



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

1200 New Jersey Avenue SE  
Washington, DC 20590

March 9, 2011

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

NVS-215dgl  
11V-150

**SUBJECT: WINDSHIELD WIPER MOTOR/DOGA**

**DEAR MR. NALEPKA:**

This letter serves to acknowledge Motor Coach Industries, Inc's 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/E4500/2011  
MCI/J4500/2011  
MCI/J4500C/2011

**NHTSA Campaign Number:** 11V-150

**Mfg's Report Date:** March 1, 2011

**Components:** VISIBILITY: REAR WINDOW WIPER/WASHER: MOTOR

**Potential Number of Units Affected:** 144

**Summary:**

MCI IS RECALLING CERTAIN MODEL YEAR 2011 MCI J4500, E4500, AND J4500C MOTOR COACHES MANUFACTURED FROM MAY 1, 2010 THROUGH JANUARY 31, 2011, AND EQUIPPED WITH DOGA WINDSHIELD WIPERS. CERTAIN WIRES MAY HAVE BEEN INCORRECTLY INSTALLED BY MCI AT THE FACTORY WHICH COULD RESULT IN THE WINDSHIELD WIPERS FAILING TO OPERATE.

**Consequence:**

THE DRIVER'S FIELD OF VIEW MAY BE REDUCED, WHICH IN TURN COULD RESULT IN A CRASH OR OTHERWISE CAUSE PERSONAL INJURY OR PROPERTY DAMAGE.

**Remedy:**

DEALERS WILL INSPECT THE WINDSHIELD WIPERS AND CONNECT ANY WIRES THAT WERE IMPROPERLY INSTALLED. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING MARCH 2011. OWNERS MAY CONTACT MCI CUSTOMER SERVICE AT 1-800-241-2947.

**Notes:**

MCI'S RECALL CAMPAIGN 356. 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).

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

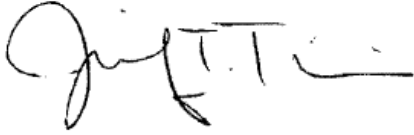
Please provide the following additional information and be reminded of the following requirements:

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](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto: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