



MOTOR COACH
INDUSTRIES

November 20, 2009

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

SUBJECT: SAFETY RECALL OF ALTERNATOR CABLE ASSEMBLY

Ref.: **NHTSA # 09V-446**
TRANSPORT CANADA # 09-331
MCI Service Bulletin 339

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 MCI coaches containing a Caterpillar C13 engine and 50DN alternator. The alternator cable may become loose within the cable clamp, which could result in chafing of the alternator cable and possible arcing of the cable wires, which in turn could result in a fire or other thermal event. Please see the enclosed MCI Service Bulletin 339 for further information.

The vehicles that are subject to this notice are the following model year 2005 – 2008 MCI D4000, 2005 – 2009 MCI D4500, and 2005 – 2009 MCI D4505 model coaches (last five VIN digits):

56404 – 56405	56413 – 56421	56424 – 56435	56443 – 56450	56455 – 56478
56495 – 56505	56554	56591 – 56661	56663 – 56707	56720 – 56742
56798	56818 – 56892	56944 – 56993	57024	57071
57079 – 57145	57172 – 57192	57227 – 57237	57256 – 57288	57331 – 57332
57380 – 57399	57419 – 57429	57444	57450 – 57508	57525 – 57529
57534	57619 – 57626	57635 – 57694	57704	57708
57712	57716	57720	57724	57765 – 57803

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SCHAUMBURG, ILLINOIS 60173
847-285-2000 PHONE
866-624-2622 TOLL FREE
WWW.MCICOACH.COM

57814	57820 – 57829	57878	57891 – 57917	57919 – 57949
57953 – 57954	57981	58114 – 58133	58159 – 58161	58179 – 58184
58197 – 58219	58221 – 58264	58352 – 58354	58356 – 58359	58373 – 58378
58392 – 58402	58404 – 58406	58425 – 58426	58508 – 58509	58511
58513 – 58521	58523	58600	58611 – 58636	58638
58640	58642	58644	58646	58648
58650	58652	58654	58656	58658 – 58674
58678	58680 – 58684	58686	58688	58690
58692 – 58694	58696 – 58706	58708	58710	58712
58714 – 58716	58720 – 58731	58811 – 58829	58863 – 58865	58879

MCI is conducting a recall to replace the alternator cable, clamp, and related hardware on the affected coaches. Please see the enclosed MCI Service Bulletin 339, which describes in further detail the replacement procedures that will be undertaken in connection with this recall. The replacement of the affected parts 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) 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 339, 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

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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: MCI Service Bulletin 339