



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 28, 2019

Mr. Timothy Nalepka
Vice President and General Counsel
Motor Coach Industries
200 E. Oakton Street
Des Plaines, IL 60018

NEF-150MR
19V-027

Subject: Loss of Steering Control

Dear Mr. Nalepka:

This letter serves to acknowledge Motor Coach Industries's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MCI/102EL3/1997-2013
MCI/E4500/1997-2013
MCI/J4500/2001-2015

Mfr's Report Date: January 7, 2019

NHTSA Campaign Number: 19V-027

Components:

STEERING:HYDRAULIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 2,089

Problem Description:

Motor Coach Industries (MCI) is recalling certain 2001-2015 J4500 and 1997-2013 102EL3/E4500 coaches equipped with a hydraulic rear axle (tag axle) steering system. The axle's alignment and low hydraulic pressure in the steering system may cause the steering system to lock, causing a loss of steering control at highway speeds.

Consequence:

Loss of steering control may increase the risk of a crash.

Remedy:

MCI will notify owners. The manufacturer has not yet finalized the recall remedy. The recall is expected to begin in March 2019. Owners may contact MCI customer service at 1-800-241-2947. MCI's number for this recall is SB 469.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

- A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Kareem Habib
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement