



## IMPORTANT SAFETY RECALL NOTICE

DATE

VIA FIRST CLASS US MAIL



**Subject: Motor Vehicle Safety Recall 23V240 – rear lighting with bicycle rack (loaded)**

To Whom it May Concern:

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 2019-2021 MCI Model D45CRTLE, J3500 and J4500 coaches equipped with an optional rear mounted bicycle rack, MCI PN NS03-33-3736 or 951488 fail to conform to Federal Motor Vehicle Safety Standard No. 108; Lamps, reflective devices, and associated equipment. MCI has determined [redacted] is the Owner/Operator of the vehicles listed below which are affected by this recall action.

**Make: MCI**

Model	Year	VIN	Model	Year	VIN
J 3500	2021	2MGKJMXAXM [redacted]	J 3500	2021	2MGKJMXA9M [redacted]
J 3500	2021	2MGKJMXA1M [redacted]	J 3500	2021	2MGKJMXA5M [redacted]
J 3500	2021	2MGKJMXA3M [redacted]	J 3500	2021	2MGKJMXA7M [redacted]
J 3500	2021	2MGKJMXA5M [redacted]	J 3500	2021	2MGKJMXA9M [redacted]
J 3500	2021	2MGKJMXA7M [redacted]	J 3500	2021	2MGKJMXA0M [redacted]

When bicycles are loaded onto the rack, the bicycles can obscure or reduce the lighting displayed rearward to traffic behind the coach.

**Obscured lighting increases the risk of a crash.**

***We are pleased to inform you the lighting kits are now available. We urge you to contact your TSM, RPSM or the MCI Customer Service Line at 1-800-241-2947 and arrange for the corrective action to be incorporated on your coach at your nearest MCI Service Center.***

This auxiliary lighting kit and labor required to accomplish the recall will be provided by MCI free of charge. MCI will install the lighting kit and ensure proper functionality.

Alternatively, you can request parts and instructions necessary to conduct this retrofit and charge the time for actual labor back to MCI through the normal warranty process. MCI estimates the repair time to be approximately **1.5** hours, excluding vehicle and shop logistics.



If you are a lessor of vehicles which are affected, 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 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 this corrective action performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Please contact your TSM (Technical Service Manager) or RPSM (Regional Product Support Manager) with details.

If MCI is unable to correct this defect within a reasonable time, you may submit a written complaint to the:

**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>.**

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 INC.**

A handwritten signature in blue ink, appearing to read "J. Johnson", with a long horizontal flourish extending to the right.

By: Jim Johnson  
Vehicle Safety & Regulatory Compliance Manager

