

Date of Recall submission: **08-Jul-25**

Vehicles Affected:

Make	Model	Model Year
MCI	J4500	2025
MCI	J4500	2026

Internal Reference Number: **N/A**

Transport Canada Recall No.: **2025-367**

Defect or Noncompliance Description: On the affected coaches, the labels required in 217.19 and 20 are not located as required. The contributing factor was due to a change in window release mechanisms which occurred concurrent with the USA FMVSS 227 requirements. When the release mechanisms changed, the corresponding labels were deemed to be in incorrect locations.

Safety Risk / Result: In the event of an incident where exit would be required through the side window emergency exits, exit timing may be delayed if a passenger does not locate an egress window. This delay could increase the risk of injury.

Remedy Description: MCI will add appropriate labeling to all affected coaches, free of charge. At the owners request, we would send material and repair instructions, as well as a means to recover labour spent to perform the remedy.

Precautions prior to remedy, if any: None known.

Remedy Material Availability: Remedy material is expected to be available in October, 2025.

Costs: The remedy for this recall will be performed free of charge to current owners, or for customers that perform the remedy, will be reimbursed via our normal Warranty system process.

Questions: If you have any questions about a **specific vehicle, a recall number, or to report a safety concern**, please send the request to: [safetyrecalls@nfigroup.com](mailto:safetyrecalls@nfigroup.com)  
 In the subject line, please indicate, as applicable:  
 -"RECALL INFORMATION - VIN 12345678X87654321", with the Transport Canada recall number YYYY-123 (in the yellow highlighted cell on this page), OR  
 -"VEHICLE INFORMATION - VIN 12345678X87654321" OR  
 -"SAFETY QUESTION/ISSUE - VIN 12345678X87654321", OR  
 -"ADDRESS CHANGE - VIN 12345678X87654321"  
 If known, please provide the SR and fleet number of the specific vehicle, and any pertinent information to assist in getting a response to you.

Website document last updated: **25-Nov-25**