



MOTOR COACH
INDUSTRIES

March 14, 2011

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

SUBJECT: SAFETY RECALL OF 2010 J MODEL COACHES WITH BRAUN WHEELCHAIR LIFTS

Ref.: **NHTSA # 11V-144**
TRANSPORT CANADA #TC 2011-091
MCI Service Bulletin 347

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 2010 J model coaches equipped with a Braun wheelchair lift. The electrical and hydraulic lines that service the wheelchair lift may be routed or clamped in a way that could result in the lines being pinched during lift operation, which in turn could result in a fire causing personal injury or property damage. Please see the enclosed MCI Service Bulletin 347 for further information.

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

| | | | | |
|-----------------------|--------------|-----------------------|-----------------------|-----------------------|
| 65155 | 65502 | 65504 | 65507 to 65509 | 65514 to 65515 |
| 65521 | 65522 | 65554 to 65557 | 65571 to 65577 | 65579 |
| 65619 to 65623 | | | | |

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

MCI is conducting a recall to improve the routing and clamping of the hydraulic and electrical lines servicing the Braun wheelchair lift. Please see the enclosed MCI Service Bulletin 347 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 347, 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:

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: MCI Service Bulletin 347



Service Bulletin No. 347

| | | | |
|--|-------------------------------------|---|-----------------------------|
| MODEL J4500 Series Coaches | TYPE Field Change Program | SECTION/GROUP 22 – Wheelchair | DATE Mar. 7, 2011 |
| SUBJECT BRAUN HYDRAULIC AND ELECTRICAL LINE INTERFERENCE | | | |
| CONDITIONS | | | |

Ref. NHTSA Recall No.: 11V–144

Ref. Transport Canada Recall No.: 11–091

Customer Complaint:

The potential may exist in which the wheelchair lift may contact the hydraulic and electric lines during lift or stow operation. The lift may not operate if the hydraulic lines or electrical wires are compromised. If exposed electrical wires are allowed to short to ground, then the potential exists for the wires to overheat and possibly cause a thermal event.

Cause:

The clamping of the hydraulic lines and electrical wires is inconsistent, and doesn't always leave sufficient clearance for the lift to operate without potentially pinching the lines.

Corrective Action:

Additional clamps will be installed to secure individual lines and wires away from the moving parts on the wheelchair lift. As a result, MCI advises that owners of J4500 model coaches with unit numbers listed in the table below implement the steps in this procedure.

| | | | | |
|----------------|-------|----------------|----------------|----------------|
| 65155 | 65502 | 65504 | 65507 to 65509 | 65514 to 65515 |
| 65521 | 65522 | 65554 to 65557 | 65571 to 65577 | 65579 |
| 65619 to 65623 | | | | |

Parts

| Qty. | New P/N | Description |
|-------------|----------------|---|
| 1 | 26-22-0006 | Kit, Lines Clamp, Braun WCL <i>Kit Contents Are:</i> |
| 4 | 19-4-32 | Clamp, Line Support |
| 2 | 19-4-48 | Clamp, Line Support |
| 3 | 19-1-176 | Screw |
| 1 | 19-1-619 | Screw |
| 1 | 19-2-7 | Washer |
| 3 | 19-3-2 | Nut |
| 1 | 24-51-0050 | Molding Edge |
| a/r | 21-7209-1 | High Tack Sealant |
| 1 | 03-15-7738A | Verification Form, (Must be Returned to MCI, One Per Coach) |

Service Procedure:**! WARNING**

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Open and secure the wheelchair compartment door by placing the steel pin through the hinge holes. Deploy the wheelchair lift. Position the lift at ground level.
2. Activate the disconnect feature of the main battery disconnect (MDS) system by pressing (for one second only) the momentary toggle switch on the MDS module to OFF. An audible click can be heard from the main solenoids in the MDS module. Position the rotary switch to the DOWN (OFF) position.
3. Open the engine door. Position the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the OFF position. Chock both sides of the tires.
4. Open the curbside, rear side service compartment door.
5. Locate the fittings shown in Figure 1. Orient the harnesses and cables as shown in Figure 1.
6. Visually inspect the hydraulic lines and electric wires for any sign of wear or damage as a result of contact with the wheelchair lift. If wear or damage is present, call the MCI Fleet Support Technical Center at 1-800-241-2947 for part replacement information.
7. Using a 13/64 inch drill bit and a drill bit stop (set to the width of the compartment wall), drill three (3) holes at the dimensions shown in Figure 1.

