



IMPORTANT SAFETY RECALL

06-September-2024

VIA US First Class Mail

[Redacted address block]

Subject: Motor Vehicle Safety Recall 24V625 high-voltage battery program

To whom it may concern:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*.

Motor Coach Industries (MCI) has decided that a defect which relates to motor vehicle safety exists in certain 2021 D45CRTeLE coaches.

MCI has determined that the following vehicles owned/operated by you are affected by this recall action:

Make: Motor Coach Industries

VIN	Model	MY	VIN	Model	MY
1M8WDMZA7MP [Redacted]	D45CRTeLE	2021	1M8B4WH19MP [Redacted]	D45CRTeLE	2021
1M8WDMZA8MP [Redacted]	D45CRTeLE	2021	1M8B4WH10MP [Redacted]	D45CRTeLE	2021
1M8WDMZA8MP [Redacted]	D45CRTeLE	2021	1M8B4WH12MP [Redacted]	D45CRTeLE	2021
1M8WDMZA3MP [Redacted]	D45CRTeLE	2021	1M8B4WH14MP [Redacted]	D45CRTeLE	2021
1M8WDMZA9MP [Redacted]	D45CRTeLE	2021	1M8B4WH16MP [Redacted]	D45CRTeLE	2021
1M8B4WH11MP [Redacted]	D45CRTeLE	2021	1M8B4WH18MP [Redacted]	D45CRTeLE	2021
1M8B4WH13MP [Redacted]	D45CRTeLE	2021	1M8B4WH1XMP [Redacted]	D45CRTeLE	2021
1M8B4WH15MP [Redacted]	D45CRTeLE	2021	1M8B4WH11MP [Redacted]	D45CRTeLE	2021
1M8B4WH17MP [Redacted]	D45CRTeLE	2021	1M8B4WH13MP [Redacted]	D45CRTeLE	2021
1M8B4WH19MP [Redacted]	D45CRTeLE	2021	1M8B4WH1XMP [Redacted]	D45CRTeLE	2021
1M8B4WH10MP [Redacted]	D45CRTeLE	2021	1M8B4WH11MP [Redacted]	D45CRTeLE	2021
1M8B4WH17MP [Redacted]	D45CRTeLE	2021	1M8B4WH13MP [Redacted]	D45CRTeLE	2021

Due to a programming issue, the coaches were able to be charged in an over-current condition. Charging the batteries in an over-current condition can internally damage the high voltage batteries.

Damage to these batteries could result in an internal short circuit, which could increase the risk of a fire.

What MCI will do:

MCI will replace the batteries in the affected coaches, free of charge. (Please note the programming was corrected previously.) The remedy should take approximately 120 hours per coach, with our plan to work on 2 coaches simultaneously.

Please note MCI has started this remedy; no action is required by you.



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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 no longer own this vehicle, or it has been removed from operation permanently, please inform the undersigned.

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.

If you have any questions about this recall, please feel free to contact your TSM, CPM, Customer Service at 1-800-241-2947, or the undersigned.

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 this action may have caused. However, this action will ensure 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

Two solid black rectangular redaction boxes covering contact information, likely a phone number and an email address.