



April 4, 2019

## **IMPORTANT SAFETY RECALL**

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

«CUST\_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS\_1»

«CITY», «STATE» «ZIP»

«COUNTRY»

**SUBJECT: SAFETY RECALL: EMERGENCY EXITS**

Ref.: **NHTSA # 18V-692**

**Transport Canada # 2018-545**

**MCI Service Bulletin 468**

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.

As you were previously informed, Motor Coach Industries (“MCI”) is conducting a recall due to noncompliance with the minimum emergency egress requirements specified in FMVSS 217 / CMVSS 217 for certain 2017 – 2019 MCI J4500 model coaches. In 2017 MCI developed an optional 60 passenger seating arrangement for the J4500 model coach. MCI has determined that due to the additional designated seat spaces, the 2017 – 2019 MCI J4500 model coaches with the 60 passenger seating option do not meet the minimum emergency egress requirements specified in FMVSS 217 / CMVSS 217. As a result, passengers on the subject vehicles could experience increased emergency egress time in the event of a vehicle incident requiring emergency egress, increasing the risk of personal injury.

The recall work will be provided at no cost to you, and is estimated to take five hours to complete. Please see the enclosed MCI Service Bulletin 468 for further information.

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

**«VIN»**

MCI urges you to have the recall work performed on your vehicle(s) as soon as soon 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 468, 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 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).

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 after MCI has communicated the nature of the repairs and how you may arrange to have your vehicle(s) repaired at no cost to you.

Sincerely,

*Motor Coach Industries*  
Warranty Department

Enclosure: Service Bulletin 468