



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V457

Manufacturer Name: Motor Coach Industries

Submission Date: Jul 08, 2025

NHTSA Recall No.: 25V457

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Motor Coach Industries

Address: 200 East Oakton Street
Des Plaines IL, 60018

Total number of potentially involved: 321

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2025 MCI D4520

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Coach

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Jan 10, 2025 - Jun 06, 2025

Number of potentially involved: 3

Descriptive Information:

Vehicles are equipped with newer style emergency egress windows which were implemented concurrent with FMVSS 227 compliance. Vehicles built prior to 227 are not affected.

Vehicle 2: 2025-2025 MCI D45CRTLE

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Coach

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Apr 04, 2025 - Jun 27, 2025

Number of potentially involved: 8

Descriptive Information:

Vehicles are equipped with newer style emergency egress windows which were implemented concurrent with FMVSS 227 compliance. Vehicles built prior to 227 are not affected.

Vehicle 3: 2025-2025 MCI D45CRT

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Product Category: Buses, Medium & Heavy Vehicles

Product Type: Coach

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Jan 10, 2025 - Jun 27, 2025

Number of potentially involved: 28

Descriptive Information:

Vehicles are equipped with newer style emergency egress windows which were implemented concurrent with FMVSS 227 compliance. Vehicles built prior to 227 are not affected.

Vehicle 4: 2025-2026 MCI J4500

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Coach

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Apr 01, 2024 - Jun 27, 2025

Number of potentially involved: 281

Descriptive Information:

Vehicles are equipped with newer style emergency egress windows which were implemented concurrent with FMVSS 227 compliance. Vehicles built prior to 227 are not affected.

Vehicle 5: 2025-2025 MCI J3500

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Coach

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Dec 20, 2024 - Dec 20, 2024

Number of potentially involved: 1

Descriptive Information:

Vehicles are equipped with newer style emergency egress windows which were implemented concurrent with FMVSS 227 compliance. Vehicles built prior to 227 are not affected.

Defect / Noncompliance Description

Description of the defect or noncompliance:

FMVSS 217, Bus emergency exits and window retention and release.

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S5.5, Emergency exit identification.

On the affected coaches, the identification labels required in 217 S5.5 are not located as required.

FMVSS1: 217 - Bus emergency exits and window retention and release

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

In the event of an incident where exit would be required through the side window emergency exits, exit timing may be delayed if a passenger does not locate an egress window. This delay could increase the risk of injury.

Description of the cause:

When the release mechanisms changed concurrent with FMVSS 227 requirements, the corresponding labels were deemed to be in incorrect locations.

Identification of any warning that can occur:

None known.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

Component Name 1: Label/Plate

Component Description: PLATE-EMERGENCY EXIT, ENG/SPN HORIZONTAL RIGHT

Component Part Number: 1126300

Component Name 2: Label/Plate

Component Description: PLATE-EMERGENCY EXIT, ENG/SPN HORIZONTAL LEFT

Component Part Number: 1126301

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Chronology

In late April 2025 a commercial motor vehicle inspector noted apparent incorrect locations for some of the egress labels required by FMVSS 217.

Mid-May an installation drawing review by Engineering began over the next weeks to determine whether the labels/plates locations and installations complied with 217 S5.5.

The drawing review indicated a physical review of coaches was needed. Multiple coaches were reviewed, to ensure capturing coaches with various seat quantities, which can change the location of the occupant space and the relative position of the release mechanism(s).

After completion of the physical review, and a further review of the specific language in 217, it became evident that the changes of the release mechanism design associated with 227 appeared to cause a noncompliance with the labeling requirements.

On 02-July-2025, a special meeting of MCI's Safety Committee was called, and the committee was presented the findings of the audit. The Safety Committee subsequently concurred a recall should be issued.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Repair, Mail Information/Labels

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

MCI will install corrected labels/plates on affected coaches.

If a customer prefers to perform this remedy themselves, MCI will provide the labels/plates, attaching hardware, and installation instructions, as well as reimburse for labor through our normal Warranty channel.

How remedy component differs from recalled component:

Locations of labels/plates.

Identify how/when recall condition was corrected in production:

Production coaches are being held from delivery until replacement labels/plates are produced and installed, with expected delivery dates in July-2025.

Reimbursement Plan

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Manufacturer used general reimbursement plan on file.

Recall Schedule**Description of recall schedule:**

MCI does not use a dealer network - dealer dates are selected to align with owner notifications. MCI will use employees to perform the remedy or offer the owner the choice to perform the remedy.

A draft letter is planned to be uploaded to the NHTSA portal by 25-July-2025.

Planned Dealer Notification Date: No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: Aug 28, 2025 - Aug 29, 2025 Phased Recall

Date when VIN will be searchable: