



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 6, 2020

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

NEF-150MR
19V-924

Subject: Tag Axle May Become Misaligned

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/D4500/2018-2020
MCI/D4505/2018-2020

Mfr's Report Date: December 27, 2019

NHTSA Campaign Number: 19V-924

Components:

SUSPENSION:REAR:AXLE:NON-POWERED AXLE ASSEMBLY

Potential Number of Units Affected: 276

Problem Description:

Motor Coach Industries (MCI) is recalling certain 2018-2020 D4505 and D4500 coaches equipped with an optional steerable tag axle. The tag axle mounting block clamps that retain the tie rod to obtain the forward steer orientation may slip, resulting in the tag axle being out of alignment.

Consequence:

If the tag axle becomes misaligned with the front of the vehicle, the rear of the vehicle may strike other vehicles or pedestrians, increasing the risk of a crash or injury.

Remedy:

MCI will notify owners, and dealers will replace the block clamps and retorque the fasteners, free of charge. The recall is expected to begin February 3, 2020. Owners may contact MCI customer service at 1-800-241-2947.

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.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement