

MODEL: <b>J &amp; D Series</b>	TYPE: <b>Field Change Program</b>	SECTION/GROUP: <b>03- Body</b>	DATE: <b>June 18, 2019</b>
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Ref. MCI NHTSA Recall No.: 19V-344  
Specialty Manufacturing, Inc. NHTSA Recall No.: 19E-017

Ref. MCI Transport Canada Recall No.: 2019-214

### **Customer Complaint:**

Specialty Manufacturing, Inc. ("SMI") has notified Motor Coach Industries ("MCI") 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. MCI has filed a recall with respect to the MCI coaches that have the recalled SMI glass roof hatches.

### **Cause:**

SMI has determined that some glass hatches may contain edge defects (chips) in the glass panels that have resulted from the manufacturing process. Hot/cold stress and vibration/shock can create stress concentrations at these edge defects that may result in fracture and failure of the tempered glass if edge damage is present.

### **Corrective Action:**

MCI urges owners of the affected coaches to contact SMI as per instructions outlined in this bulletin to have their coaches remedied as soon as possible.



***Read this entire procedure before beginning work.***

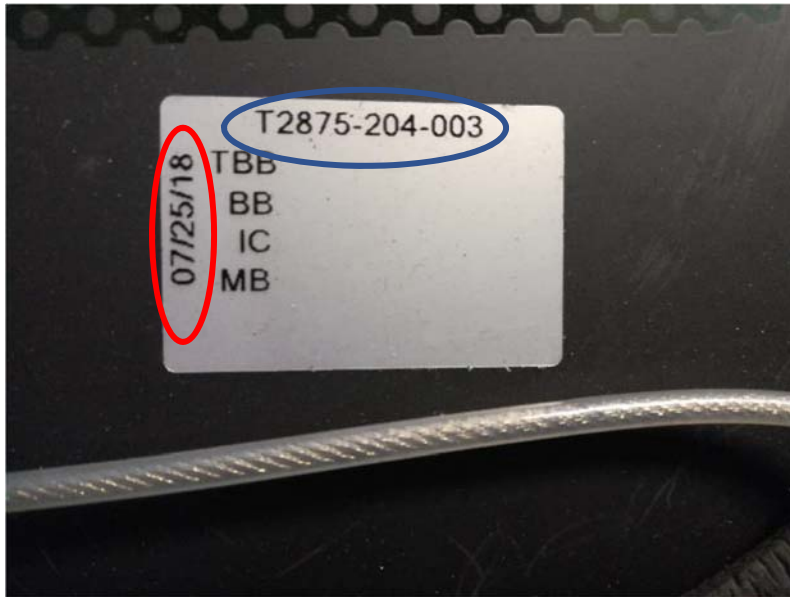
***Use Safe Shop Practices At All Times.***

***To avoid personal injury:***

- a. Turn the main battery disconnect switch to the OFF position.***
- b. Ensure that both the front and the rear wheels are chocked.***
- c. Positioning the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the OFF position.***
- d. Allow enough time for components to cool down prior to working in the engine compartment.***

### **Identifying Suspect Parts**

Check the label on the bottom of the Transpec Glass Hatch p/n T28XX-XXX-XXX (circled below in blue) for dates between August 1, 2018 and February 22, 2019 (circled below in red). Units built within this date range are subject to the replacement campaign.



### **Availability of Service Kits**

Service kits will be expedited and may be obtained from SMI by one of three methods outlined below:

- **Web:** Visit <https://busandrail.safefleet.net/resources/technical-support/> and click on the **Safety Recall: 19E-017 – Glass Hatch** link under the Recall Forms section.
- **E-mail:** Send an e-mail to SMI at [warranty@safefleet.net](mailto:warranty@safefleet.net) indicating the quantity of Transpec glass hatch service kits you need along with the following information for each vehicle:
  - Company Name
  - Contact Name
  - Contact Phone
  - Contact E-mail Address
  - Mailing Address
  - Shipping Address (if different than mailing address)
  - Vehicle Manufacturer
  - VIN
  - Body Number



- Hatch Part Number (s)
- Hatch Build Date
- **Phone:** Contact SMI Customer Service at 1-800-951-7867.

Transpec glass hatch replacement kits will be sent to you by SMI upon request and will include complete instructions on the removal and reinstallation of the defective components. SMI advises that removal and reinstallation of each Transpec glass hatch lid can be accomplished in **15 minutes**, for which SMI will reimburse installers **\$30.00** for each remedied hatch.

**Field Change Program Conditions:**

The parts required for this change will be supplied by SMI without charge.

Motor Coach apologizes for any inconvenience resulting from this campaign but urges you to implement this change as soon as possible.

Sincerely,

Motor Coach Industries



### MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

CONTACT INFORMATION	
<b>CUSTOMER NAME:</b> _____	
(PLEASE PRINT)	
FCP INFORMATION – ONE FORM PER UNIT	
<b>FCP#:</b> _____ _____	<b>Coach Model</b> _____ <b>Model Year</b> _____
<b>COACH SERIAL #:</b> (At least the last 5 digits)	<b>DATE COMPLETED</b> __ / __ / __
<b>MILEAGE:</b>	
<b>IMPORTANT: TO RECEIVE CREDIT FOR ANY ALLOWABLE LABOR CHARGES, THIS VERIFICATION FORM MUST BE RETURNED TO MCI UPON COMPLETION OF THE FCP.</b>	
<b>SUBMITTED BY: (Please Print)</b> _____	
_____ <b>DATE</b> ____ / ____ / ____	
<b>TITLE: (Please Print)</b> _____	
<b>SIGNATURE:</b> _____	
<b>COMMENTS:</b>	



**FAX TO: 800-360-8886**

Mail or fax the completed limited warranty claim form and verification form to MCI's warranty department, or photocopy and mail to:

**MCI Fleet Support**

**Attn: Warranty Department**

**7001 Universal Coach Drive Louisville, KY 40258**

**Fax Number 1-800-360-8886**

To receive credit for the hours used to complete this task. Contact the MCI Fleet Support Technical Center at 1-800-241-2947 for any further information.



«CUST\_NAME»  
«ADDRESS\_1»  
«CITY», «STATE» «ZIP»  
«COUNTRY»

Customer Name: «CUST\_NAME»

Affected VIN List:

MODEL:	VIN:
«MODEL»	«UNIT»