

Part 573 Safety Recall Report

18V-225

Manufacturer Name : Motor Coach Industries

Submission Date : APR 09, 2018

NHTSA Recall No. : 18V-225

Manufacturer Recall No. : SB 463



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 : 350

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 MCI J4500

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : MCI implemented design changes to its MY 2018 J4500 coach that included a new rear, left hand side window. MCI initiated a window pushout test in production on 2/23/18 to detect any window retention issues. The recalled vehicles are the MY 2018 MCI J4500 coaches manufactured prior to 2/23/18.

Production Dates : FEB 16, 2017 - FEB 23, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The rear, left hand side window on the MY 2018 J4500 is mounted using adhesive and a secondary retention system using fasteners that are glued to the window. If the adhesive is not applied correctly, and the secondary fasteners are over torqued or not glued properly to the window glazing, the window may become separated from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Separation of the rear side window from the vehicle, particularly while the vehicle is being driven, would pose a hazard to other vehicles and nearby individuals.

Description of the Cause : The issue was caused by inconsistent application of the adhesive between the window and the vehicle body in production. The secondary window retention fasteners glued to the window failed due to either over torquing the fasteners in production, causing the fastener adhesive to fail, or by improper gluing of the fasteners to the window.

Identification of Any Warning that can Occur : The start of window separation is visible from the outside of the vehicle. Also, an increase in air noise in the rear of the vehicle occurs with partial window separation.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On 10/19/2017, MCI received a report of air leakage on a MY 2018 MCI J4500 coach, requiring the rear, left hand window to be replaced. On 2/21/2018, MCI observed the rear, left hand window on a MY 2018 J4500 in the final assembly stages as being loose. On 3/1/2018, MCI received a report that the rear, left hand window of a MY 2018 MCI J4500 coach had separated while the vehicle was in operation. On 3/28/2018, MCI received a report that the rear, left hand window of a MY 2018 MCI J4500 coach had become unglued. MCI decided on 4/2/2018 to conduct a recall on all vehicles with this rear, left hand window design.

Description of Remedy :

Description of Remedy Program : MCI will pay for the labor to conduct a pushout test of all rear, left hand windows in affected vehicles. MCI will pay for the labor and materials to replace any windows that do not pass the window pushout test, and to then re-test the replacement windows.

How Remedy Component Differs from Recalled Component : There is no visible difference between the recalled installation and the present installation since the issue is an assembly problem of the window to the vehicle. The remedied window installations will have undergone a pushout test designed to confirm proper window adherence.

Identify How/When Recall Condition was Corrected in Production : On 2/23/18, MCI initiated a window pushout test as part of the production process on all MY 2018 MCI J4500 vehicles. Any vehicles that did not pass the pushout test were reworked prior to shipment.

Recall Schedule :

Description of Recall Schedule : MCI will mail customer notification letters and service bulletins within seven (7) days after NHTSA approval.

Planned Dealer Notification Date : APR 27, 2018 - APR 27, 2018

Planned Owner Notification Date : APR 27, 2018 - APR 27, 2018

* NR - Not Reported