



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 19, 2018

Mr. Timothy Nalepka  
Vice President and General Counsel  
Motor Coach Industries  
200 E. Oakton Street  
Des Plaines, IL 60018

NEF-150MR  
18V-225

**Subject:** Left Rear Window may Separate from Coach

Dear Mr. Nalepka:

This letter serves to acknowledge Motor Coach Industries's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MCI/J4500/2018

**Mfr's Report Date:** April 9, 2018

**NHTSA Campaign Number:** 18V-225

**Components:**

VISIBILITY:GLASS, SIDE/REAR

**Potential Number of Units Affected:** 350

**Problem Description:**

Motor Coach Industries (MCI) is recalling certain 2018 MCI J4500 motor coaches. The rear left hand window may separate from the vehicle.

**Consequence:**

If the left rear window separates from the vehicle while it is moving, it can become a road hazard, increasing the risk of crash or injury.

**Remedy:**

MCI will notify owners, and dealers will check the rear left hand window to make sure that it is securely installed, correcting it as necessary, free of charge. The recall is expected to begin April 27, 2018. Owners may contact MCI customer service at 1-800-241-2947. MCI's number for this recall is SB 463.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

The information in your report suggests that MCI may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement