



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 23, 2024

Mr. Jim Johnson  
Manager, Vehicle Safety & Regulatory Compliance  
Motor Coach Industries  
106 National Drive  
Anniston, AL 36201

NEF-107HG  
24V-625

**Subject:** Battery Damage from Over-Current Condition

Dear Mr. Johnson:

This letter serves to acknowledge Motor Coach Industries's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MCI/D45CRTELE/2021

**Mfr's Report Date:** August 20, 2024

**NHTSA Campaign Number:** 24V-625

**Components:**

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY

**Potential Number of Units Affected:** 24

**Problem Description:**

Motor Coach Industries (MCI) is recalling certain 2021 D45CRTELE vehicles. An error in the battery module software may cause an over-current condition during battery charging, resulting in battery damage.

**Consequence:**

Battery damage can cause battery cells to short circuit, increasing the risk of a fire.

**Remedy:**

MCI will replace the batteries, free of charge. Owner notification letters are expected to be mailed October 1, 2024. Owners may contact MCI customer service at 1-800-241-2947.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Motor Coach Industries's contact for this recall will be Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement