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By Recall Management Division at 9:34 am, Apr 20, 2012



12V-135  
(6 pages) Amended

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**Reliability Driven™**

April 17, 2012

**BY EMAIL AND**  
**BY CERTIFIED MAIL**

Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS – 215)  
1200 New Jersey Avenue, SE.  
Washington, DC 20590

**Re: AMENDED PART 573 NOTICE RE TRANSOM WINDOWS ON 2009 – 2012 MCI**  
**J MODEL COACHES**

Dear Sir or Madam:

I have enclosed Motor Coach Industries, Inc.'s ("MCI") Amended Part 573 Defect and Noncompliance Report, proposed customer notification letter, draft Service Bulletin 369, and sample envelope and mailing label for your review and approval. The changes made to the original Part 573 Defect and Noncompliance Report submitted on March 29, 2012, are shown in revision marking mode in the enclosed amended report.

Please confirm receipt of this amended notice and advise if MCI may proceed with mailing the customer letter and bulletin. Thanks for your assistance with this matter.

Sincerely,  
MOTOR COACH INDUSTRIES, INC.

By: Timothy J. Nalepka  
Senior Vice President &  
General Counsel

Enclosures

Safety Defect and Noncompliance Report Guide for Vehicles  
**Amended PART 573 Defect and Noncompliance Report**

On March 23, 2012, Motor Coach Industries, Inc. decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: **March 29, 2012** **AMENDED April 17, 2012**

Furnish the manufacturer's identification code for this recall (if applicable):

**MCI Service Bulletin 369**

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

**Motor Coach Industries, Inc.**  
**1700 E. Golf Road**  
**Suite 300**  
**Schaumburg, IL 60173**

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

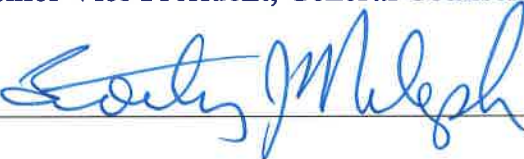
**Jim Macdonald, Executive Director, Engineering**

Telephone Number: (204) 287-4949 Fax No.: (204) 478-2877

Name and Title of Person who prepared this report.

**Timothy J. Nalepka**  
**Senior Vice President, General Counsel & Secretary**

Signed: \_\_\_\_\_



**I. Identify the Vehicle Models Involved in the Recall**

**2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:**

All MCI J model coaches manufactured from June 2009 to **January 2012** ~~November 2011~~.

Make(s): **MCI**

Model Years and Models Involved:

Coach Model	Model Year				Total
	2009	2010	2011	2012	
J4500	6	171	305	<b>133 78</b>	<b>615 560</b>

Production Dates: Beginning: **June 2009** Ending: **January 2012** ~~November 2011~~

VIN Range:

Coach Model	Model Year	VINs	Qty
J4500	2009	65447 - 65452	6
J4500	2010	65455-65500, 65502, 65504, 65506-65510, 65512-65515, 65520-65600, 65602-65606, 65608-65626, 65628-65636	171
J4500	2011	65637-65642, 65646-65709, 65711-65715, 65718-65764, 65767-65800, 65807-65955	305
J4500	2012	65956-65974, 65986-66044, <b>66047 - 66101</b>	<b>133 78</b>
		<b>Total</b>	<b>615 560</b>

Descriptive information which characterizes /distinguishes the recalled vehicles from those model vehicles not included in the recall:

All MCI J model coaches manufactured from June 2009 to **January 2012** ~~November 2011~~.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

The recall population is 100% of the J coaches manufactured during the time period referenced above.

## II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Total Number Potentially Affected by the Recall: 615-560

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

100% of the vehicles identified in section 2.

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The recall population was determined by identifying the vehicles that were manufactured using the incorrect cleaning and preparation process referenced below, and prior to cut-in of the retention clips discussed below.

## III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The transom windows, which are the two rear-most glass panes (one on each side) on J model coaches, may detach from the coach as a result of inadequate bonding.

Describe the cause(s) of the defect or noncompliance condition.

MCI has determined that during the time period referenced above, MCI used an incorrect cleaning and preparation process for bonding the transom windows to the coaches. As a

result of this incorrect process, the bond between the window and coach may not be sufficient to properly retain the window throughout the intended life of the coach.

Describe the consequence(s) of the defect or noncompliance condition.

If a transom window becomes detached from the coach, the window may cause personal injury or property damage.

Identify any warning which can (a) precede or (b) occur.

There is no warning.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

N/A

Identify the name and title of the chief executive officer or knowledgeable representative of

#### IV. Provide the Chronology in Determining the Defect/Noncompliance

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principal events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities,

In June 2011 a customer reported that a transom window had become detached from each of two J model coaches that MCI had recently delivered to the customer. MCI investigated the incident and determined that during the time period referenced in section 2 above, MCI had used an incorrect cleaning and preparation process for bonding the transom windows to the coaches. As a result of this incorrect process, the bond between the window and coach may not be sufficient to properly retain the window throughout the intended life of the coach. MCI Engineering developed a mechanical retention mechanism for the transom windows and introduced them into production in January 2012 ~~November 2011~~ on unit number 66102 ~~66046~~. Although no injuries have been reported, MCI decided in March 2012 to remedy the affected coaches by conducting a recall campaign.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

#### V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

MCI will remedy the affected coaches at no cost to customers by attaching mechanical retention clips on the transom windows in accordance with MCI Service Bulletin 369.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The mechanical retention clips will prevent the window from detaching from the coach if the adhesive bonding fails.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

MCI implemented the remedy into production on unit number 66102 66046 as of January 19, 2012 ~~November 11, 2011~~.

#### VI. Identify the Recall Schedule

9. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please identify any foreseeable problems with implementing the recall.

MCI anticipates sending notifications to customers within one week after receiving approval by NHTSA of MCI's draft customer notification.

#### VII. Furnish Recall Communications

10. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

MCI's proposed customer notification letter and Service Bulletin 369 are attached hereto.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.