



# Service Bulletin No. 349

<b>MODEL</b> D4005 / D4505 Series Coaches	<b>TYPE</b> Field Change Program	<b>SECTION/GROUP</b> 3-Body	<b>DATE</b> Sept. 15, 2010
<b>SUBJECT</b> NATIONAL SEATING DRIVER'S SEAT STABILUS BLOC-O-LIFT SHOCK			
<b>CONDITIONS</b>			

Ref. NHTSA National Seating Recall No.: 10E-033

Ref. NHTSA MCI Recall No.: 10V-409

Ref. Transport Canada Recall No.: 2010-303

### Customer Complaint:

National Seating Company has notified MCI that a defect may exist in certain National Seating driver's seats equipped with a Stabilus Bloc-O-Lift shock that was manufactured between March 10, 2009 and December 4, 2009. The mounting tab on the shock may unexpectedly break, causing the driver's seat to drop to its lowest position without warning. The unexpected sudden change of the driver's position while the coach is in motion could result in a momentary loss of control, possibly resulting in a crash.

### Cause:

Improper weld which holds the mounting tab to the shock body.

### Corrective Action:

MCI strongly encourages owners of the D4005 and D4505 model coaches listed below to implement the specified steps in this procedure as soon as possible.

59048	59049	59057	59058	59308
59017-59021	59025	59026	59050-59052	59059-59079
59083-59086	59089	59090	59128	59129
59133-59138	59141	59143	59145	59147
59149	59151	59152	59154	59156
59158	59160	59162	59163	59165
59167	59169	59171	59173	59174
59176	59178	59180	59182	59184
59185	59187	59189	59191	59193
59195	59196	59198	59200	59212
59214-59219	59232	59233	59241	59242
59244	59247	59276-59280	59296-59299	

### Parts

Qty.	New P/N	Description
1	3L-12-144	Shock, Stabilus Bloc-O-Lift
1	03-15-7738A	Verification Form, (Must be Returned to MCI, One Per Coach)

### Service Procedure:



**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. Implement the inspection and replacement procedures in the attached National Seating Service Bulletin #NSC22955401.

*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.

***Field Change Program Conditions:***

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

A labor allowance of 0.10 hours will be granted, for the procedure of inspecting the seat base bar code tag on D4005 and D4505 model coaches.

A labor allowance of 0.80 hours will be granted, for the procedure of replacing the shock on D4005 and D4505 model coaches.

This labor allowance will be credited to your MCI Fleet Support Parts Account on receipt of the attached "MCI Field Change Program Verification Form" and a "Warranty Claim Form" as detailed in your Owner Warranty manual to MCI's Warranty department. A "MCI Field Change Program Verification Form" needs to be submitted for each VIN affected. Photocopy the attached "MCI Field Change Program Verification Form" as required for the number of affected coaches in your fleet.

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.

Technical Service Bulletin  
NSC22955401  
Seat Shock Replacement

This bulletin provides instruction to inspect and replace the seat shock if it is within the recall period.

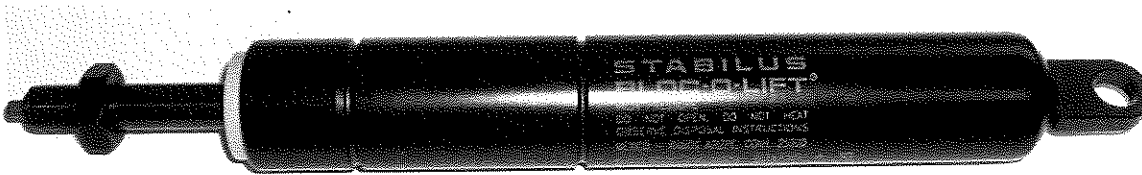
Component: Seat Shock

Manufactured by: Stabilus

Part number: 5561ED

Description: BLOCK-O-LIFT

Affected Manufacture dates: 3/10/2009-12/04/2009 (Day 069-Day 338)



