



Reliability Driven®

July 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: FRONT BRAKE HOSE AND CLAMPS

Ref.: **NHTSA # 17V-360**

Transport Canada # 2017-291

MCI Service Bulletin 454

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 that the front brake hose clamps on certain model year 2014 - 2017 MCI J4500 coaches may have been over-torqued during assembly. If over-torqued, the clamp could damage the hose and cause an air leak. If the brake hose leaks, it could cause a delay in the actuation time of the front brake, which could increase vehicle stopping distance, potentially resulting in a non-compliance with FMVSS 121 and increasing the risk of a crash. Please see the enclosed MCI Service Bulletin 454 for further information.

The vehicles that are subject to this notice are the following model year 2014 - 2017 MCI J4500 coaches (last five VIN digits):

66554	66748	66796 – 66798	66823 – 66824	66826
66841 – 66842	66844	66960	67000 – 68238	

MCI is conducting a recall of the above vehicles to repair the defect condition. Please see the enclosed MCI Service Bulletin 454 for further information. The recall work will be provided at no cost to you, and is estimated to take one hour to complete.

200 EAST OAKTON STREET
DES PLAINES, ILLINOIS 60018
847-285-2000 PHONE
866-624-2622 TOLL FREE
WWW.MCICOACH.COM

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 454, 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 454

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