



THIS LETTER AND BULLETIN SUPERSEDE AN EARLIER NOTICE DATED AUGUST 24, 2018 (US) OR SEPTEMBER 6, 2018 (CANADA). MCI URGES YOU TO MAKE ARRANGEMENTS TO REPAIR YOUR AFFECTED VEHICLE(S) AS SOON AS POSSIBLE.

April 5, 2019

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) [«VIN»]

«CUST_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS_1»

«CITY», «STATE» «ZIP»

«COUNTRY»

SUBJECT: SAFETY RECALL: REAR WINDOW SEPARATION

Ref.: **NHTSA # 18V-225**

Transport Canada # 2019-049 (formerly 2018-171)

MCI Service Bulletin 463B

Attention Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicle Safety Act.

Motor Coach Industries, Inc. has determined that a defect which relates to motor vehicle safety exists on certain model year 2017, 2018, and 2019 MCI J4500 coaches. MCI has determined that the potential exists for the rear, left hand side window to separate from the coach and fall. The window 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. Separation of the rear side window from the vehicle, particularly while the vehicle is being driven, increases the risk of a crash or injury.

MCI is conducting a recall to repair the affected vehicles. The recall work will be provided at no cost to you, and is estimated to take .75 hour to inspect each vehicle to determine whether repairs are required, and one to six hours to complete the necessary repairs, depending on the condition of each vehicle's window. Please see the enclosed MCI Service Bulletin 463B for further information.

MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

«VIN»

MCI urges you to have the recall work performed on your vehicle(s) as soon as possible.

You may contact the MCI Customer Service Line at 1-800-241-2947 if you have any questions about this recall campaign or wish to make arrangements to have your vehicle(s) repaired at an authorized MCI service center. Submittal of MCI Warranty Claim Forms may be completed on MCI's website at <http://fleetsupportiw.mcicoach.com/iwarranty/signon> (click on Customer Care System), or a photocopy of the Warranty Claim Form found in the Warranty Manual can be mailed / faxed to the MCI Warranty Department. Please refer to Service Bulletin 463B, and your OWNER LIMITED WARRANTY MANUAL, for more detailed information.

After contacting MCI Customer Service, if you are still unable to have the safety defect remedied without charge and within a reasonable time, you may submit a complaint:

For US customers:

You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

For Canadian customers:

Please contact our customer service at 1-800-241-2947, or for additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

If you are the lessor of the vehicle(s) identified above, Federal law requires that you forward this notice by first class mail to the most recent lessee(s) known to you, within ten days of your receipt of this notice.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact the MCI Customer Service Line at 1-800-241-2947 with all of the information you have regarding the current owner/operator of the vehicle(s).

If you had your vehicle repaired for this condition prior to receipt of this notice and incurred any costs, you may be eligible for reimbursement. Please contact the MCI Customer Service Line at 1-800-241-2947 for further information in that regard.

We regret the inconvenience this may cause you, but urge you to implement the recall procedures with respect to your vehicle(s) as soon as possible for your added safety and satisfaction.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosure: MCI Service Bulletin 463B