



**MOTOR COACH
INDUSTRIES**

March 15, 2010

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

SUBJECT: SAFETY RECALL OF RICON WHEELCHAIR LIFT

Ref.: **NHTSA # 10V-087**
TRANSPORT CANADA #10-067
MCI Service Bulletin 341

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 D series coaches containing a Ricon Wheelchair Lift ("WCL") and a cassette-type WCL compartment door in the #2 curb-side baggage compartment door. The Ricon WCL is stowed in a storage structure mounted to the floor in the coach's baggage bay #2. The wheelchair lift may become disengaged from a locked position and slide unrestrained on its rollers in the storage structure, potentially breaking through the cassette door and extending beyond the outside of the door when the coach is in motion, particularly when the coach is making a left turn. If the wheelchair lift breaks through the cassette door and extends outside the side of the coach while the coach is in motion, potential injury to persons and/or damage to other vehicles or property could occur. Please see the enclosed MCI Service Bulletin 341 for further information.

The vehicles that are subject to this notice are the following model year 2000 – 2009 MCI D4000, 2001 – 2010 MCI D4500, and 2005 – 2007 MCI D4505 model coaches (last five VIN digits):

53222	53228 – 53244	53247	53250 – 53251	53253
53255 – 53258	53260 – 53261	53263 – 53273	53276 – 53286	53327 – 53331
53343 – 53356	53360 – 53361	53364 – 53393	53404	53408
53411	53414	53417	53419	53424 – 53425

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53427	53429 – 53431	53433 – 53435	53437 – 53454	53457 – 53464
53466 – 54370	53472 – 53476	53478 – 53482	53484 – 53488	53490 – 53494
53496 – 53500	53502 – 53504	53520 – 53544	53546 – 53550	53552 – 53556
53558 – 53562	53564 – 53568	53570 – 53574	53576	53578 – 53579
53581	53583	53585	53587	53589
53595	53597 – 53600	53602 – 53606	53608 – 53612	53614 – 53618
53620 – 53624	53626 – 53630	53632 – 53636	53638 – 53642	53644 – 53648
53650 – 53654	53656 – 53660	53662 – 53666	53668 – 53672	53674 – 53690
53692 – 53708	53710 – 53720	53722 – 53746	53748 – 53752	53760 – 53761
53764 – 53977	53995 – 54051	54054	54061 – 54064	54100 – 54110
54112 – 54145	54166 – 54261	54263 – 54282	54290	54292 – 54301
54306 – 54396	54398 – 54404	54425 – 54429	54431 – 54438	54440 – 54443
54445 – 54448	54450 – 54453	54455 – 54462	54464 – 54467	54469 – 54472
54474 – 54477	54479 – 54483	54485 – 54488	54490 – 54493	54495 – 54498
54500 – 54507	54509 – 54512	54514 – 54517	54519 – 54522	54524 – 54674
54676 – 54679	54681 – 54683	54686 – 54693	54695 – 54698	54700 – 54703
54705 – 54758	54760 – 54766	54769 – 54861	54866 – 54914	54916
54928 – 55011	55013 – 55017	55035 – 55088	55096 – 55153	55155 – 55161
55163 – 55363	55365 – 55403	55405 – 55416	55418 – 55443	55454 – 55455
55457 – 55460	55462 – 55465	55467 – 55504	55519 – 55594	55596 – 55605
55607 – 55637	55639 – 55643	55645 – 55689	55695 – 55754	55757 – 55763
55781 – 55838	55864 – 55870	55873 – 55928	55932 – 55937	55939
55944 – 55950	55953 – 55957	55960 – 55961	55963 – 56031	56035 – 56110
56114 – 56116	56118 – 56120	56122 – 56123	56125 – 56127	56129 – 56130
56132 – 56133	56135 – 56137	56139 – 56140	56142 – 56163	56165 – 56184
56186 – 56199	56201 – 56219	56222 – 56311	56314 – 56328	56330 – 56350
56352 – 56364	56374 – 56405	56413 – 56435	56440 – 56450	56452
56455 – 56491	56497 – 56523	56525 – 56537	56539 – 56553	56555 – 56577
56579 – 56583	56591 – 56598	56600 – 56661	56663 – 56707	56709 – 56713
56723 – 56742	56758 – 56759	56766 – 56767	56773 – 56775	56784 – 56785
56795	56808 – 56811	56818 – 56892	56901 – 56902	56906 – 56925
56927 – 56930	56942 – 56996	56998 – 57000	57002 – 57004	57006 – 57008
57010 – 57012	57014 – 57015	57017	57020	57022
57033	57035	57037 – 57038	57043 – 57044	57055
57061 – 57063	57067 – 57069	57072 – 57145	57147 – 57192	57200 – 57202
57219 – 57225	57227 – 57242	57244 – 57254	57256 – 57328	57331
57334 – 57340	57345 – 57352	57380 – 57404	57406 – 57416	57419 – 57428
57430 – 57433	57443 – 57444	57450 – 57513	57519 – 57520	57525 – 57528
57530 – 57533	57536 – 57549	57572 – 57609	57617 – 57696	57699 – 57704
57706 – 57709	57712 – 57713	57716	57720	57724
57727 – 57734	57739 – 57741	57743 – 57744	57765 – 57813	57820 – 57836

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57872 – 57884	57900 – 57917	57919 – 57949	57953 – 57954	57981
57989 – 58145	58159 – 58168	58171 – 58184	58197 – 58219	58221 – 58264
58322	58324	58326	58329	58331
58334	58336	58352 – 58354	58373 – 58378	58383 – 58391
58508 – 58509	58511	58513 – 58521	58534 – 58535	58608
58611 – 58674	58678	58680 – 58684	58686	58688
58690	58692 – 58694	58696 – 58706	58708	58710
58712	58714 – 58716	58720 – 58731	58741	58743
58746	58752	58811 – 58829	58839 – 58840	58861 – 58862
58887 – 58889	58909	58911	58913	58915
58917	58949 – 58950	58992	59027 – 59046	59080
59092 – 59127	59130 – 59132	59256 – 59260		

MCI is conducting a recall to install a retrofit kit that includes a spring-loaded lock mechanism to prevent unintended WCL deployments. Please see the enclosed MCI Service Bulletin 341, which describes in further detail the replacement procedures that will be undertaken in connection with this recall. The retrofit kit and its installation 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 341, 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;

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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 repaired.

If you had your vehicle repaired 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) repaired as soon as possible for your added safety and satisfaction.

Sincerely,

Motor Coach Industries

Warranty Department

Enclosure: MCI Service Bulletin 341