



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

November 4, 2011

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Timothy J. Nalepka  
Senior Vice President &  
General Counsel  
Motor Coach Industries, Inc.  
1700 East Golf Road Suite 300  
Schaumburg, IL 60173

NVS-215jin

Dear Mr. Nalepka:

The Office of Defects Investigation has identified seven Motor Coach Industries, Inc. (MCI) recalls with an inadequate number of vehicles being returned for remedy. As such, MCI is requested, pursuant to 49 U.S.C. 30165, 30166, and 30119, to notify owners involved in the following safety recalls:

**09V-345** (5% completion rate) This recall involves 352 MY 2001 through 2004 G4500 motor coaches. Owner notification began on September 4, 2009. In MCI's sixth reporting quarter, MCI reports that of the 352 vehicles involved, 335 have not been remedied.

**10V-409** (22% completion rate) This recall involves 105 MY 2009 and 2010 D4005 and D4505 motor coaches. Owner notification began on September 15, 2010. In MCI's fourth reporting quarter, MCI reports that of the 105 vehicles involved, 82 have not been remedied.

**10V-373** (22% completion rate) This recall involves 1,087 MY 2001-2004 E4500, 2002-2006 E4500C, 2001-2005 J4500, and 2006 J4500C motor coaches. Owner notification began on August 23, 2010. In MCI's fourth reporting quarter, MCI reports that of the 1,087 vehicles involved, 846 have not been remedied.

**09V-041** (37% completion rate) This recall involves 103 MY 2005 D4500 and MY 2006-2008 D4505 motor coaches. Owner notification began on February 25, 2009. In MCI's sixth reporting quarter, MCI reports that of the 103 vehicles involved, 65 have not been remedied.

**10V-135** (39% completion rate) This recall involves 1,261 MY 1999-2001 E4500, 2007-2010 E4500, and 2001, 2003, and 2006-2010 J4500 motor coaches. Owner notification began on July 31, 2010. In MCI's fourth reporting quarter, MCI reports that of the 1,261 vehicles involved, 765 have not been remedied.

**10V-199** (45% completion rate) This recall involves 335 MY 2010 D4000, D4005, D4500, D4505, E4500, and J4500 motor coaches. Owner notification began on May 26, 2010. In MCI's fourth reporting quarter, MCI reports that of the 335 vehicles involved, 186 have not been remedied.

**09V-350** (53% completion rate) This recall involves 53 MY 2009 D4500 and D4505 motor coaches. Owner notification began on September 14, 2009. In MCI's sixth reporting quarter, MCI reports that of the 53 vehicles involved, 25 have not been remedied.

MCI should conduct the owner renotification in accordance with the guidelines listed below.

- Before conducting each owner renotification, MCI should obtain an updated owner list, for each recall campaign, based on current state motor vehicle registration records.
- MCI's proposed owner renotification letter for each recall must meet the requirements of 49 CFR Part 577.10, "Follow-up Notification," and must be submitted to NHTSA for review before owner renotification begins. Part 577.10(e)(1) specifically requires that the renotification letter be identified as a ". . . follow-up to an earlier communication."
- In addition to the six quarterly status reports required under 49 CFR Part 573.6, "Quarterly Reports," MCI is requested to file three additional quarterly status reports for each recall.
- Furnish, individually for each recall, a proposed schedule for conducting the owner renotification that includes the following information:
  - a. the date on which the search of current state motor vehicle registration records will be initiated in order to update the original owner list;
  - b. the approximate date on which the revised owner list will be available to initiate owner renotification;
  - c. the approximate date on which the owner renotification will begin; and
  - d. the approximate date on which the owner renotification will be completed (if the owner renotification is to be staggered, give the beginning and ending owner renotification date for each segment).

MCI's renotification schedules and a draft of each proposed owner renotification letter must be submitted to this office by November 30, 2011.

If you have any questions concerning this matter, please contact Josh Neff at (202) 366-0698, [Joshua.Neff@dot.gov](mailto:Joshua.Neff@dot.gov) or Kelly Schuler at (202) 366-5227, [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov) or by fax at (202) 366-7882.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Willard". The signature is fluid and cursive, with a large loop at the end of the last name.

Ric Willard  
Acting Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement