



**MOTOR COACH
INDUSTRIES**

June 5, 2012

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

SUBJECT: SAFETY RECALL OF 2009 - 2012 MCI J MODEL COACHES

Ref.: **NHTSA # 12V-135**
Transport Canada # 2012-111
MCI Service Bulletin 369

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 model year 2009 - 2012 MCI J4500 coaches. The transom windows on these J model coaches, which are the two rear-most glass panes (one on each side), may detach from the coach as a result of inadequate bonding. If a transom window becomes detached from the coach, the window may cause personal injury or property damage. Please see the enclosed MCI Service Bulletin 369 for further information.

The vehicles that are subject to this notice are the following model year 2009 - 2012 MCI J4500 coaches (last five VIN digits):

Model Year	VINs
2009	65447 - 65452
2010	65455-65500, 65502, 65504, 65506-65510, 65512-65515, 65520-65600, 65602-65606, 65608-65626, 65628-65636
2011	65637-65642, 65646-65709, 65711-65715, 65718-65764, 65767-65800, 65807-65955
2012	65956-65974, 65986-66044, 66047 - 66101

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 of the above vehicles to repair the defect condition. Please see the enclosed MCI Service Bulletin 369 for further information. The recall work will be provided at no cost to you, and is estimated to take less than an hour to complete.

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 369, 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 US customers:

You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

For Canadian customers:

Please contact our customer service at 1-800-241-2947, or for additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

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

Enclosure: MCI Service Bulletin 369



Service Bulletin No. 369

MODEL J4500 Series Coaches	TYPE Field Change Program	SECTION/GROUP 3-Body	DATE June 1, 2012
SUBJECT REAR TRANSOM WINDOW			
CONDITIONS			

Ref. NHTSA Recall No.: 12V-135

Ref. Transport Canada Recall No.: 2012-111

Customer Complaint:

It has come to the attention of Motor Coach Industries, Inc. ("MCI") that on certain MCI J4500 series coaches the adhesive bond between the rear transom window and the rear cap may have the potential to degrade. If the rear transom window becomes partially or completely separated from its frame, the rear transom window may detach from the coach and cause potential injury to persons and/or damage to property.

Cause:

The cause is due to process errors in the production plant.

Corrective Action:

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

65447 to 65452	65455 to 65500	65502	65504	65506 to 65510
65512 to 65515	65520 to 65600	65602 to 65606	65608 to 65626	65628 to 65642
65646 to 65709	65711 to 65715	65718 to 65764	65767 to 65800	65807 to 65974
65986 to 66044	66047 to 66101			

Parts

Qty.	New P/N	Description
1	03-33-2292	Retrofit, Rear Transom Window <i>Kit Contents Are:</i>
1	03-33-2282	Plate, RH, Bracing
12	03-33-2284	Shim, Bracing Bracket
1	03-33-2287	Gasket, RH, Bracing
4	03-33-2289	Bracket Assy, Bracing
1	03-33-2291	Bracket Assy, LH, Bracing
6	19-01-2203	Screw, Phillips, Pan Head, SS
8	19-1-748	Screw, Tapping
8	19-2-102	Lockwasher
a/r		Isopropyl Alcohol

Service Procedure:

! WARNING

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. 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.
2. Chock both sides of the tires.

3. Using a clean rag and isopropyl alcohol, clean the installation areas per Figure 1.

NOTICE

Allow enough time for the isopropyl alcohol to flash off.

4. Orient the mounting components on the installation area per the dimensions shown in Figures 2 and 4.
5. Using a 0.161 inch drill bit and a drill bit stop set to 0.750 inch, utilize the bracket as a template to drill the holes to a depth of 0.750 inch
6. Using the applicable mounting hardware, secure the bracket to the coach frame.

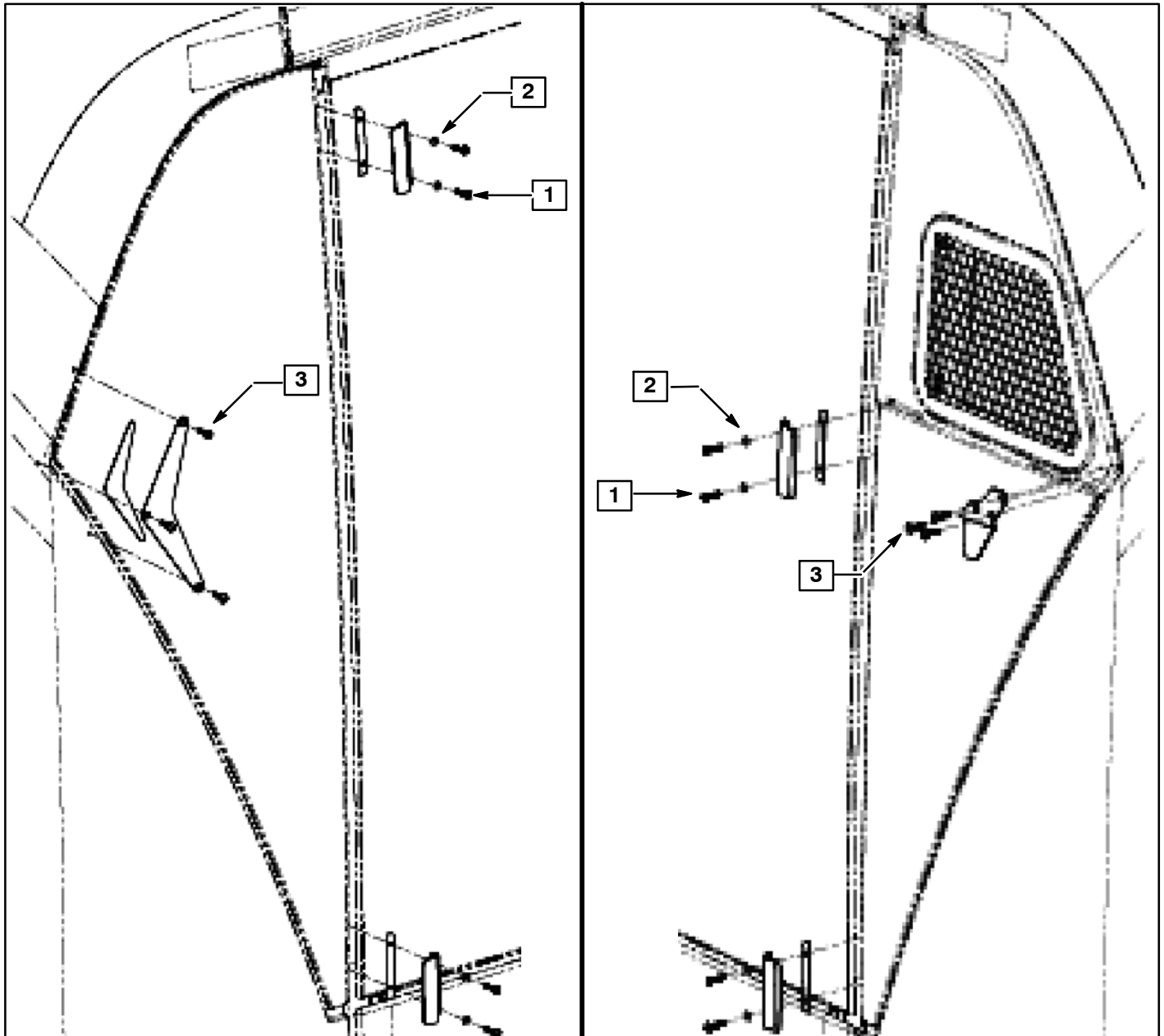


Figure 1. Mounting hardware for transom window retention brackets.

ITEM	DESCRIPTION
1	Tapping screw, p/n 19-1-748. Typical at bottom location.
2	Lockwasher, p/n 19-2-102. Typical at bottom location.
3	Screw, p/n 19-01-2203

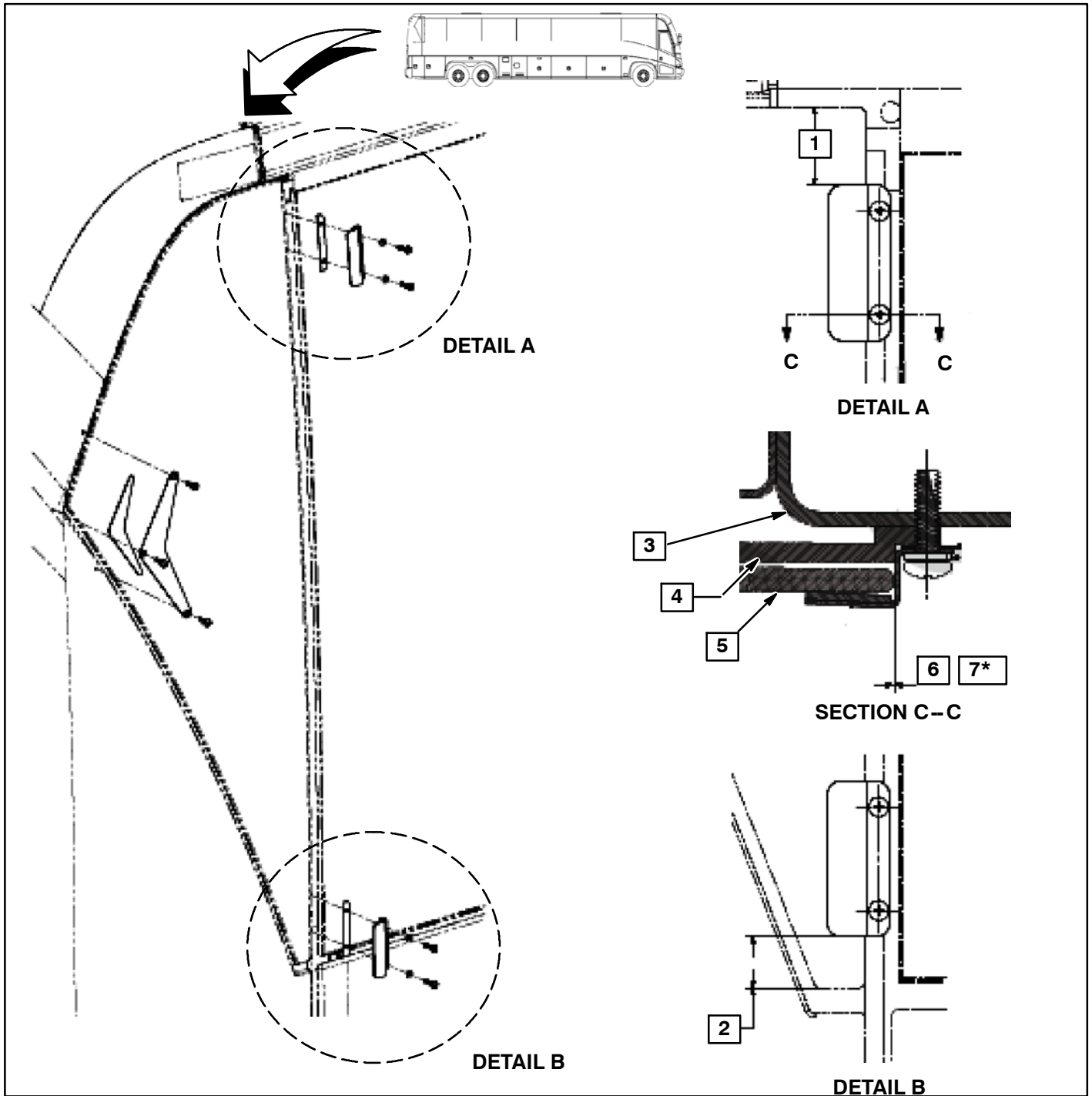


Figure 2.

ITEM	DESCRIPTION
1	1.50 inch from top of glass
2	1.00 inch from bottom of glass
3	Coach frame
4	Rear cap
5	Transom window
6	Butt up bracket assy, p/n 03-33-2289, to glass. Typical at all other locations.
7*	On WCL equipped coaches, butt up to vertical strip on the top and bottom locations

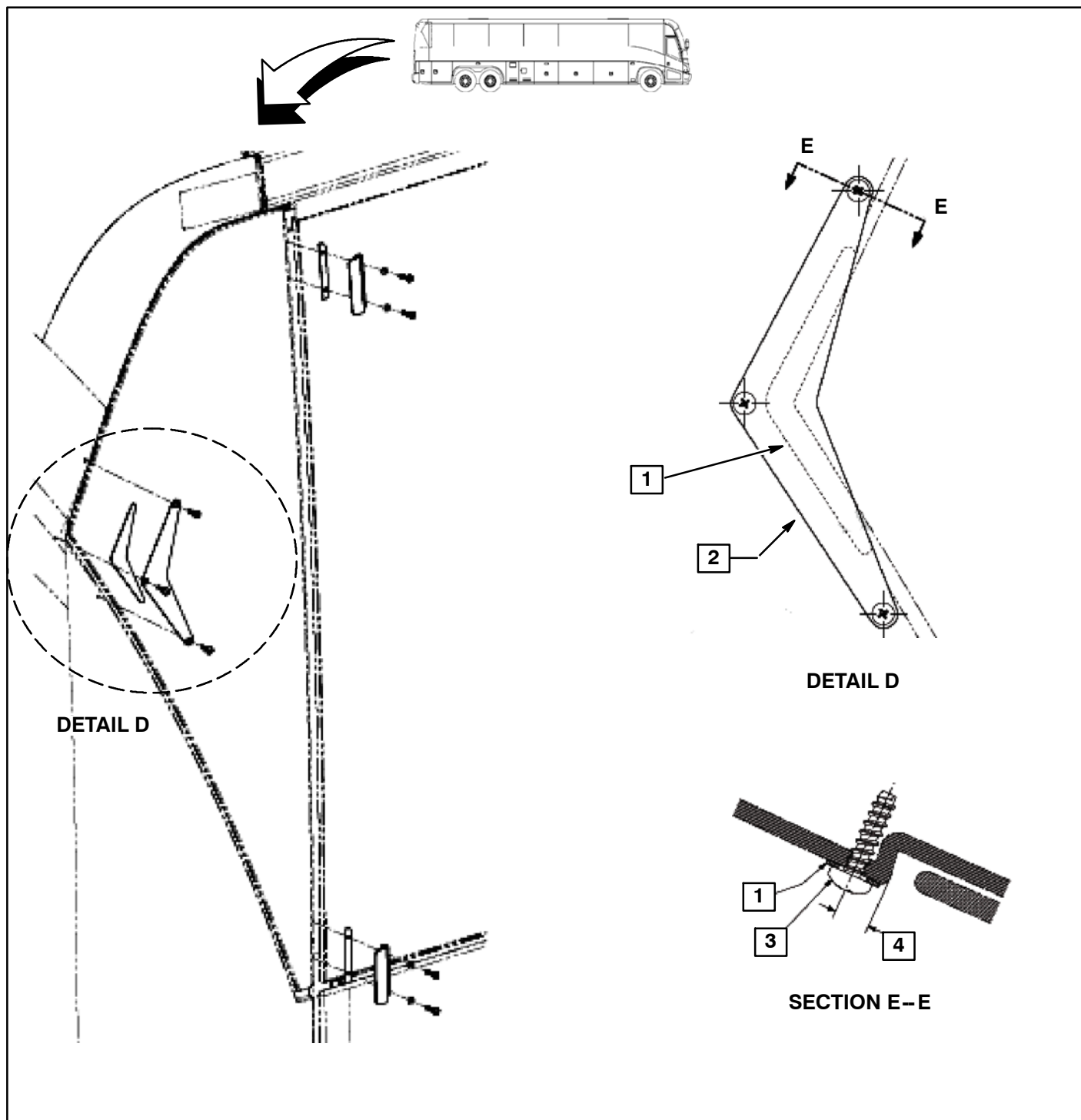


Figure 3.

ITEM	DESCRIPTION
1	Bracket
2	Gasket
3	Screw
4	0.32 inch typical

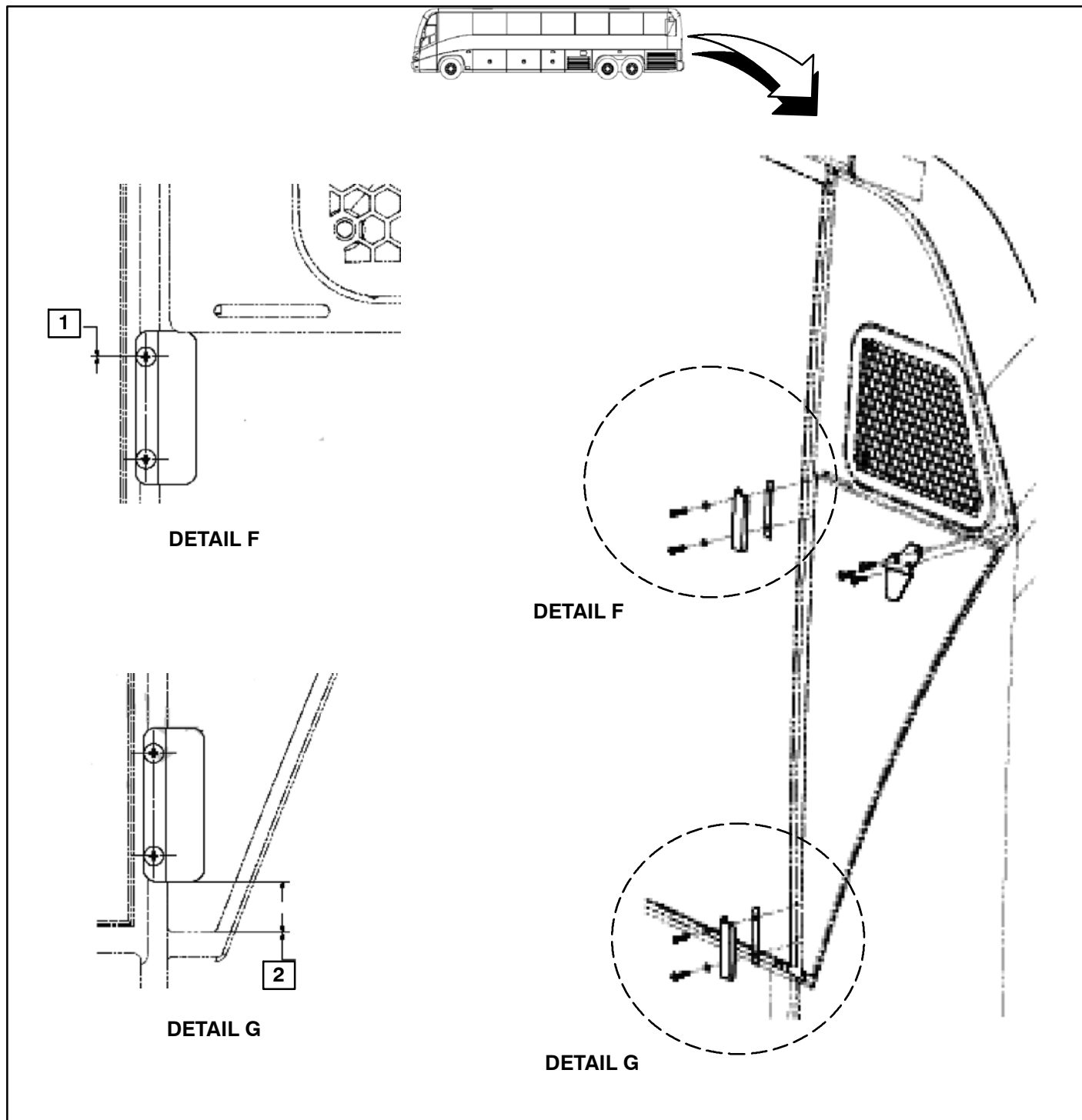


Figure 4.

ITEM	DESCRIPTION
1	Align with top of glass
2	1.00 inch from bottom of glass

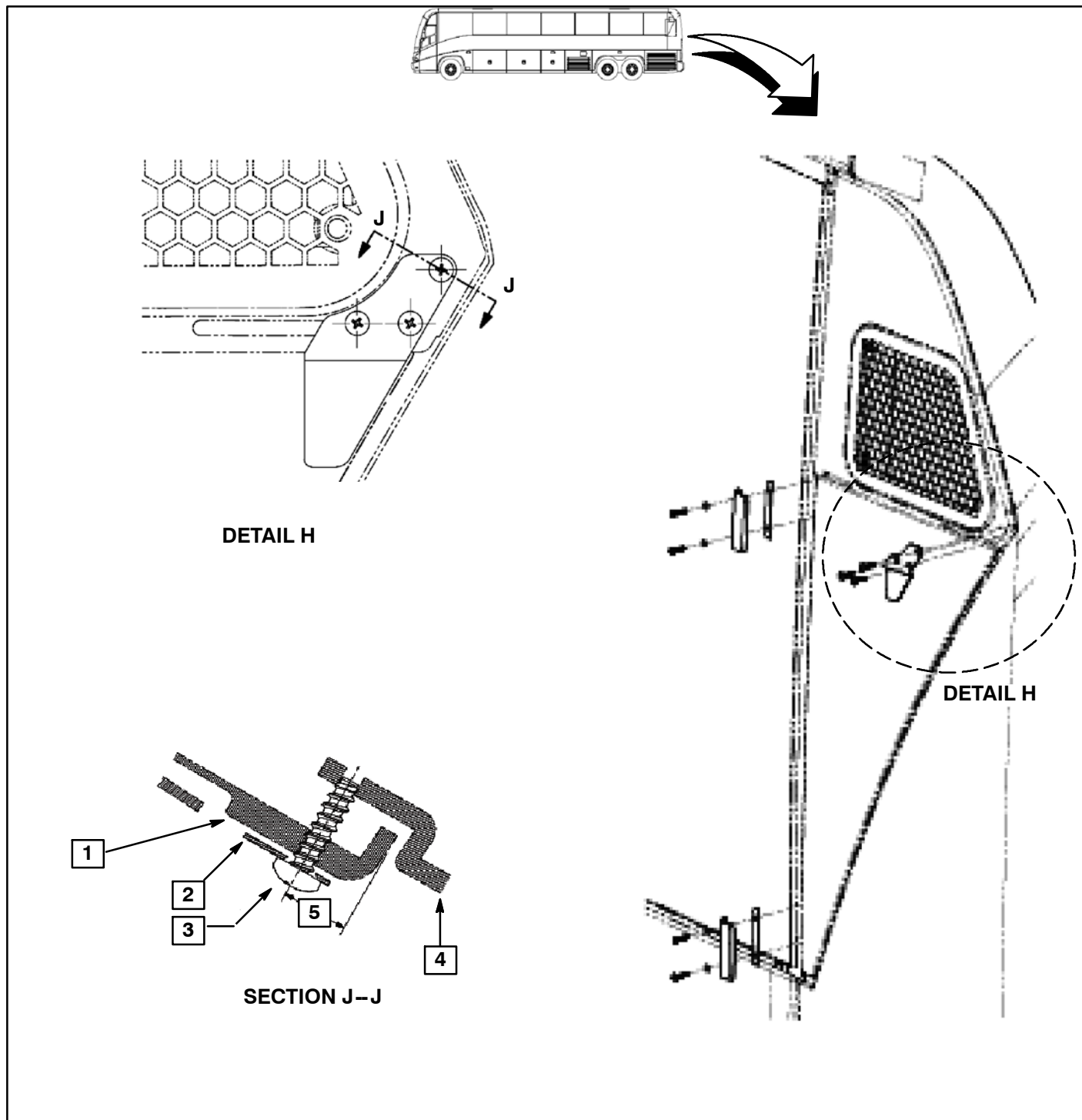


Figure 5.

ITEM	DESCRIPTION
1	Air intake panel
2	Bracket
3	Screw, phillip hd.
4	Rear cap
5	0.52 inch

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 0.6 hours will be granted for the procedure of installing the specified part(s) in this bulletin on J4500 Series 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



Reliability Driven™

MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

CONTACT INFORMATION	
CUSTOMER NAME: _____	
<small>(PLEASE PRINT)</small>	
FCP INFORMATION – ONE FORM PER UNIT	
FCP#: _____	Coach Model _____ Model Year _____
COACH SERIAL #: <small>(At least the last 5 digits)</small>	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: 800-360-8886

MAILING ADDRESS:

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