



MOTOR COACH
INDUSTRIES

August 3, 2011

«Customer_Name»

ATTENTION: TECH SERVICE DEPT/MAINT

«Address»

«Address_2»

«City», «State» «Zip»

«ctry»

SUBJECT: SAFETY RECALL OF 2011 MCI J & E MODEL COACHES WITH DOGA WINDSHIELD WIPER MOTORS

Ref.: **NHTSA # 11V-379**
TRANSPORT CANADA #TC 2011-275
MCI Service Bulletin 362

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 2011 MCI J and E model coaches equipped with Doga windshield wiper motors. MCI discovered that an incorrect fuse may have been installed by MCI at the factory, which could result in the windshield wipers failing to operate. If this occurs, 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. Please see the enclosed MCI Service Bulletin 362 for further information.

The vehicles that are subject to this notice are the following model year 2011 MCI J and E model coaches (last five VIN digits):

65656 to 65955

MCI is conducting a recall to inspect the subject fuse and to replace any incorrect fuses that may have been installed. Please see the enclosed MCI Service Bulletin 362 for further information. The recall work will be provided at no cost to you.

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

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 362, 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 362



Service Bulletin No. 362

MODEL E / J Series Coaches	TYPE Field Change Program	SECTION/GROUP 7-- Electrical	DATE Aug. 02, 2011
SUBJECT DOGA WINDSHIELD WIPER MOTOR FUSE			
CONDITIONS			

Ref. NHTSA Recall No.: 11V-379

Ref. Transport Canada Recall No.: 11-275

Customer Complaint:

MCI has identified a potential incorrect installation of the inline fuse that may have occurred in the manufacturing facility. If the incorrect fuse is installed, the wiper motor fuse may open under a heavy load created by other customer accessories connected to the electrical stud block. If this occurs, the windshield wipers may completely stop operating. If the windshield wipers stop functioning, the driver's clear field of view may be reduced.

Cause:

The fuse in the battery compartment for the circuit powering the wiper system may be incorrect.

Corrective Action:

MCI strongly encourages owners of the E4500 and J4500 model coaches listed in the table below to implement the steps in this procedure as soon as possible.

65656 to 65955				
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<u>Qty.</u>	<u>New P/N</u>	<u>Description</u>
1	07-08-1429	Fuse, 30 AMP
1	07-08-4061	Decal, 30 AMP Fuse

Service Procedure:

! WARNING

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Open the battery compartment door. Install the positive lock pin in the hole of the hinge to secure the door in the open position (refer to Figure 1).
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. Chock both sides of the tires.

