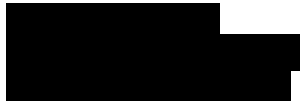




IMPORTANT SAFETY RECALL



Subject: Motor Vehicle Safety Recall 25V853 Front Door Lower Glazing Noncompliance

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 MC12PTV Model Year (MY) 1995-1999, 102D3 MY 1988-2001, 102DL3 MY 1988-2001, E4500 MY 1998-2013, 102D3ISTV MY 2000-2001, D4000 MY 2000-2007, D4000ISTV MY 2001-2022, D4005 MY 2005-2021, D4500 MY 2001-2020, D4505 MY 2005-2022, J3500 MY 2018-2022, and J4500 MY 2001-2021 coaches fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 205, *Glazing materials*.

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

Make: Motor Coach Industries

VIN-Model-Model Year	
2MG3JMBA6KW	-J4500-2019

The glazing (i.e. the lower viewing window) material originally installed in the lower section of the front door does not comply with the visibility and durability standards mandated by FMVSS 205, *Glazing Materials*.

As a result, a driver may have reduced visibility through the lower door window, potentially increasing the risk of a crash, or injury to a bystander when the door is opened.

What MCI will do:

- **For Model Year 2006 and newer coaches:** MCI will replace the lower door glazing, free of charge. We understand that your time is valuable – the estimated time for replacement is 90 minutes, not including shop logistics and adhesive cure time. If you prefer to handle the replacement yourself, MCI will provide detailed instructions, the necessary materials and will reimburse up to 90 minutes labor through our normal Warranty process.
- **On Model Year 2005 and older coaches:** MCI will provide the appropriate Part Numbers for replacement material along with repair instructions so you can have the glazing replaced as conveniently as possible. The estimated time for replacement remains at 90 minutes, not including shop logistics and adhesive cure time.



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 Technical Solutions Manager, Customer Program Manager, Regional Sales Manager, 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: 1-888-275-9171);
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", written over a white background.

By: Jim Johnson
Vehicle Safety & Regulatory Compliance Manager

