



June 26, 2020

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) [«UNIT»]

«CUST_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS_1»

«CITY», «STATE» «ZIP»

«COUNTRY»

SUBJECT: SAFETY RECALL: KIEL SEAT BELT RETRACTORS

Ref.: **NHTSA # 20V-242**

Attention Owner:

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

Motor Coach Industries, Inc. ("MCI") has decided that a defect which relates to motor vehicle safety may exist on the following MCI motor coaches equipped with Kiel passenger seats:

MODEL	MODEL YEARS
J4500	2016 - 2020
J3500	2018
D4000	2015 - 2016
D4005	2017
D4500	2015 - 2020
D4505	2015 - 2020

MCI is sending this initial notification letter to advise owners of affected vehicles that the seat belt retractors may not extend properly, preventing the seat belt from being used by a passenger and rendering the seat not compliant with Federal Motor Vehicle Safety Standards 208 and 209. If a seat belt is not available for use by a passenger there is an increased risk of injury if a crash occurs.

MCI is conducting a recall to inspect and repair the affected vehicles as necessary. The cause is still under investigation. MCI will notify you after the investigation has been completed with the necessary information for you to arrange to have your vehicle's passenger seats inspected and repaired as necessary, at no cost to you.

MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

«Unit_Numbers»

MCI urges you to have the recall work performed on your vehicle(s) as soon as possible after MCI has communicated inspection and repair procedures.

You may contact the MCI Customer Service Line at 1-800-241-2947 if you have any questions about this recall campaign or wish to make arrangements to have your vehicle(s) repaired at an authorized MCI service center as soon as MCI has finalized the inspection and repair procedures.

After contacting MCI Customer Service, if you are still unable to have the safety defect remedied without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

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 the inconvenience this may cause you, but urge you to implement the recall procedures with respect to your vehicle(s) as soon as possible after MCI has communicated the inspection and repair procedures to you.

Sincerely,
Motor Coach Industries
Warranty Department