



## IMPORTANT SAFETY RECALL NOTICE

11 March 2021

[Redacted]  
[Redacted]  
USA

Subject: **Motor Vehicle Safety Recall 21V-063 – Power Cable Routing**

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 Inc. ("MCI") has decided that a defect which relates to motor vehicle safety exists on certain MCI coaches. MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

MAKE:	MCI
BUS MODEL:	J4500
VIN(s)	2MG3JM [Redacted] 2MG3JMBA [Redacted] 2MG3JM [Redacted] 2MG3JMBA [Redacted] 2MG3JM [Redacted] 2MG3JMBA [Redacted] 2MG3JM [Redacted] 2MG3JMBA [Redacted] 2MG3JM [Redacted] 2MG3JMBA [Redacted] 2MG3JM [Redacted] 2MG3JMNA [Redacted] 2MG3JM [Redacted] 2MG3JMNA [Redacted]

On vehicles manufactured between October 2017 and December 2020, the power cables in the vehicle battery compartment may not have been installed and routed in accordance with the MCI assembly instructions. There are potential concerns that the power cables within that compartment may not have the optimum routing configuration, causing these cables to be too close to other equipment, creating the potential to chafe.

**This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Power cables with inadequate clearance from other items of equipment, may chafe which increases the potential for vehicle fire.**

MCI will remedy the affected coaches at no cost to customers. 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.



MCI estimates that it will take approximately 0.25 hours per vehicle to inspect and an additional 0.25 hours to make any necessary repairs. Please see the enclosed MCI Service Bulletin FCP 491 for further information.

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 FCP 491, and your OWNER LIMITED WARRANTY MANUAL, for more detailed information.

After contacting MCI Customer Service, if you are unsatisfied with the way in which this recall was conducted, 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 a lessor of vehicles which are identified above, it is required that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, or it has been removed from operation permanently, 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**

A handwritten signature in blue ink, appearing to read "Kerry Legg", written over a blue circular stamp or seal.

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

cc: Scott Halbesma – Vice President, Customer Care

Enclosure: MCI Service Bulletin FCP 491