



Reliability Driven™

May 8, 2014

IMPORTANT SAFETY RECALL

This notice applies to your vehicle [insert VIN here]

«Customer_Name»

ATTENTION: TECH SERVICE DEPT/MAINT

«Address»

«Address_2»

«City», «State» «Zip»

SUBJECT: SAFETY RECALL: PASSENGER SEAT TRACK

Ref.: **NHTSA # 14V-172**

Transport Canada # 2014-118

MCI Service Bulletin 408

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 through 2014 MCI E and J model coaches that are equipped with passenger seatbelts. The seat track mounting of the second row of passenger seats on both sides of the coach is missing a weld at the end of the seat track where the track enters the frame structure. In the event of a significant collision or other event imparting high loads to the affected seats, the seat attachment could fail and potentially cause personal injury. Please see the enclosed MCI Service Bulletin 408 for additional information.

The vehicles that are subject to this notice are the following model year 2009 - 2014 MCI E and J model coaches (last five VIN digits):

65158-65161	65189	65202	65204	65259-65285
65287	65305-65309	65327-65333	65385	65387
65434-65440	65445	65466	65501	65503

65505-65513	65521-65524	65529-65553	65561	65569-65579
65581-65588	65591-65600	65602-65606	65608-65623	65631
65637-65642	65647-65649	65654-65655	65666-65672	65674-65675
65677-65679	65685-65686	65688-65708	65710	65714
65716-65717	65730-65731	65737	65742	65746
65749	65750-65753	65758	65765-65766	65775
65777-65800	65807-65813	65816-65845	65847-65851	65853-65896
65902-65904	65906-65913	65915-65922	65924-65926	65939-65945
65952-65955	65957-65968	65986-65991	65995-66000	66004-66008
66012	66014-66021	66026-66029	66032-66039	66042-66045
66047-66051	66054-66104	66133-66139	66147-66149	66161
66174-66177	66179-66236	66241-66248	66251	66258
66266	66272-66286	66288-66380	66383-66428	66430-66432
66435-66473	66477-66511	66513-66532	66535-66587	66589-66678
66687-66698				

MCI is conducting a recall to repair the above vehicles at no cost to you. MCI estimates that it will take approximately 0.8 hour to do the necessary repairs. Please see the enclosed MCI Service Bulletin 408 for additional information.

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. Submission 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.

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

Enclosures: MCI SB 408