



Reliability Driven™

November 2, 2015

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) [«Unit»]

«CUST_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS_1»

«CITY», «STATE» «ZIP»

«COUNTRY»

SUBJECT: SAFETY RECALL: POWER CABLE FUSE INSTALLATION

Ref.: **NHTSA # 15V-580**

Transport Canada # 2015-408

MCI Service Bulletin 428

Attention Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and the Canada Motor Vehicle Safety Act.

Motor Coach Industries, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain model year 2015 MCI D series coaches. MCI has discovered that the fuse block assembly for the HVAC motors may have been assembled incorrectly in the affected coaches. The incorrectly assembled fuse block may not protect the circuit and the connections may arc, increasing the risk of a fire. Please see the enclosed MCI Service Bulletin 428 for additional information.

The vehicles that are subject to this notice are the following model year 2015 MCI D series coaches (last five VIN digits):

| | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 13357 | 13453 | 13650 to 13665 | 13721 to 13724 | 13726 to 13734 |
| 13751 to 13762 | 13773 to 13774 | 13794 to 13807 | 13809 to 13817 | 13819 to 13832 |
| 13834 to 13847 | 13849 to 13863 | 13865 to 13909 | | |

MCI is conducting a recall to repair the above vehicles at no cost to you. MCI estimates that it will take approximately 1.3 hours to do the necessary repairs. Please see the enclosed MCI Service Bulletin 428 for additional information.

MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall: «Unit»

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

Enclosure: MCI SB 428