NOTICE

Utilize the rear, side service compartment to access the screw threads (refer to Figure 4).

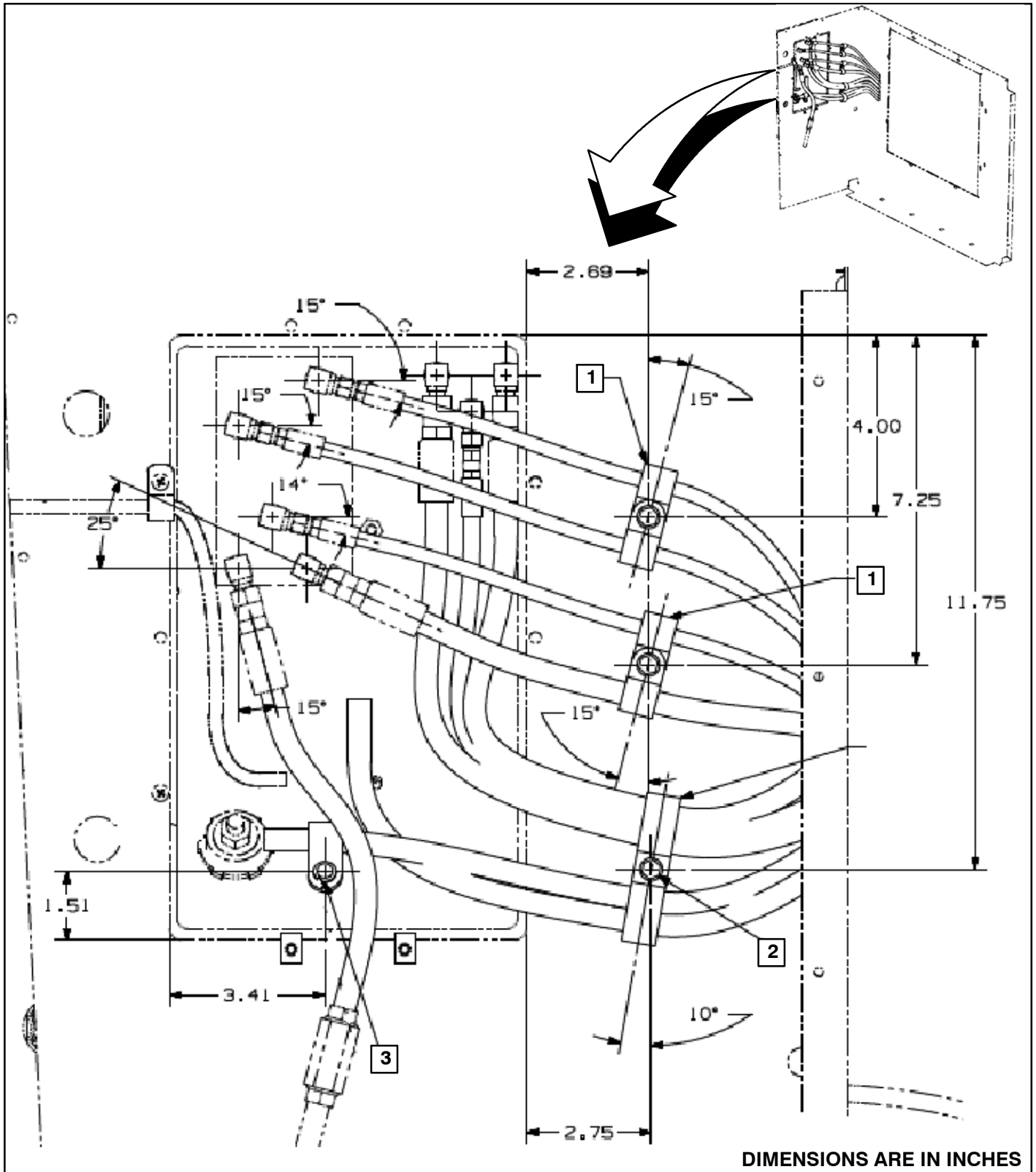


Figure 1.

| ITEM | FIGURE 1 DESCRIPTION |
|------|---|
| 1 | Clamp, p/n 19-4-32, x two (2) |
| 2 | Clamp, p/n 19-4-48, x two (2) |
| 3 | Re-locate existing clamp (refer to Step 9.) |

8. Install the clamps, p/n 19-4-32, and, p/n 19-4-48, on the hoses as shown in Figures 1 and 2. Using screws, p/n 19-4-176, and nut, p/n 19-3-2, secure the clamps to the compartment wall.

