



Reliability Driven®

October 18, 2016

IMPORTANT SAFETY RECALL

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

«CUST_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS_1»

«CITY», «STATE» «ZIP»

SUBJECT: SAFETY RECALL: PRIMARY AIR RESERVOIR LOW PRESSURE WARNINGS

Ref.: **NHTSA # 16V-702**
Transport Canada # 2016-479
MCI Service Bulletin 439

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 2017 MCI J4500 coaches that have a multiplexing system error affecting low air pressure warning signals in the vehicle’s primary air reservoir system. The system does not send either an audible or visible warning signal as required by FMVSS 121 and CMVSS 121, S5.1.5. If a low pressure condition occurs and the driver does not notice the condition based on the instrument panel gauge, the vehicle's brakes may automatically engage, increasing the risk of a crash. Please see the enclosed MCI Service Bulletin 439 for additional information.

The vehicles that are subject to this notice are the following MCI model year 2017 J4500 model coaches (last five VIN digits):

67601 – 67602	67621 – 67622	67629 – 67630	67758 – 67759	67774
67776 – 67809	67818	67835 – 67839		

MCI is conducting a recall to have the above vehicles repaired at no cost to you. MCI estimates it will take approximately a half-hour to repair the vehicle. Please see the enclosed MCI Service Bulletin 439 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 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 439