



## IMPORTANT SAFETY RECALL NOTICE

6 November 2020



USA

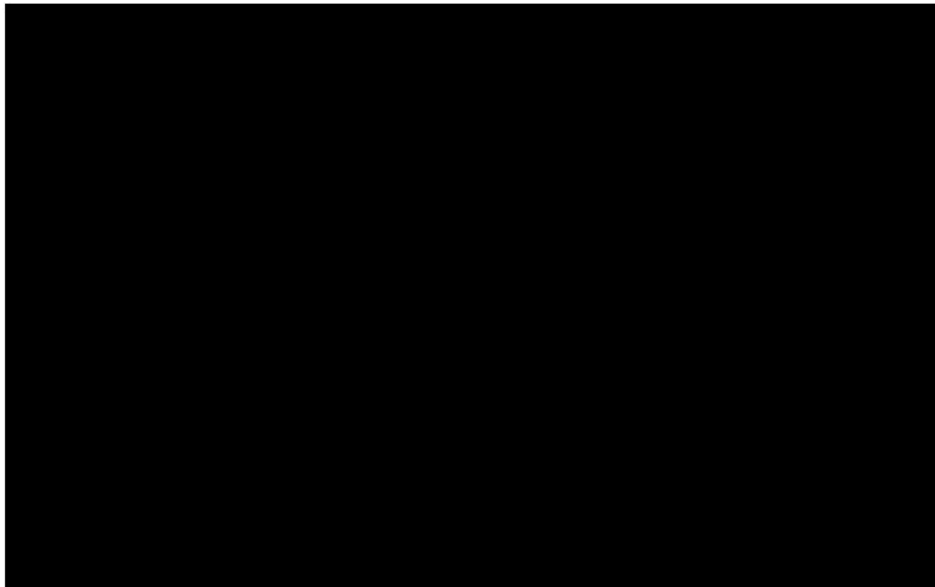
Subject: **Motor Vehicle Safety Recall 20V-578 - Kiel Rear Cross Belt Extension Bracket**

Dear :

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

*Motor Coach Industries* ("MCI") based on information provided by *Kiel North America LLC* (Kiel) has decided that a defect which relates to motor vehicle safety exists on certain MCI coaches originally equipped with Kiel seating systems. MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

Make: MCI  
Bus Model: D45CRT-LE



Kiel advises that due to a design issue with the rear cross seats may not allow the seatbelt to extend sufficiently to switch between ALR (Automatic Locking Retractor) and ELR (Emergency Locking Retractor) function. ALR mode is used for securing a child seat. ELR mode allows the seatbelt to extend and retract with occupant movement but locks the belt during a sudden stop or impact.

As a result, the seat belt may be rendered unusable and is noncompliant with *FMVSS 209 Seat Belt Assemblies*. The lack of passenger seat belt availability is a noncompliance to *FMVSS 208 Occupant Crash Protection*.

**The inability for a passenger to use a seat belt, could increase the risk of personal injury in the event of a collision.**

It has been determined that the mounting location of the seat belt retractor within the rear cross seat chassis is reducing the length of the webbing required for switching from ALR to ELR mode after activation. Kiel will be relocating the retractor within the seat chassis to ensure sufficient webbing is available for switching between the ALR and ELR functions.

MCI urges you to have the recall work performed on your vehicle(s) as quickly as possible. Kiel will be conducting these modifications at your location. All material for the rework described in the enclosed Service Bulletin will be provided by Kiel. This recall action may already have been performed on your vehicle. To confirm please contact Kiel Customer service at 1-574-327-2050 or email [customerservice@kielna.com](mailto:customerservice@kielna.com). For additional assistance, please contact the MCI Customer Service Line at 1-800-241-2947.

MCI estimates that it will take Kiel personnel approximately 1.5 hours per bus to make the necessary modifications. Please see the enclosed MCI Service Bulletin FCP 490 for more information.

After contacting Kiel and 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:

**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**



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

cc: Scott Halbesma – Vice President, Customer Care

Enclosure: MCI Service Bulletin FCP 490