



IMPORTANT SAFETY RECALL NOTICE

29 October 2020



USA

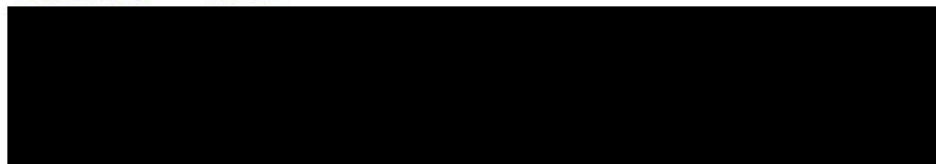
Subject: **Motor Vehicle Safety Recall 20V-526 - Purosil Coolant Hoses**

Dear [REDACTED]:

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

Motor Coach Industries ("MCI") has decided that a defect which relates to motor vehicle safety exists on certain MCI coaches originally equipped with coolant hoses manufactured by Purosil LLC. MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

Make: MCI
Bus Model: J4500



The defect is that the coolant hose may rupture due to the hose liner seam not being fully fused during the manufacture curing cycle.

A failure of the hose would result in a low coolant warning, followed by an engine shut down sequence. Engine coolant has the potential to be spilled onto the roadway causing a traction hazard to other motorists. Additionally, the coach may not be able to be driven from the point of disablement, which would require the loading and unloading of passengers and baggage at the breakdown location. The spilled coolant may increase the risk of a crash. Additionally, transferring passengers from the disabled bus can increase their risk of injury.

MCI urges you to have the recall work performed on your vehicle(s) as quickly as possible.

MCI will remedy the affected coaches at no cost to customers by installing a hose from a different manufacturer. MCI recommends that owners of the affected coaches make an appointment as soon as possible by calling the MCI Customer Service Line at 1-800-241-2947, to have the repairs performed by trained technicians who have the necessary equipment. MCI estimates that it will take approximately 1.5 to

4 hours based on your specific coolant hose configuration to make the necessary repairs. Please see the enclosed MCI Service Bulletin FCP 486 for further information.

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 arrange 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://fleetsupportiv.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 the enclosed MCI Service Bulletin FCP 486, 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 written complaint to:

**Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE,
Washington, DC, 20590,**

or call 1-888-327-4236 (TTY: 1-800-424-9153);

or go to <http://www.safercar.gov>.

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 any inconvenience which this action may cause you. However, we are concerned about the safety of your passengers and employees.

Thank you for your attention to this important matter.

Sincerely,

MOTOR COACH INDUSTRIES



By: Kerry Legg
Vehicle Safety & Regulatory Compliance Manager
(204) 224-6706

cc: Scott Halbesma – Vice President, Customer Care

Enclosure: MCI Service Bulletin FCP 486