



June 20, 2019

IMPORTANT SAFETY RECALL

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

«CUST_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS_1»

«CITY», «STATE» «ZIP»

SUBJECT: SAFETY RECALL: SAFE FLEET GLASS HATCHES

Ref.: **NHTSA # 19V-344**

NHTSA # (Specialty Manufacturing, Inc. Recall 19E-017)

Transport Canada # 2019-214

MCI Service Bulletin 471

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. ("MCI") has decided that a defect which relates to motor vehicle safety exists on certain MCI model year 2019 D series coaches and model year 2018 – 2019 J series coaches equipped with a Transpec glass roof hatch. The supplier of the affected roof hatches (Specialty Manufacturing, Inc. ("SMI")) has notified that SMI is conducting a recall of certain of its Transpec glass hatches manufactured between August 1, 2018 and February 22, 2019. SMI advises that the affected glass roof hatches may contain a defect in the edge of the glass that can result in the failure of the tempered glass. If the tempered glass roof hatches shatters, glass fragments may fall onto passengers or the driver, increasing the risk of an injury. Please see the enclosed MCI Service Bulletin 471 for further information.

MCI is conducting a recall of the affected vehicles to repair the defect condition. Please see the enclosed MCI Service Bulletin 471 for further information. SMI is providing a service kit with replacement parts and labor reimbursement, and estimates that it will take 15 minutes to remove and replace each affected glass hatch.

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

«Unit_Numbers»

MCI strongly urges you to have the recall work performed on your vehicle(s) as quickly 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 471, 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 471