



MOTOR COACH
INDUSTRIES

September 4, 2009

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

SUBJECT: SAFETY RECALL OF WHEELCHAIR LIFT UPPER DOOR WARNING AND LATCH

Ref.: **NHTSA # 09V-345**
TRANSPORT CANADA # 09-254
MCI Service Bulletin 325B

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 MCI’s 2001-2004 Model G4500 model coaches equipped with wheelchair lifts. If the upper wheelchair door opens due to a malfunction of both the door’s latches, there is a telltale light in the driver’s dash that illuminates to alert the driver that the upper wheelchair door is not fully latched and closed. MCI has become aware that the driver may not notice the illuminated telltale light indicating that the wheelchair door is not fully latched and closed, which in turn 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. Please see the enclosed MCI Service Bulletin 325B for further information.

The vehicles that are subject to this notice are the following 2001-2004 Model G4500 model coaches equipped with wheelchair lifts:

| | | | | |
|---------------|---------------|---------------|---------------|---------------|
| 80036 – 80045 | 80056 – 80171 | 80182 – 80194 | 80198 – 80199 | 80201 – 80202 |
| 80206 | 80249 – 80253 | 80266 – 80288 | 80307 – 80367 | 80388 – 80472 |
| 80497 – 80510 | 62536 – 62555 | | | |

MCI is conducting a recall to add an audible alarm in the driver's area as an additional alert to the driver that the wheelchair door is not fully latched and closed. MCI also plans to reinforce the upper door latch to improve latching system durability. In conjunction with these changes, MCI will also add a manual emergency release of the wheelchair door to improve accessibility to the operator to release the door latches. Please see the enclosed MCI Service Bulletin 325B, which describes in further detail the addition of the audible alarm, wheelchair door latch reinforcement, and enhanced emergency latch release. These additions and reinforcements 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 work 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. 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 MCI Service Bulletin 325B 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

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

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

Enclosure: MCI Service Bulletin 325B