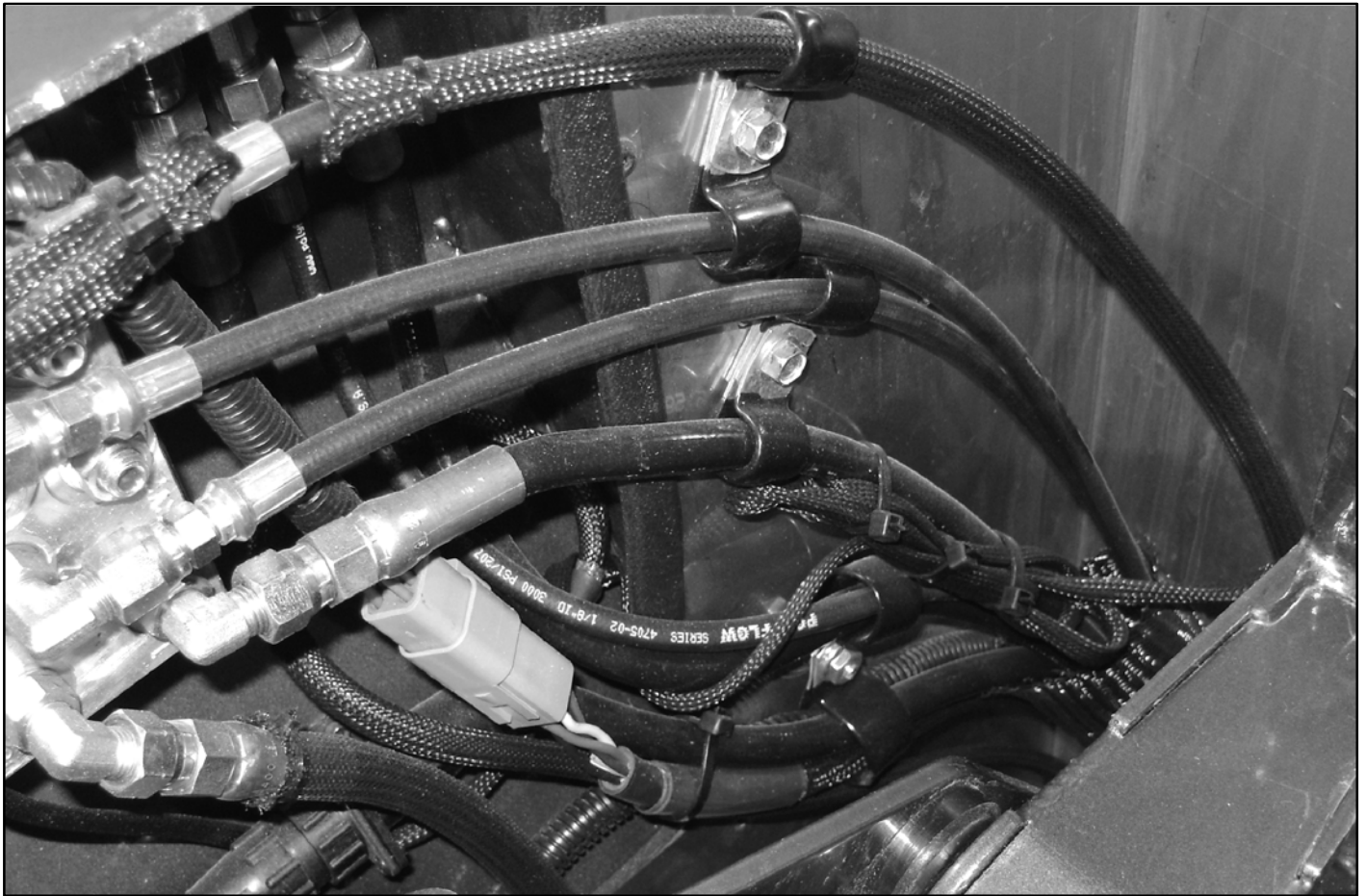


Figure 2. Reference photo of wheelchair compartment.

