



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 22, 2010

MR. TIMOTHY J. NALEPKA
SENIOR VICE PRESIDENT &
GENERAL COUNSEL
MOTOR COACH INDUSTRIES, INC.
1700 EAST GOLF ROAD SUITE 300
SCHAUMBURG, IL 60173

NVS-215dgl
10V-135

SUBJECT: WINDSHIELD WIPER MOTORS

DEAR MR. NALEPKA:

This letter serves to acknowledge Motor Coach Industries, Inc.'s amended notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MCI/E4500/1999-2001
MCI/E4500/2007-2011
MCI/J4500/2001-2011

NHTSA Campaign Number: 10V-135

Mfg's Report Date: July 14, 2010

Components: VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR

Potential Number of Units Affected: 1,261

Summary:

MCI IS RECALLING CERTAIN MODEL YEAR 1999-2001, 2007-2011 E4500 AND MODEL YEAR 2001-2011 J4500 COACHES EQUIPPED WITH DOGA WINDSHIELD MOTORS. THE WINDSHIELD WIPER MOTOR MAY FAIL TO OPERATE PROPERLY WHILE THE WIPER SYSTEM IS FUNCTIONING. IF THIS OCCURS, THE WINDSHIELD WIPERS MAY OPERATE INTERMITTENTLY, OPERATE AT A SINGLE SPEED ONLY, OR COMPLETELY STOP OPERATING.

Consequence:

IF THE WINDSHIELD WIPERS STOP FUNCTIONING, THE DRIVER'S CLEAR FIELD OF VIEW MAY BE REDUCED INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL FURNISH THE PARTS AND LABOR REQUIRED TO IMPLEMENT THE DOGA-RECOMMENDED REMEDIES ON THE AFFECTED COACHES. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JULY 2010. OWNERS MAY CONTACT MCI CUSTOMER SERVICE AT 1-800-241-2947.

Notes:

MCI RECALL NO. 344. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577.


Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement