



Reliability Driven®

June 14, 2017

IMPORTANT SAFETY RECALL

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

«Customer_Name»

ATTENTION: TECH SERVICE DEPT/MAINT

«Address»

«Address_2»

«City», «State» «Zip»

«ctry»

SUBJECT: SAFETY RECALL: EXHAUST SYSTEMS BELLOWS PIPE

Ref.: **NHTSA # 17V-337**

Transport Canada # 2017-280

MCI Service Bulletin 397B

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 become aware of a potential incorrect installation of the bellows pipe, which is one of the components of the exhaust system, in certain 2011-2012 D series coaches equipped with a 2010 EPA Cummins ISX engine. The bellows pipe in the affected coaches may have been installed incorrectly, which may result in the pipe becoming deformed. In this situation, the deformed pipe may prematurely fail as a result of metal fatigue. If the deformed pipe fails and a regeneration event occurs, the combustion may not be completely contained within the exhaust system and hot combustion gases could cause a fire, potentially resulting in injury to persons and/or damage to property. Please see the enclosed MCI Service Bulletin 397B for further information.

The vehicles that are subject to this notice are the following model year 2011 - 2012 MCI D4000, 4000ISTV, 4005, 4500, and 4505 coaches (last five VIN digits):

12604 – 12682	12684 – 12689	59742	59764 – 59786	59788 – 59789
59829 – 59845	59861 – 59894	59896 – 59906	59923	59989 – 59992

200 EAST OAKTON STREET
DES PLAINES, ILLINOIS 60018
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 397B for further information. The recall work will be provided at no cost to you, and is estimated to take one 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 397B, 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 397B

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