

Part 573 Safety Recall Report

16V-510

Manufacturer Name : Motor Coach Industries

Submission Date : JUL 01, 2016

NHTSA Recall No. : 16V-510

Manufacturer Recall No. : SB 433B



Manufacturer Information :

Manufacturer Name : Motor Coach Industries

Address : 200 East Oakton Street
Des Plaines IL 60018

Company phone : 1-800-241-2947

Population :

Number of potentially involved : 63

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2015-2016 MCI J4500

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Certain MCI MY 2015 and 2016 J4500 model coaches with single pane passenger windows

Production Dates : APR 14, 2015 - FEB 22, 2016

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The mounting hardware for non-egress single pane passenger windows may not have been properly installed. The bolts for the sash mounting brackets may not have been adequately tightened during assembly of the non-egress windows (window locations #2, #6, and #7 on both sides of coach).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The bolts could come loose, potentially allowing the upper mounting bracket to detach. In the event of a collision or contact with the window, the bottom of the window could swing open and possibly result in a passenger or passengers being ejected from the coach.

Description of the Cause : The bolts securing the mounting brackets on the non-egress windows may not have been adequately tightened during assembly.

Identification of Any Warning that can Occur : If the bolts are loose, the window is likely to start rattling prior to the mounting brackets detaching.

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

On February 2, 2016, a report was received from a customer noting that one of the egress windows was rattling on a J4500 coach. A second coach in this customer's fleet had a report of a loose bolt on the mounting bracket. On February 3, 2016, a process change was made on MCI's assembly line to torque the bolts to 9 ft-lbs and add blue Loctite 243. The assembly drawings were updated. On February 24, 2016, a second customer reported a rattling window due to the same loose mounting bracket.

No coaches have been found with missing hardware. MCI issued service bulletin 433 in May 2016 providing a remedy for the 63 affected vehicles. After subsequent discussions with NHTSA, MCI decided to conduct the campaign as a safety recall. MCI has already remedied 26 of the 63 affected vehicles.

Description of Remedy :

Description of Remedy Program : The remedy consists of inspecting the subject hardware, adding Loctite and properly re-torquing the hardware, and replacing any missing hardware. MCI will provide any required parts and reimburse owners for required labor. See MCI service bulletin 433B for further information.

How Remedy Component Differs from Recalled Component : Properly torqued hardware will prevent the windows from potentially swinging out and possibly causing passenger injury.

Identify How/When Recall Condition was Corrected in Production : After receiving field reports on the issue, units located at the factory were inspected and reworked to correct the defect.
A quality alert was issued at the factory. On February 3, 2016, a process change was made on MCI's assembly line to torque the bolts to 9 ft-lbs and add blue Loctite 243. The assembly drawings and work instructions were updated, and training was provided to operators performing this assembly process.

Recall Schedule :

Description of Recall Schedule : MCI will issue its customer letter and service bulletin 433B within one week of NHTSA approval of same.

Planned Dealer Notification Date : JUL 11, 2016 - JUL 11, 2016

Planned Owner Notification Date : JUL 11, 2016 - JUL 11, 2016

* NR - Not Reported