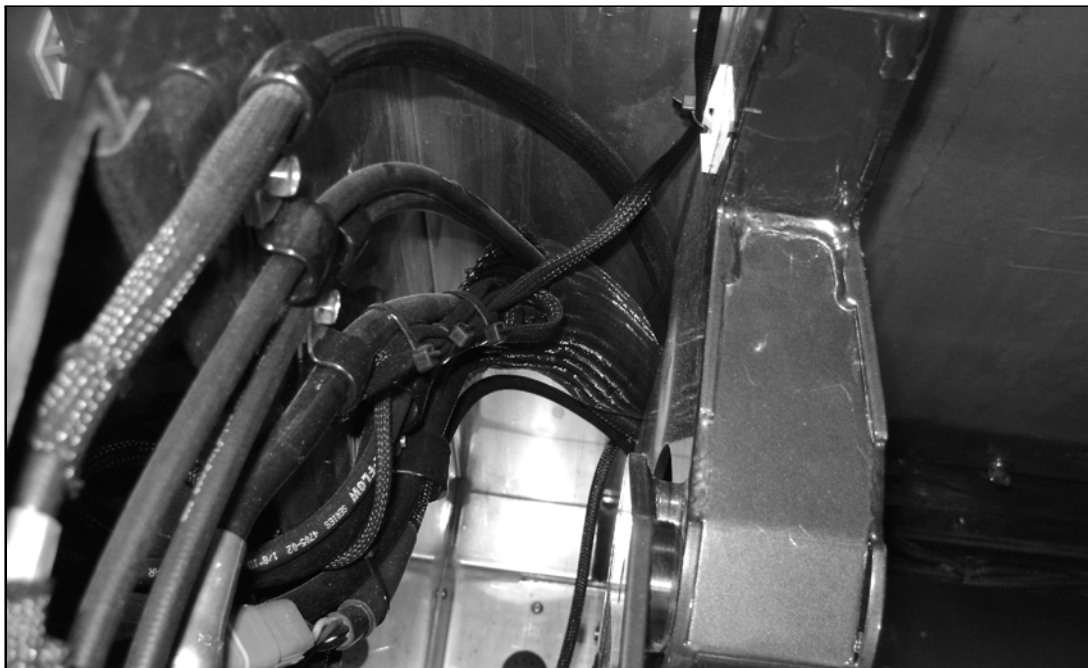


Figure 3. Reference photo of wheelchair compartment.

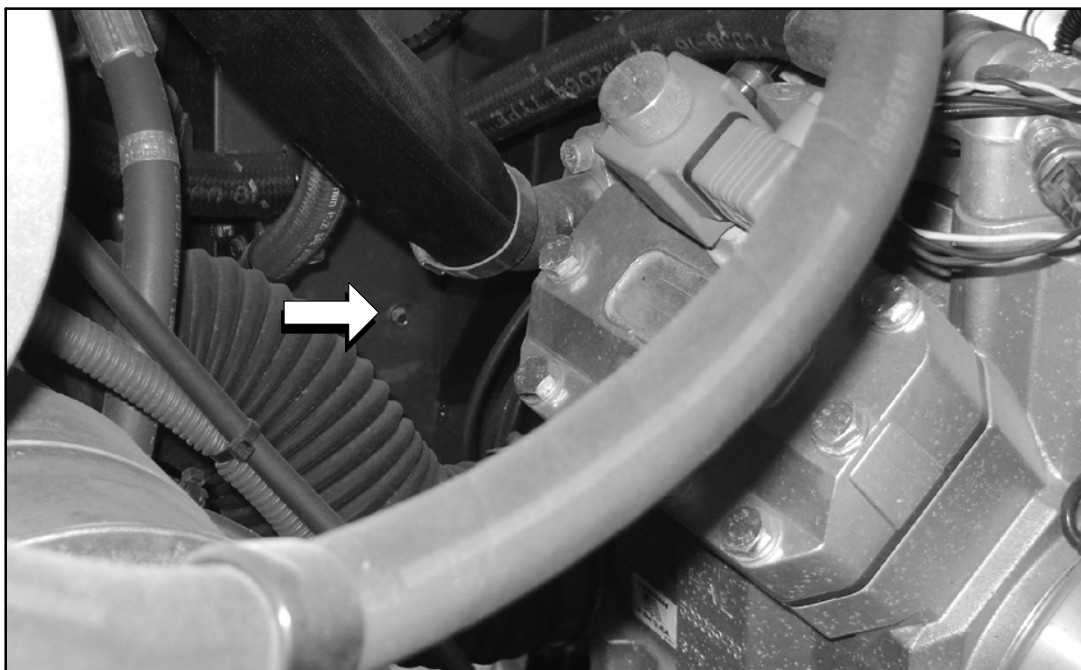


Figure 4. Reference photo of mounting hardware on rear, side service compartment side wall.

