

Date of Recall submission: **12-Jan-26**

Vehicles Affected:

Make	Model	Model Year
MCI	102D3	1993 - 1999
MCI	102DL3	1992 - 2001
MCI	D4000	2002
MCI	D4005	2006 - 2019
MCI	D4500	2001 - 2015
MCI	D4505	2006 - 2019
MCI	E4500	2000 - 2011
MCI	J3500	2002 - 2019
MCI	J4500	2001 - 2021

Internal Reference Number: **R22-005**

Transport Canada Recall No.: **2026-007**

Defect or Noncompliance Description: The front entry door in the affected vehicles has a lower curb panel constructed with glazing material rated as AS-5. CMVSR 205 requires compliance with ANSI Z26-1996 which in turn requires glazing material in this location to be AS-2 or higher.

Safety Risk / Result: The incorrect window glazing material may reduce the driver's visibility, increasing the risk of a crash or injury to pedestrians

Remedy Description: MCI will replace the glazing with AS-2 glazing or provide information and instructions on obtaining replacement glazing.

Precautions prior to remedy, if any: None known

Remedy Material Availability: Material should be available immediately (depending on initial demand).

Costs: MCI will contact owners and offer to replace the glazing, free of charge for MY 2006 and newer coaches. This replacement is expected to take 90 minutes per coach, not including shop logistics and adhesive cure time.  
  
For 2005 and older coaches, MCI will provide information and instructions on obtaining replacement glazing.

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: **20-Jan-26**