



IMPORTANT SAFETY RECALL NOTICE

13 January 2021

[REDACTED]

USA

Subject: Motor Vehicle Safety Recall 20V-242 - Kiel Seatbelt Retractors

Dear [REDACTED]:

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Early in 2020, *Motor Coach Industries* ("MCI"), based on information provided by *Kiel North America LLC* (Kiel), decided that a defect which relates to motor vehicle safety exists on certain MCI coaches originally equipped with Kiel seating systems.

At that time an interim notification letter describing the subject recall decision was issued, and MCI records indicate that [REDACTED] are the owner or operator of the following vehicle(s) originally included in this recall:

Make:	MCI
Bus Model(s):	D4500
VIN(s):	1M8PDM [REDACTED] 1M8PDM [REDACTED] 1M8PDMY [REDACTED] 1M8PDM [REDACTED] 1M8PDMYA [REDACTED]

MCI sent the initial notification letter to advise owners that these potentially affected vehicles are equipped with seatbelt retractors may not extend properly from the stowed position, preventing the seatbelt from being used by a passenger and rendering the seat non-compliant with *Federal Motor Vehicle Safety Standards* (FMVSS) 208 and 209.

The inability for a passenger to use a seatbelt, could increase the risk of personal injury in the event of a crash.

Over the last several months, MCI and Kiel have conducted inspections on over 47,000 seatbelt assemblies. Additional research and the data review of the outcome of those inspections has determined that the recall problem was limited in scope to a specific batch of seatbelt assemblies which have been identified in the Kiel Equipment Recall 20E-050.

The vehicles identified in that equipment recall have been corrected and, after consultation with the *National Highway Traffic Safety Administration* (NHTSA) *Office of Defect Investigation*, MCI is now advising their customers, that for recall 20V-242 no additional repairs are required, and that this recall can be deemed to be complete.



For clarification and/or confirmation regarding any further action required on your vehicles, please contact Kiel Customer service at 1-574-327-2050 or email customerservice@kielna.com. For additional assistance, please contact the MCI Customer Service Line at 1-800-241-2947.

The time required to conduct the inspections and make the necessary modification was on average 1.5 hours per bus.

After contacting Kiel and/or MCI Customer Service, if you are unsatisfied with the way in which this recall was conducted, you may submit a written complaint to:

**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>.**

If you are the lessor of the vehicle(s) identified above, Federal law requires that you forward this notice by first class mail to the most recent lessee(s) known to you, within ten days of your receipt of this notice.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact the MCI Customer Service Line at 1-800-241-2947 with all of the information you have regarding the current owner/operator of the vehicle(s).

If you had your vehicle repaired for this condition prior to receipt of this notice and incurred any costs, you may be eligible for reimbursement. Please contact the MCI Customer Service Line at 1-800-241-2947 for further information in that regard.

We regret any inconvenience which this action may cause you. However, we are concerned about the safety of your passengers and employees.

Thank you for your attention to this important matter.

Sincerely,

MOTOR COACH INDUSTRIES

A handwritten signature in blue ink, appearing to read "Kerry Legg".

By: Kerry Legg
Vehicle Safety & Regulatory Compliance Manager
(204) 224-6706

cc: Scott Halbesma – Vice President, Customer Care