



March 25, 2019

IMPORTANT SAFETY RECALL

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

«NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«POLK_ADDRESS»

«CITY», «ST» «ZIP_»

USA

SUBJECT: SAFETY RECALL: E & J COACH STEERING

Ref.: **NHTSA # 19V-027**

Transport Canada # 2019-006

MCI Service Bulletin 469

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 is sending this initial notification letter advising that it has filed a safety recall due to the potential loss of steering control on E and certain J coach models if certain required maintenance has not been properly performed. The exact cause is still under investigation, but MCI believes that the loss of steering control may occur if the vehicle does not have positive caster for the tag axle, and the vehicle has low hydraulic pressure in the rear axle steering system (RAS). The combination of these two circumstances may allow the tag axle to go into a shimmy under certain road inputs, which may result in the vehicle's steering system to lock until the vehicle is stopped. MCI's investigation to date indicates that the above vehicle conditions (improper caster angle and low hydraulic pressure) are due to the failure to perform proper maintenance on the trailing axle alignment and rear axle steering system. After MCI has completed its investigation in this matter MCI will issue a further communication to you. In the interim, please review the information in the enclosed Service Bulletin 469.

MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

«UNIT»

MOTOR COACH INDUSTRIES
200 East Oakton Street
Des Plaines, IL 60018

TOLL FREE 866 624 2622

www.mcicoach.com

MCI strongly urges you to perform, or have performed by MCI or other qualified technicians, the inspection and any necessary repair procedures set forth in the enclosed Service Bulletin 469 with respect to your affected vehicle(s).

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.

After contacting MCI Customer Service, if you are still unable to have the safety defect remedied 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).

We regret the inconvenience this may cause you, but urge you to implement the inspection and any necessary repair procedures with respect to your vehicle(s) as soon as possible.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosure: MCI SB 469