



Service Bulletin No. 290B

MODEL D4005 / D4505 Series Coaches	TYPE Field Change Program	SECTION/GROUP 3-Body	DATE Aug. 22, 2008
SUBJECT DURA AUTOMOTIVE SYSTEMS WINDOW DE-BONDING			
CONDITIONS			

THIS BULLETIN SUPERCEDES FIELD SERVICE BULLETIN 290 IN IT'S ENTIRETY.

Ref. DURA AUTOMOTIVE SYSTEM NHTSA Recall No.: 07E042000

Ref. MCI NHTSA Recall No.: 08V-386

Customer Complaint:

Customers may experience a partial separation of the insulated glass unit to the glass frame on both the inner and outer panes of glass,...aka. de-bonding. De-bonding may exhibit some or all of these observable symptoms; wind noise, water leaks and / or visual separation.

Cause:

Inconsistent application of primer on the primary and secondary bond lines by the window manufacturer.

Corrective Action:

MCI strongly encourages customers to participate in DURA AUTOMOTIVE SYSTEMS Field Change Program by completing the following:

MCI advises that owners of D model coaches between the range of, and including, unit numbers 56786 to 56794, 56796 to 56797, 56799, 56807 to 56817, 56893 to 56904, 56931 to 56943 implement the specified steps in this procedure by performing a non-destructive push test and replace as required.

Further, MCI advises that owners of D model coaches identified below, observe the panes of glass in the windows for signs of wind noise, water leaks and / or visual separation...(de-bonding). If this occurs contact the MCI Fleet Support Technical Center at 1-800-241-2947 for further instruction.

57018, 57024, 57025, 57027, 57029, 57031, 57039-042, 57045-054, 57056-060, 57064, 57065, 57066, 57070, 57147-171, 57193-57218, 57253, 57254, 57255, 57329, 57330, 57333-379, 57404, 57406, 57407, 57408, 57409, 57432-449, 57509, 57510, 57511, 57514-522, 57535-561, 57611-618, 57698, 57743-746, 57756-764.



NOTE

MCI is instructing customers who have installed a replacement window via FCP 290 / 290B to retain the removed de-bonded window for thirty (30) days. In the event that the de-bonded window has not been inspected by a MCI representative in thirty one (31) days, the de-bonded window can then be scrapped.

Parts

Qty.	New P/N	Description
a/r	03-27-1470	Sash, Retrofit, Standard
a/r	03-27-1471	Sash, Retrofit, LH
a/r	03-27-1473	Sash, Retrofit, Lavatory
a/r	21-7512-9	Lubricant, Silicone

Service Procedure:

General notes

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Turn the main battery disconnect switch to the OFF position. Chock both sides of the tires.

2. Ensure window is in locked position.
3. From inside the coach, carefully position a 4.0 x 4.0 x 0.5 inch flat wood block flat against glass surface six inches from both edges (Figure 1). Position a push / pull gauge at center of wood block and apply 50 lbs. push force against glass perpendicular to the glass surface, to accentuate any partial de-bonding.
4. Observe any evidence of glass separation / de-bonding against the frame, as force is applied.

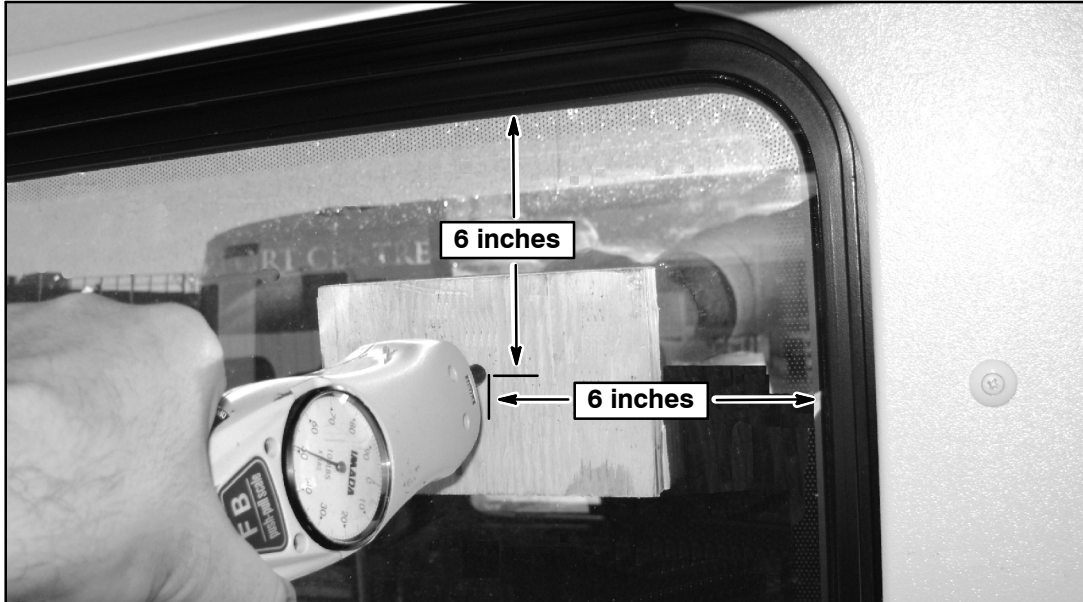


Figure 1.

5. Repeat from Steps 2. to 4. at remaining 3 corner locations.



NOTE

Any window having more that seventy (70) inches of de-bonding along it's perimeter should be taken out of service until replacement window(s) are installed.

6. Repeat Steps 2. to 5. to remaining coach windows.



NOTE

If window displays evidence of glass separation / de-bonding against the frame as force is applied, contact the MCI Fleet Support Technical Center at 1-800-241-2947. Upon receipt of replacement window from MCI, proceed to Step 1 of the applicable attached MCI D4005 / D4505 Coach De-bonding Egress Window Service Replacement Work Instruction or, MCI D4005 / D4505 Coach De-bonding NON-Egress Window Service Replacement Work Instruction.

If window displays evidence of glass separation / de-bonding against the frame as force is applied, document and record the "Date of Manufacture" located underneath the window release bar.

If window displays NO evidence of glass separation / de-bonding against the frame as force is applied, no further action is required.

Procedure complete.

Mail or fax the completed warranty claim form to MCI's warranty department, or photocopy and mail it 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.



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Field Change Program Conditions:

Only 1 claim can be filed against the coach VIN, SB 290 or SB 290B.

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

A labor allowance of 1.0 hour per window will be granted, for the procedure of removal / installing one (1) window on D4005 / D4505 model coaches.

This labor allowance will be credited to your MCI Fleet Support Parts Account on receipt of a "Warranty Claim Form" as detailed in your Owner Warranty manual.

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
U.S. and Canadian Service Departments.