



February 19, 2020

IMPORTANT SAFETY RECALL

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

«CUST_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS_1»

«CITY», «STATE» «ZIP»

SUBJECT: SAFETY RECALL: TAG AXLE LOCK CLAMPS

Ref.: **NHTSA # 19V-924**

MCI Service Bulletin 477

Attention Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Motor Coach Industries, Inc. ("MCI") has decided that a defect which relates to motor vehicle safety exists on certain MCI model year 2018 - 2020 D4500 and D4505 coaches equipped with a steerable tag axle. The tag axle mounting block clamps that retain the tie rod to obtain the forward steer orientation may slip on the affected vehicles, resulting in the tag axle being out of alignment. 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.

MCI is conducting a recall of the affected vehicles to repair the defect condition. Please see the enclosed MCI Service Bulletin 477 for further information. MCI is providing a service kit with replacement parts at no charge to owners of the affected vehicles, and labor reimbursement. MCI estimates that it will take one hour to repair each affected vehicle.

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 477, 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 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.

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 477