



**MOTOR COACH
INDUSTRIES**

August 18, 2010

«Customer_Name»
ATTENTION: TECH SERVICE DEPT/MAINT
«Address»
«Address_2»
«City», «State» «Zip»
«ctry»

SUBJECT: SAFETY RECALL OF SE-GI WINDOWS

Ref.: **NHTSA # 10V-373**
TRANSPORT CANADA #TC 2010-270
MCI Service Bulletin 348

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, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain MCI E and J series coaches containing SE-GI windows. The adhesive bond between the window glass and the aluminum window frame on the affected coaches may degrade, also commonly called debonding. If the window glass becomes partially or completely debonded from its frame, the window glass may detach and fall from the coach and cause personal injury or property damage. Please see the enclosed MCI Service Bulletin 348 for further information.

The vehicles that are subject to this notice are the following model year 2001 – 2004 E4500, 2002 – 2006 E4500C, 2001 – 2005 J4500, and 2006 J4500C MCI coaches (last five VIN digits):

61570	61610	61614-61616	61618-61686	61689-62226
62228-62338	62340-62535	62562-62586	62593-62645	62647-62685
62974-62984	62986-62994	63060	63094-63102	63335
63379-63398				

MCI is conducting a recall to inspect, test, and repair as necessary the SE-GI window assemblies, as set forth more specifically in the enclosed MCI Service Bulletin 348. The recall work will be provided at no cost to you.

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 348, 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:

For the U.S.:

The Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE.,

Washington, DC 20590;

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

For Canada:

Road Safety and Motor Vehicle

Regulation Directorate

Transport Canada

Tower C, Place de Ville

330 Sparks Street

Ottawa, Ontario

K1A 0N5

or call the Transport Canada's Information Centre at 1-800-333-0371.

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 348