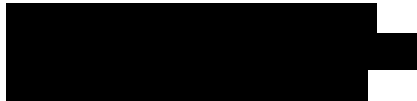




IMPORTANT SAFETY RECALL

05-August-2025

VIA US First Class Mail



Subject: Motor Vehicle Safety Recall 25V457

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 Inc. (MCI) has decided certain Model Year 2025 D4520, D45CRTLE, D45CRT, J3500, and Model Year 2025-2026 J4500 coaches, fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 217, *Bus Emergency Exits and Window Retention and Release*.

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

Make: Motor Coach Industries

VIN	Model	MY	VIN	Model	MY
2MGD1W913TW [REDACTED]	J4500	2026	2MGD1W916TW [REDACTED]	J4500	2026
2MGD1W912TW [REDACTED]	J4500	2026			

The labels required by FMVSS 217 are intended to indicate the location of the nearest emergency release mechanism. These emergency exit labels may be missing or placed in an incorrect location.

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

What MCI will do, free of charge:

- For owners that prefer to perform the remedy themselves, MCI will provide new labels, installation instructions, and attaching hardware, as well as reimburse for labor through our normal warranty process.
- For owners that prefer MCI to perform the remedy, please contact your local MCI Service Center to schedule the remedy installation. To locate a service center please contact MCI Customer Service at 1-800-241-2947 or visit www.mcicoach.com
- The remedy action is expected to take approximately 2 hours per coach.

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