4. Locate the 24V HOT power stud block on the back compartment wall (refer to Figure 1).

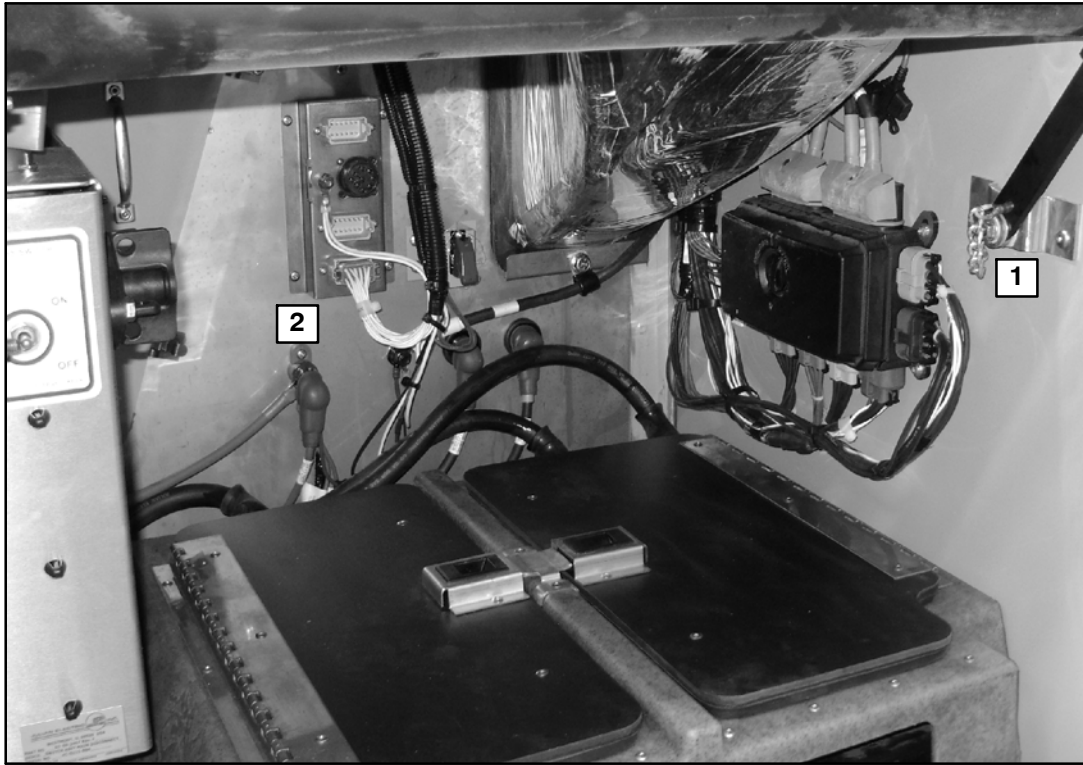


Figure 1.

<u>ITEM</u>	<u>DESCRIPTION</u>
1	Positive lock pin installed in hinge arm
2	24V HOT power stud

5. Locate the inline fuse routed from the 24V HOT power stud block with the decal labelled either FUSE5 15A MAX, or 30A MAX. BATT HOT (refer to Figure 2).

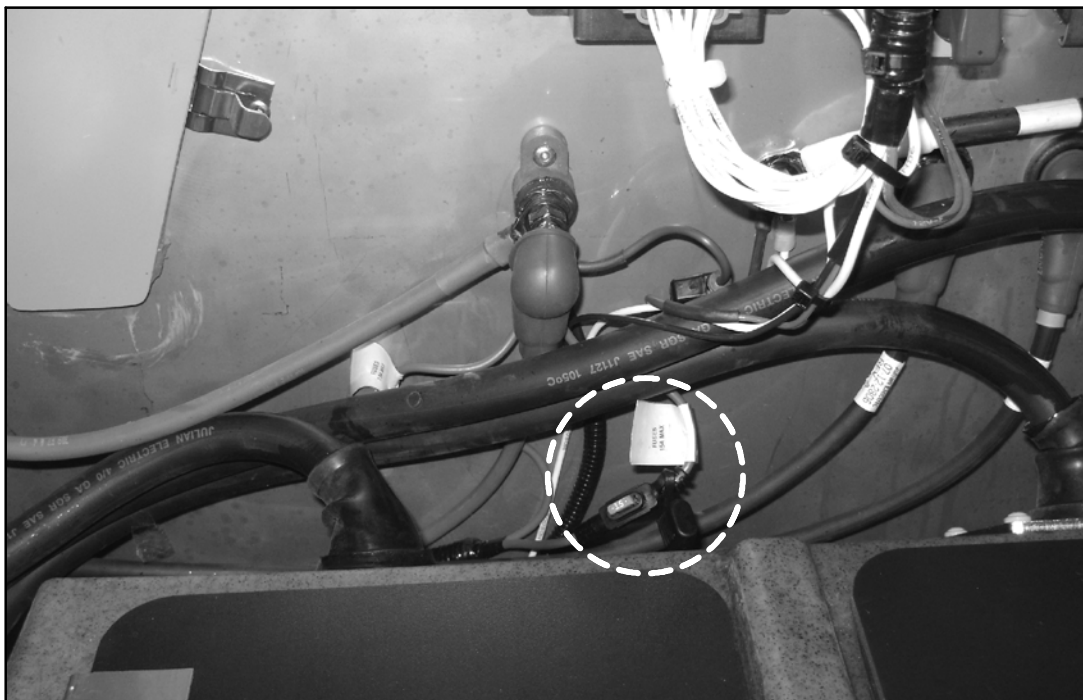


Figure 2.

