



MOTOR COACH
INDUSTRIES

September 15, 2010

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

SUBJECT: SAFETY RECALL OF NATIONAL SEATING COMPANY DRIVER'S SEAT SHOCKS

Ref.: **NATIONAL SEATING NHTSA # 10E-033**
MCI NHTSA # 10V-409
TRANSPORT CANADA #TC 2010-303
MCI Service Bulletin 349

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 D series coaches equipped with a National Seating Company driver's seat containing a STABILUS BLOC-O-LIFT shock, National Seating part number 5561ED, manufactured between March 10, 2009 and December 4, 2009. National Seating reports that the mounting tab on the STABILUS BLOC-O-LIFT may break unexpectedly, causing the seat to drop to its lowest position without warning and could result in a momentary loss of control if the vehicle is in operation, possibly resulting in a crash. Please see the enclosed National Seating Company Part 573 Defect and Noncompliance Report dated August 6, 2010, customer notification letter, and Technical Service Bulletin NSC22955401, and MCI Service Bulletin 349, for further information.

The vehicles that are subject to this notice are the following model year 2009 and 2010 MCI D series coaches (last five VIN digits):

59017 – 59021	59025 – 59026	59048 – 59052	59057 – 59079	59083 – 59086
59089 – 59090	59128 – 59129	59133 – 59138	59141	59143

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

59145	59147	59149	59151 – 59152	59154
59156	59158	59160	59162 – 59163	59165
59167	59169	59171	59173 – 59174	59176
59178	59180	59182	59184 – 59185	59187
59189	59191	59193	59195 – 59196	59198
59200	59212	59214 – 59219	59232 – 59233	59241 – 59242
59244	59247	59276 – 59280	59296 – 59299	59308

MCI is conducting a recall to inspect and replace the affected STABILUS BLOC-O-LIFT shocks. Please see the enclosed National Seating materials and MCI Service Bulletin 349 for further information. The recall work will be provided 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 if you have any questions about this recall campaign or wish 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 349, and your OWNER LIMITED WARRANTY MANUAL, for more detailed information.

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>.

For Canada:

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

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).

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 implement the recall procedures with respect to your vehicle(s) as soon as possible for your added safety and satisfaction.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosures: National Seating's Part 573 Defect Information Report dated August 6, 2010
National Seating's customer notification letter
National Seating's Technical Service Bulletin NSC22955401
MCI Service Bulletin 349