

Part 573 Safety Recall Report

18V-225

Manufacturer Name : Motor Coach Industries**Submission Date :** FEB 04, 2019**NHTSA Recall No. :** 18V-225**Manufacturer Recall No. :** SB 463B**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 : 640

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

Vehicle 2 : 2017-2019 MCI J4500

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined by starting with the first vehicle manufactured with the new window design and ending with the last vehicle manufactured without the retaining clips that were added in production on 12/21/18.

Production Dates : FEB 16, 2017 - DEC 28, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The rear, left hand side window on certain MY 2017, 2018, and 2019 J4500 coaches 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 the rear, left hand window design that had not undergone the pushout test MCI implemented in production on 2/23/18. MCI filed its initial recall notice on April 9, 2018. MCI later became aware of an additional window attachment failure that occurred on or about 10/10/2018. After further investigation and analysis, MCI decided to add retaining clips to the window installation, in addition to conducting the window pushout test, to assure window retention to the vehicles. MCI also decided to expand this recall to expand the vehicle population and to provide for adding the retaining clips as part of the remedy.

Description of Remedy :

Description of Remedy Program :	MCI will pay for the labor to (1) perform the window integrity inspection and testing, (2) repair the windows that require repairs (and replacing such windows, if necessary), and (3) install retaining clips on the windows. MCI will also provide the necessary parts at no cost to owners.
How Remedy Component Differs from Recalled Component :	The remedied windows will be adequately secured with adhesive and retaining clips properly applied.
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 J4500 vehicles. Any vehicles that did not pass the pushout test were reworked prior to shipment. On 12/21/18 MCI added retaining clips to the windows in production.

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 :	MAR 01, 2019 - MAR 01, 2019
Planned Owner Notification Date :	MAR 01, 2019 - MAR 01, 2019

* NR - Not Reported