



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 16, 2025

25V457

Jim Johnson
Motor Coach Industries
106 National Drive
Anniston, AL 36207

Subject: Incorrect Location for Emergency Exit Label/FMVSS 217

Dear Jim 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/J4500/2025-2026
MCI/J3500/2025
MCI/D45CRTLE/2025
MCI/D45CRT/2025
MCI/D4520/2025

Mfr's Report Date: July 08, 2025

NHTSA Campaign Number: 25V457

Components:

EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 321

Problem Description:

Motor Coach Industries (MCI) is recalling certain 2025 D4520, D45CRTLE, D45CRT, J3500, and 2025-2026 J4500 buses. The emergency exit label may be placed in the incorrect location. As such, these vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 217, "Bus Emergency Exits and Window Retention and Release."

Consequence:

Incorrectly located labels may prevent or delay the use of the emergency exit, increasing the risk of injury.



Remedy:

MCI will install or mail labels as necessary, free of charge. Owner notification letters are expected to be mailed August 28, 2025. 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 1-888-275-9171), or go to 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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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

Sincerely,

Alex Ansley

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