



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 16, 2020

Mr. Timothy Nalepka  
Vice President and General Counsel  
Motor Coach Industries  
200 E. Oakton Street  
Des Plaines, IL 60018

NEF-150MR  
20V-526

**Subject:** Coolant Hose May Fail

Dear Mr. Nalepka:

This letter serves to acknowledge Motor Coach Industries's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MCI/J4500/2017-2020

**Mfr's Report Date:** August 31, 2020

**NHTSA Campaign Number:** 20V-526

**Components:**

ENGINE AND ENGINE COOLING:COOLING SYSTEM:HOSES/LINES/PIPING/FITTINGS

**Potential Number of Units Affected:** 1,561

**Problem Description:**

Motor Coach Industries (MCI) is recalling certain 2017-2020 J4500 motor coaches. The coolant hose may fail, resulting in a low coolant warning followed by an engine shut down sequence, as well as the potential for engine coolant spilling on the roadway.

**Consequence:**

The spilled coolant may increase the risk of a crash. Additionally, transferring passengers from the disabled bus can increase their risk of injury.

**Remedy:**

MCI will notify owners, and dealers will replace the coolant hose, free of charge. The recall is expected to begin October 23, 2020. Owners may contact MCI customer service at 1-800-241-2947. MCI's number for this recall is SB 486.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement