

Part 573 Safety Recall Report

19V-344

Manufacturer Name : Motor Coach Industries**Submission Date :** MAY 03, 2019**NHTSA Recall No. :** 19V-344**Manufacturer Recall No. :** SB 471**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 : 75

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2019-2019 MCI J3500

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : There is one J3500 vehicle that was manufactured with a Transpec Glass Hatch identified by Specialty Manufacturing Co. ("SMC") as the subject of its equipment recall (19E-017). Other J3500 vehicles do not have a Transpec Glass Hatch identified by SMC as the subject of its recall.

Production Dates : AUG 15, 2018 - AUG 15, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2019 MCI D4505

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicles that were manufactured with a Transpec Glass Hatch identified by Specialty Manufacturing Co. ("SMC") as the subject of its equipment recall (19E-017). Non-recall vehicles do not have a Transpec Glass Hatch identified by SMC as the subject of its recall.

Production Dates : OCT 09, 2018 - DEC 19, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2018-2019 MCI J4500

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Vehicles that were manufactured with a Transpec Glass Hatch identified by Specialty Manufacturing Co. ("SMC") as the subject of its equipment recall (19E-017). Non-recall vehicles do not have a Transpec Glass Hatch identified by SMC as the subject of

its recall.

Production Dates : JUN 27, 2018 - DEC 22, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : SMC has filed an equipment recall with respect to certain of its Transpec Glass Hatches (19E-017). SMC advises that the recalled 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : SMC advises that if the tempered glass roof hatch shatters, glass fragments may fall onto passengers, increasing the risk of an injury.

Description of the Cause : SMC has determined that some Transpec 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.

Identification of Any Warning that can Occur : SMC advises that no warning or early indicator of failure has been observed.

Supplier Identification :

Component Manufacturer

Name : Specialty Manufacturing Co.

Address : 13501 South Ridge Drive
Charlotte NORTH CAROLINA 28273

Country : United States

Chronology :

First reported failure of the glass in the roof hatch occurred on 9/17/2018 at the MCI production facility. The installation of the roof hatch was checked in conjunction with SMC and no issues with the installation were found. By November 7, 2018, MCI had experienced glass breakage in 5 glass roof hatches on vehicles in operation. On November 13, 2018, SMC and MCI reviewed the failed roof hatches. SMC advised at that time that no other SMC customers had reported issues with the glass roof hatches, and that SMC believed the failures were either caused by MCI mishandling the glass roof hatches or the heavy duty roof hatch closing spring that was unique to MCI's installation. SMC believed that the heavier springs that MCI was using were

causing too much stress on the tempered glass. On November 26, 2018, SMC supplied MCI with the same roof hatch closing spring as supplied to SMC's other customers. MCI installed the SMC-supplied closing springs in vehicles with glass roof hatches. On December 4, 2018, MCI experienced a glass roof hatch failure with the non-heavy duty roof hatch spring supplied by SMC. On December 17, 2018, SMC advised MCI that SMC was investigating material and structural issues with the glass due to reported glass roof failures by another SMC customer. On February 21, 2019, SMC advised MCI of the results of SMC's investigation and that SMC was reviewing the glass thickness and edge condition. On April 26, 2019, MCI received SMC's notification that SMC had filed a safety recall with NHTSA to recall the glass roof hatches (NHTSA recall number 19E-017).

Description of Remedy :

Description of Remedy Program : SMC advises that it will provide affected customers with a Transpec glass hatch replacement kit and complete instructions on the removal and reinstallation of the defective components. SMC further 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.

How Remedy Component Differs from Recalled Component : SMC advises that the replacement glass lid has thicker glazing, as well as a high grade edge polish. SMC further advises that the new glass is two times stronger than the previous glass, and that the edge polish will eliminate any edge defects from the glass manufacturer.

Identify How/When Recall Condition was Corrected in Production : MCI stopped producing vehicles with the subject glass roof hatch on or about January 2, 2019.

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 : JUN 14, 2019 - JUN 14, 2019

Planned Owner Notification Date : JUN 14, 2019 - JUN 14, 2019

* NR - Not Reported