



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 30, 2021

Mr. Kerry Legg
Vehicle Safety and Regulatory Compliance Manager
Motor Coach Industries
711 Kernaghan Avenue
Winnipeg, MB
Canada R2C 3T4

NEF-107MR
21V-737

Subject: Wheelchair Lift Outer Barrier May Fail/FMVSS 403

Dear Mr. Legg:

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/E4500/2005-2009
MCI/J4500/2005-2012

Mfr's Report Date: September 23, 2021

NHTSA Campaign Number: 21V-737

Components:

EQUIPMENT ADAPTIVE/MOBILITY:WHEELCHAIR LIFT/RAMP

Potential Number of Units Affected: 510

Problem Description:

Motor Coach Industries (MCI) is recalling certain 2005-2009 E4500 and 2005-2012 J4500 motorcoaches equipped with Ricon Baylift Wheelchair Lifts. When the lift's outer barrier is fully deployed, it may not withstand a sufficient amount of force, which could cause it to fail. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 403, "Platform Lift Systems," and number 404, "Platform lift installations."

Consequence:

In the event that a mobility device pushes into the outer barrier, the barrier may fail, increasing the risk of injury for the lift occupant.

Remedy:

Dealers will reinforce the outer barrier with additional supports, free of charge. Owner notification letters are expected to be mailed on October 18, 2021. Owners may contact MCI's customer service at 1-800-241-2947. MCI's number for this recall is R21-024.

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.nhtsa.gov.



Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

We have received MCI's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

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).

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.

Motor Coach Industries's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement