



MOTOR COACH
INDUSTRIES

September 14, 2009

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

SUBJECT: SAFETY RECALL OF TAG AXLE TIE ROD LOCK CLAMPS

Ref.: **NHTSA # 09V-350**
MCI Service Bulletin 331B

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 exists which relates to motor vehicle safety on the tag axle locking system on certain 2009 D4500/4505 model coaches equipped with the Meritor FH 946 14,000 Lb. rated steerable tag axle. Due to insufficient clamping force of the cylinder lock plate, it may move from its normal set position, which in turn could result in the tag axle not automatically locking, or locking with the wheels not in a straight-ahead position. If the tag axle does not lock above 20 MPH, there is a loss of lateral force control of the tag axle that can affect the steering of the vehicle. Also, if the tag axle does not lock above 20 MPH, during a turn the rear of the vehicle will swing further out in the opposite direction of the turn than anticipated, and could result in the coach striking another vehicle in an adjacent lane of traffic or otherwise causing an accident. If the tag axle does lock but with the locking plate in an incorrect position due to its movement on the tie rod, the wheels would not be in a straight-ahead position and could result in potential tire failure or premature tire wear. Please see the enclosed MCI Service Bulletin 331B for further information.

The vehicles that are subject to this notice are the following 2009 MCI D4500/4505 model coaches:

58892	58949-58950	58953-58979	58990	58992-59000
59002	59004-59011	59013	59015	59017-59018

MCI is conducting a recall to provide replacement clamps that do not have paint on the clamping surfaces, and to clean, repair, and adjust as necessary the tag axle tie rod and cylinder plate.

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

Please see the enclosed MCI Service Bulletin 331B, which describes in further detail the. The parts and repair services 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 331B, 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>.

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 331B