowable tensile strength. This can result in a shock absorber failure and in effect eliminate the mechanism that limits the suspension travel. If the suspension travels beyond the design limit, the axle may come in contact with the drive shaft and cause the drive shaft or other parts of the coach to fail or otherwise become dislodged from the coach, creating a potential safety hazard due to roadway debris or otherwise possibly resulting in a crash. Please see the enclosed MCI Service Bulletin 329 for further information.

The vehicles that are subject to this notice are the following 2009 MCI D4505 model coaches:

58953-58973	58990	59017-59021	59025-59026	
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1700 EAST GOLF ROAD, SUITE 300
SCHAUMBURG, ILLINOIS 60173
847-285-2000 PHONE
866-624-2622 TOLL FREE
WWW.MCICOACH.COM

MCI is conducting a recall to replace the Koni shocks on affected tag axles and to reduce the maximum pressure of the rear rise pressure regulator from 100 psi to 85 psi in affected coaches. Please see the enclosed MCI Service Bulletin 329, which describes in further detail the shock replacement and pressure reduction procedures that will be undertaken in connection with this recall. The replacement and pressure reduction procedures 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, and that the recall work on your vehicle(s) has not yet been performed:

«Unit_Numbers»

MCI strongly urges you to have the recall replacement and other procedures 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) repaired at an authorized MCI service center. 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 Bulletin 329, 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:

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>.

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

Enclosure: MCI Service Bulletin 329