- 9. Using a 11/64 inch drill bit and a drill bit stop (set to the width of the compartment wall), drill a hole at the dimensions (1.51 x 3.41) shown in Figures 1 and 5. Secure the existing clamp to the compartment wall using screw, p/n 19-1-619, and washer, p/n 19-2-7.

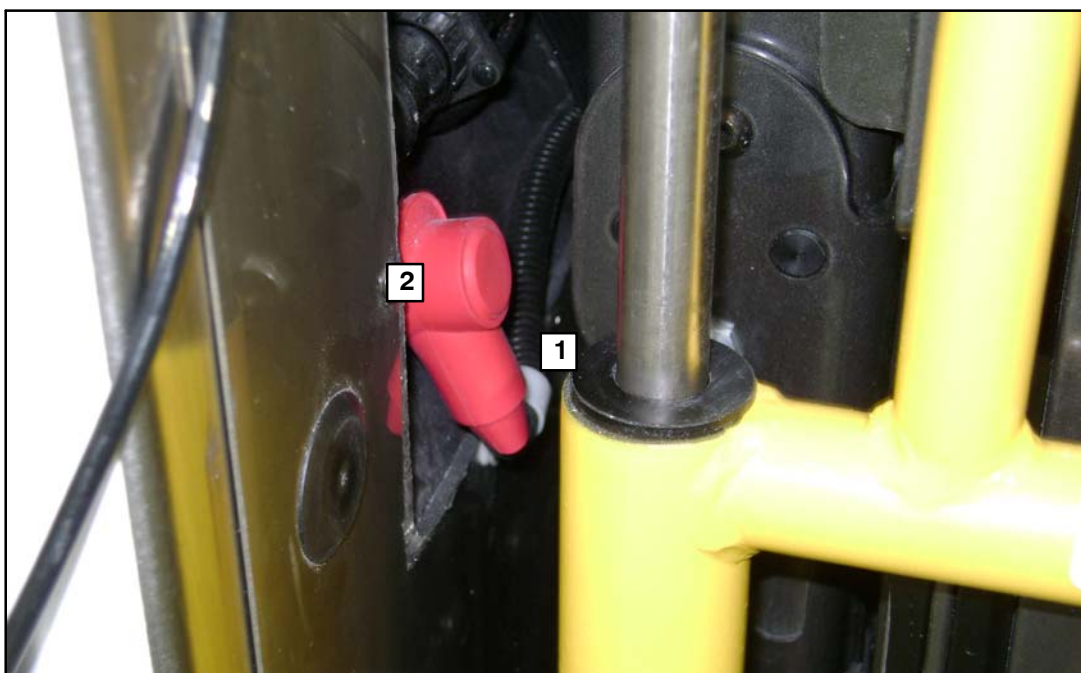


Figure 5. Reference photo of wheelchair compartment.

| ITEM | FIGURE 6 DESCRIPTION |
|-------------|--------------------------------|
| 1 | Existing clamp at new location |
| 2 | Red protective boot |

10. In the wheelchair compartment, remove the red protective boot from the one (1) wheelchair lift electrical terminal and apply high tack sealant to the terminal (refer to Figure 5).
11. In the rear, side service compartment, remove the red protective boot from the three (3) wheelchair lift electrical terminals and apply high tack sealant to the terminals (refer to Figure 6).
12. Install the edge molding, p/n 24-51-0050, on the upper bracket edge (below the loom routing) as shown in Figure 6.

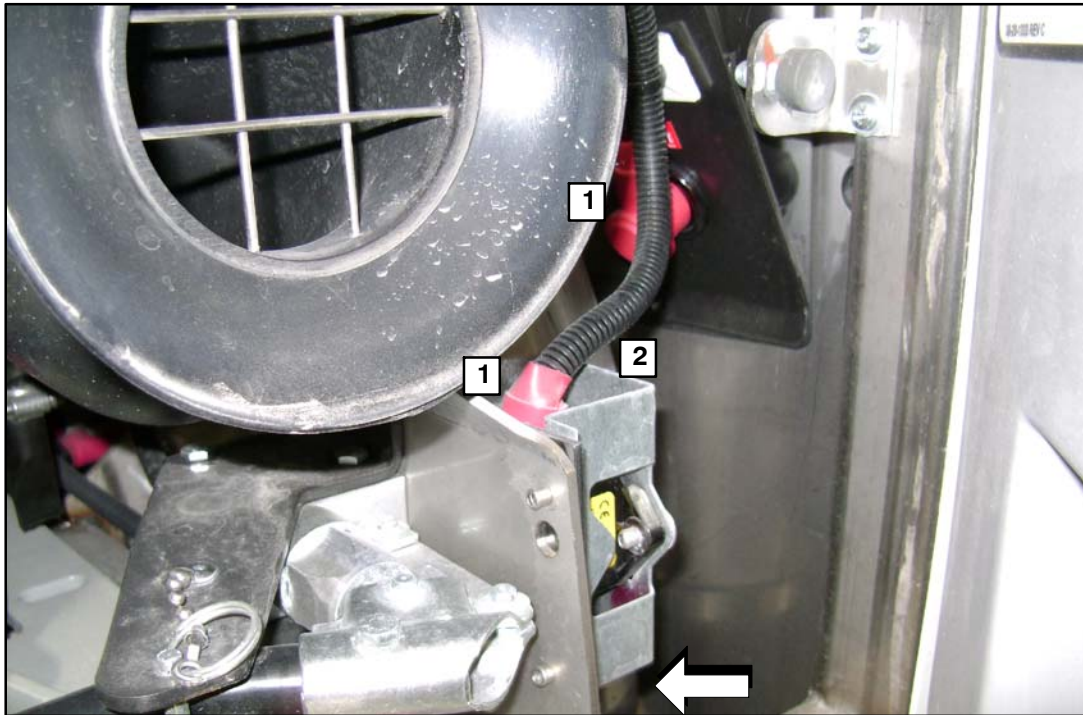


Figure 6. Reference photo of rear, side service compartment

| ITEM | FIGURE 6 DESCRIPTION |
|-------------|--|
| 1 | Remove the red protective boot and apply high tack sealant to the terminals |
| 2 | Install the edge molding |

13. Cover all four (4) wheelchair lift electrical terminals with the red protective boots.
14. Position the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the ON position. Start up the coach. Cycle the wheelchair lift through the stow, up and down functions to ensure that the lift is not contacting the the hydraulic and electric lines.

Procedure complete.

Mail or fax the completed limited warranty claim form and verification form to MCI's warranty department, or photocopy and mail to:

MCI Fleet Support
Attn: Warranty Department
7001 Universal Coach Drive
Louisville, KY 40258
Fax Number 1-800-360-8886

to receive credit for the hours used to complete this task. Contact the MCI Fleet Support Technical Center at 1-800-241-2947 for any further information.

Field Change Program Conditions:

The parts required for this change will be supplied without charge.

A labor allowance of 0.5 hours will be granted, for the procedure of installing the specified part(s) in this bulletin on J4500 model coaches.

This labor allowance will be credited to your MCI Fleet Support Parts Account on receipt of the attached "MCI Field Change Program Verification Form" and a "Warranty Claim Form" as detailed in your Owner Warranty manual to MCI's Warranty department. A "MCI Field Change Program Verification Form" needs to be submitted for each VIN affected. Photocopy the attached "MCI Field Change Program Verification Form" as required for the number of affected coaches in your fleet.

Motor Coach apologizes for any inconvenience resulting from this campaign, but urges you to implement this change as soon as possible.

Sincerely,

Motor Coach Industries
U.S. and Canadian Service Departments.



MOTOR COACH
INDUSTRIES

MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

| CONTACT INFORMATION | |
|--|------------------------------------|
| CUSTOMER NAME: _____ | |
| (PLEASE PRINT) | |
| FCP INFORMATION – ONE FORM PER UNIT | |
| FCP#: _____ | Coach Model _____ Model Year _____ |
| COACH SERIAL #: (At least the last 5 digits) | DATE COMPLETED __ / __ / __ |
| MILEAGE: | |
| <u>IMPORTANT:</u> TO RECEIVE CREDIT FOR ANY ALLOWABLE LABOR CHARGES, THIS VERIFICATION FORM MUST BE RETURNED TO MCI UPON COMPLETION OF THE FCP. | |
| SUBMITTED BY: (Please Print) _____ | |
| | DATE __ / __ / __ |
| TITLE: (Please Print) _____ | |
| SIGNATURE: _____ | |
| COMMENTS: | |

FAX TO: 1-502-318-8183

MAILING ADDRESS:

MOTOR COACH INDUSTRIES
ATTN: WARRANTY DEPT.
7001 UNIVERSAL COACH DRIVE
LOUISVILLE, KY 40258

MCI PART #03-15-7738