



July 22, 2016

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: WINDOW MOUNTING HARDWARE

Ref.: **NHTSA # 16V-510**
MCI Service Bulletin 433B

Attention Owner:

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

Motor Coach Industries, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain 2015 and 2016 MCI J4500 model coaches equipped with single pane windows. MCI has become aware that the mounting hardware fastening the non-egress passenger windows may not have been tightened properly. If the bolts come loose, the mounting bracket could become detached and permit the window to swing open in the event a passenger came into contact with the window, which could result in passenger injury. Please see the enclosed MCI Service Bulletin 433B for additional information.

The vehicles that are subject to this notice are the following 2015 and 2016 MCI J4500 model coaches (last five VIN digits):

67199	67204	67212 to 67213	67260	67314 to 67329
67339 to 67345	67357 to 67363	67372	67409 to 67413	67494 to 67503
67544	67546 to 67555	67560		

MCI is conducting a recall to have the above vehicles inspected and repaired, as necessary, at no cost to you. MCI estimates that it will take 1.3 hours to inspect and repair each affected vehicle. Please see the enclosed MCI Service Bulletin 433B 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. 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 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.

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 433B