6. Remove the protective flip–cap. Visually inspect to verify that a 30 AMP fuse is installed (refer to Figure 3).

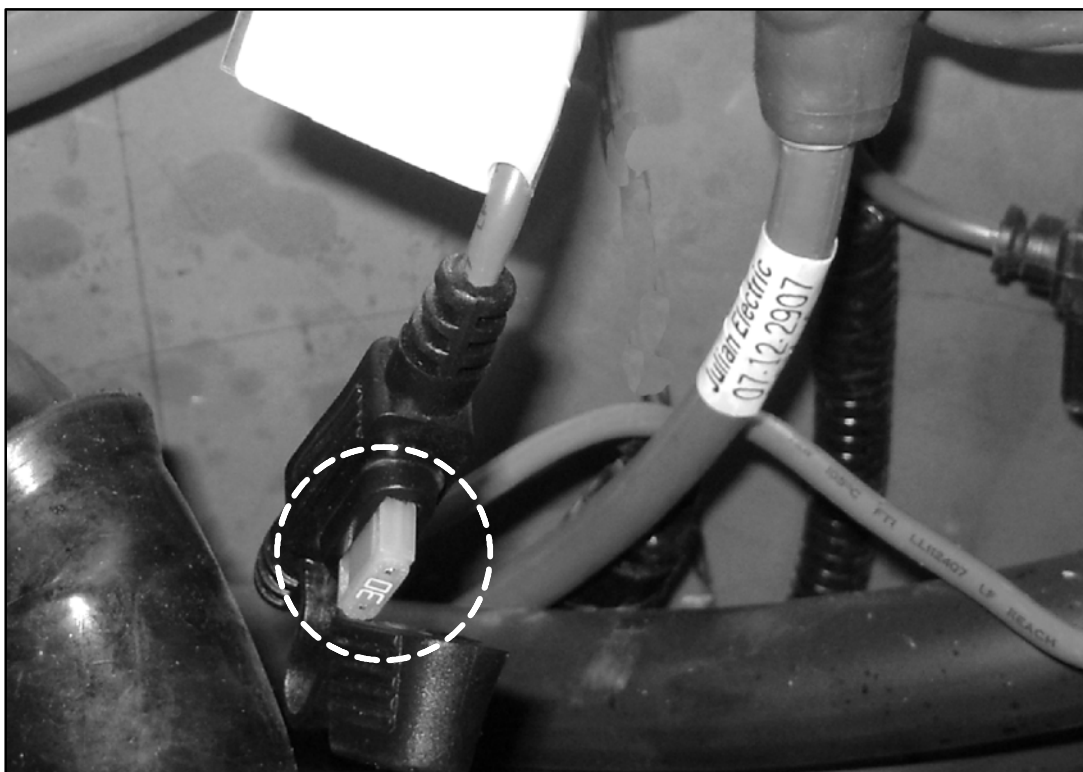


Figure 3.

NOTICE

If a 30 AMP fuse is installed, press to secure the flip–cap over the fuse. Visually inspect to verify that the decal text is 30A MAX BATT HOT. If not, install a new 30A decal, p/n 07-08-4061. Close the battery compartment door. Procedure complete.

If a 15 AMP fuse is installed, carefully remove the 15 AMP fuse and install a 30 AMP fuse, p/n 07-08-2176. Press to secure the flip–cap over the 30 AMP fuse. Remove the existing 15A decal and install a new 30A decal, p/n 07-08-4061. Close the battery compartment door. 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 0.10 hours will be granted for implementing the steps in this procedure.

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