



IMPORTANT SAFETY RECALL FINAL REMEDY NOTICE

VIA US First Class Mail



Subject: Motor Vehicle Safety Recall 25V632 Freudenberg (Freudenberg Battery Power Systems, LLC [XALT Energy MI, LLC]) High Energy modules (batteries)

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 2024 D45CRTE, D45CRTELE, and 2025 J4500E coaches. Freudenberg (Freudenberg Battery Power Systems, LLC [XALT Energy MI, LLC]) Gen 3 High Energy modules (batteries).

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
1M8B4WH16RP [REDACTED]	D45CRTELE	2024			

The cells in the high voltage battery system in these vehicles may experience a short circuit or other cell fault when battery cells are charged to full, or nearly full, capacity.

If the battery cell experiences a short circuit or other cell fault, in extreme circumstances this short circuit or other cell fault could lead to an increase in temperature, increasing the risk of a fire.

Customers are recommended to avoid charging vehicles above a state of charge of 75%, remove buses from the charger once charged and park vehicles outdoors after charging.

What MCI will do as a final remedy:

As a final remedy, MCI has decided the appropriate path for these vehicles is for coach replacement, trade-in, repower to an ICE powertrain, or refund, rather than battery replacement. The final remediation will vary based on the specific needs in your operation and MCI will work with you on an acceptable path.

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 Programs Manager), Customer Service at 1-800-241-2947 Ext. 2, 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: 1-888-275-9171);

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