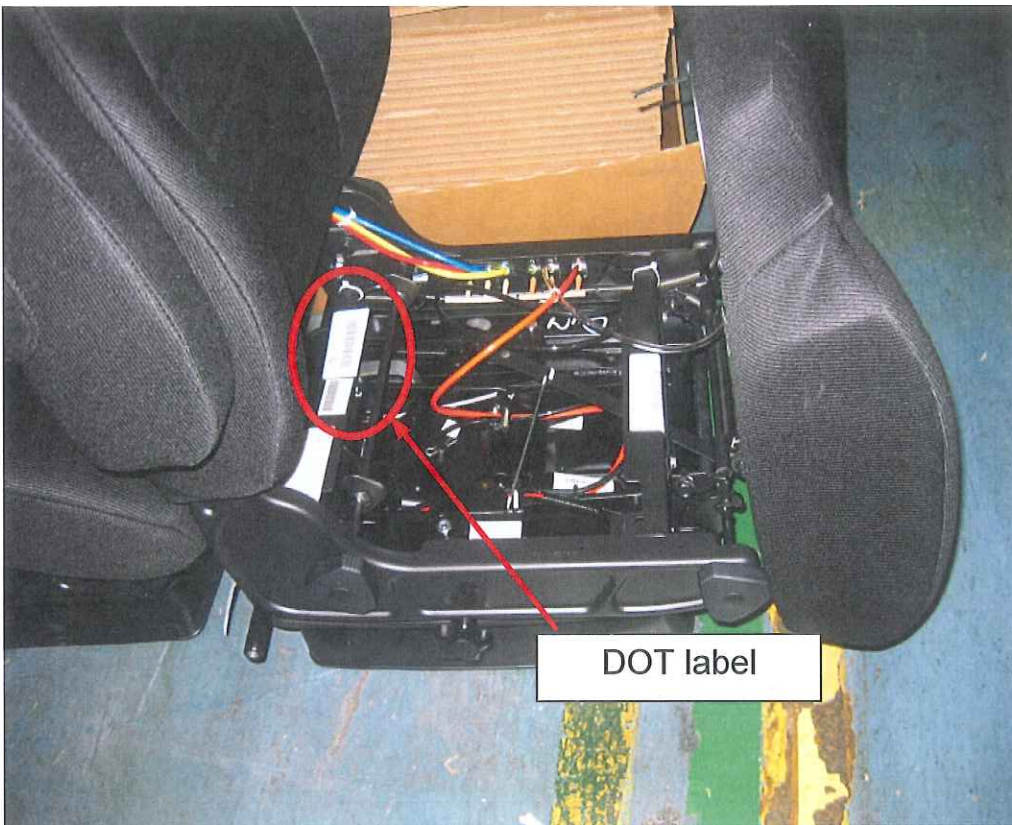
Affected Part Numbers That Contain  
STABILUS BLOC-O-LIFT  
Part Number 5561ED

Part number	Description	Part number	Description
0845.00BB300P7	Seat	10884.3AA0AAA1L	Seat
0845.00BB301P7	Seat	10884.3AA0AAA2L	Seat
0849.00BB000S7	Seat	10884.3AA0AAA3L	Seat
0849.00BB001P7	Seat	10884.3AA0AAB3L	Seat
10877.10A001	Seat	10884.3AA1AAA0L	Seat
10877.10A001	Seat	10884.3AA1AAA3L	Seat
10877.10A002	Seat	10884.3BA0AAA1L	Seat
10877.10A003	Seat	10884.3BA0AAA3L	Seat
10877.10A004	Seat	10884.3BA0AAB0L	Seat
10877.10A021	Seat	10884.3BA0AAB1L	Seat
10877.10A022	Seat	9830.1AA0AAA0A	Seat
10877.10A024	Seat	9830.1AA0AAA0S	Seat
10877.40A00A	Seat	9830.1AA0AAA0T	Seat
10877.40A00B	Seat	9830.1AA0AAA1A	Seat
10877.40A00C	Seat	9830.1AA0AAA2A	Seat
10877.40A00D	Seat	9830.1AA0AAA3A	Seat
10877.40A02A	Seat	9830.1AA0AAA3T	Seat
10877.40A02B	Seat	9830.1BA0AAA3A	Seat
10877.40A02C	Seat	9830.2AA0AAA0L	Seat
10877.40A02D	Seat	9830.2AA0AAA1L	Seat
10884.1AA0AAA0A	Seat	9830.2AA0AAA3L	Seat
Part number	Description	Part number	Description
10884.1AA0AAA0S	Seat	9830.2AA0AAB0L	Seat
10884.1AA0AAA1A	Seat	9830.2AA0AAB1L	Seat

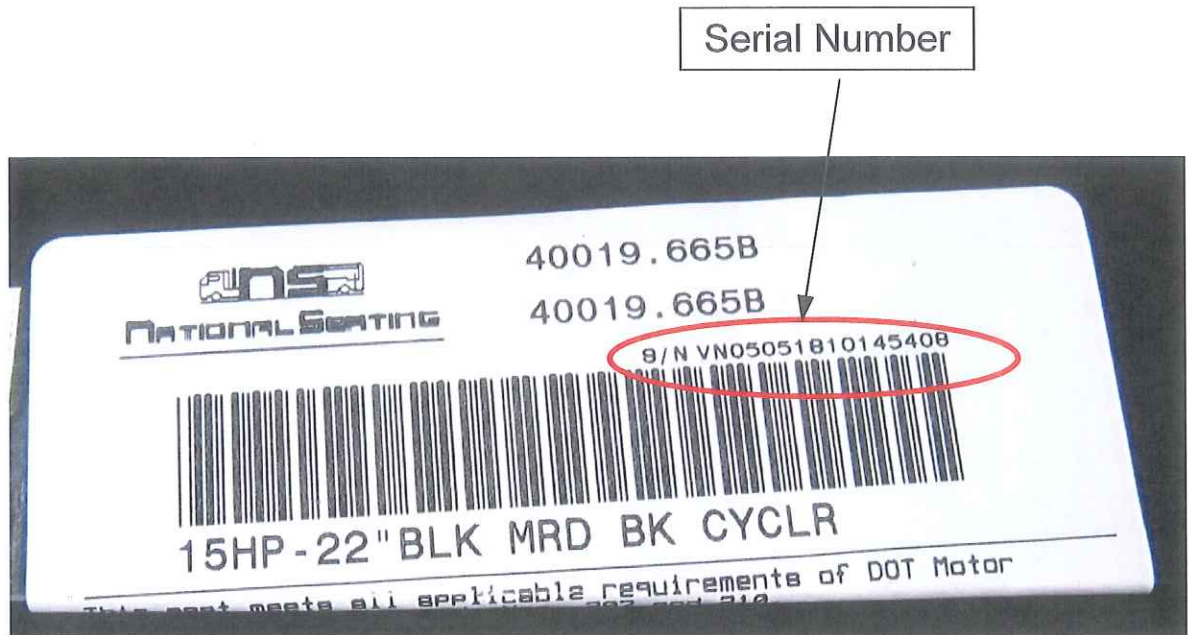
10884.1AA0AAA2A	Seat	9830.2AA1AAA0L	Seat
10884.1AA0AAA2T	Seat	9830.2AA1AAA3L	Seat
10884.1BA0AAA0A	Seat	9830.2BA0AAA0L	Seat
10884.1BA0AAB0A	Seat	9830.2BA0AAA3L	Seat
10884.1BA0AAB3A	Seat	229554-01	Shock
10884.1BA1AAB3A	Seat	230110-01	Seat Base
10884.2AA0AAA0T	Seat	230110-03	Seat Base
10884.3AA0AAA0L	Seat	SK-1449	Height Adjuster Replacement Kit
		SK-1453	Height Adjuster Replacement Kit

1) Identify if your seat or part is affected.

Seat part number: Flip the seat cushion forward to expose the DOT label



The serial number on the DOT label Identifies the date of manufacture of the seat.



## DOT Label

How to read date code from serial number using same serial number shown in previous slide as an example

VN05051810145408

Month

VN05051810145408

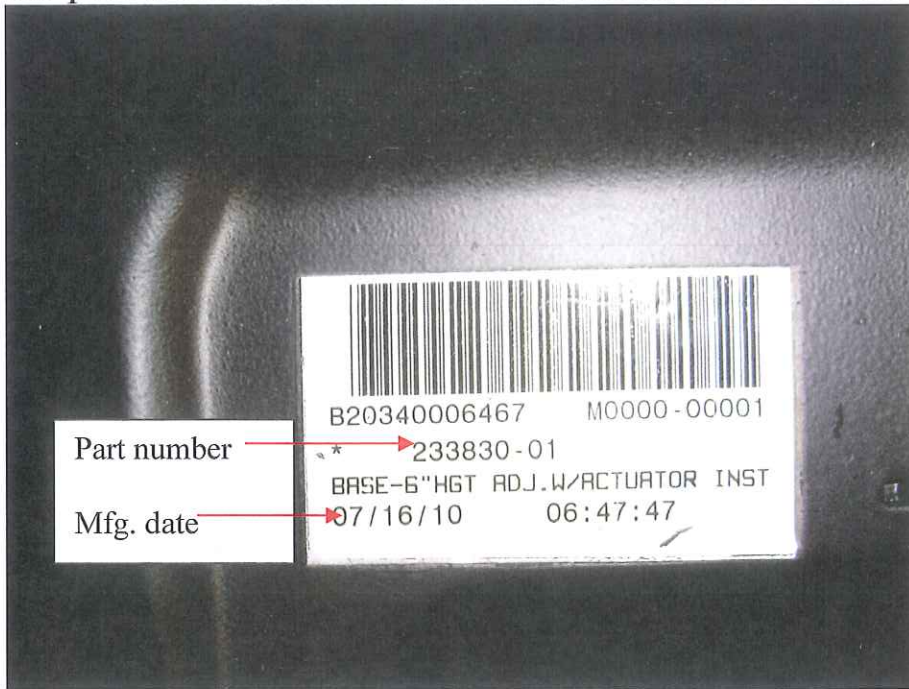
Day

VN05051810145408

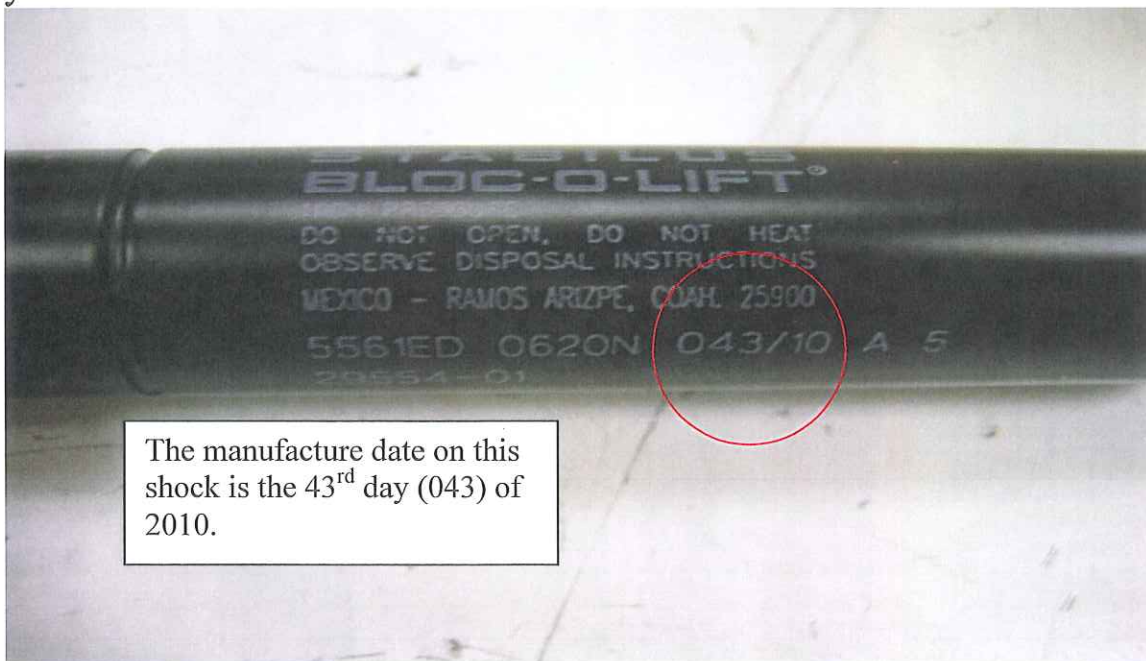
Year

In this example the manufacturing date is May-18 2010

Seat Base part number: The seat base has a bar code tag on top of it that contains the part number and the date of manufacture. See example below.



Shock part number: The part number and manufacture date is on the side of the shock. The date is a five digit code that identifies the day of manufacture and the year.



The manufacture date on this shock is the 43<sup>rd</sup> day (043) of 2010.

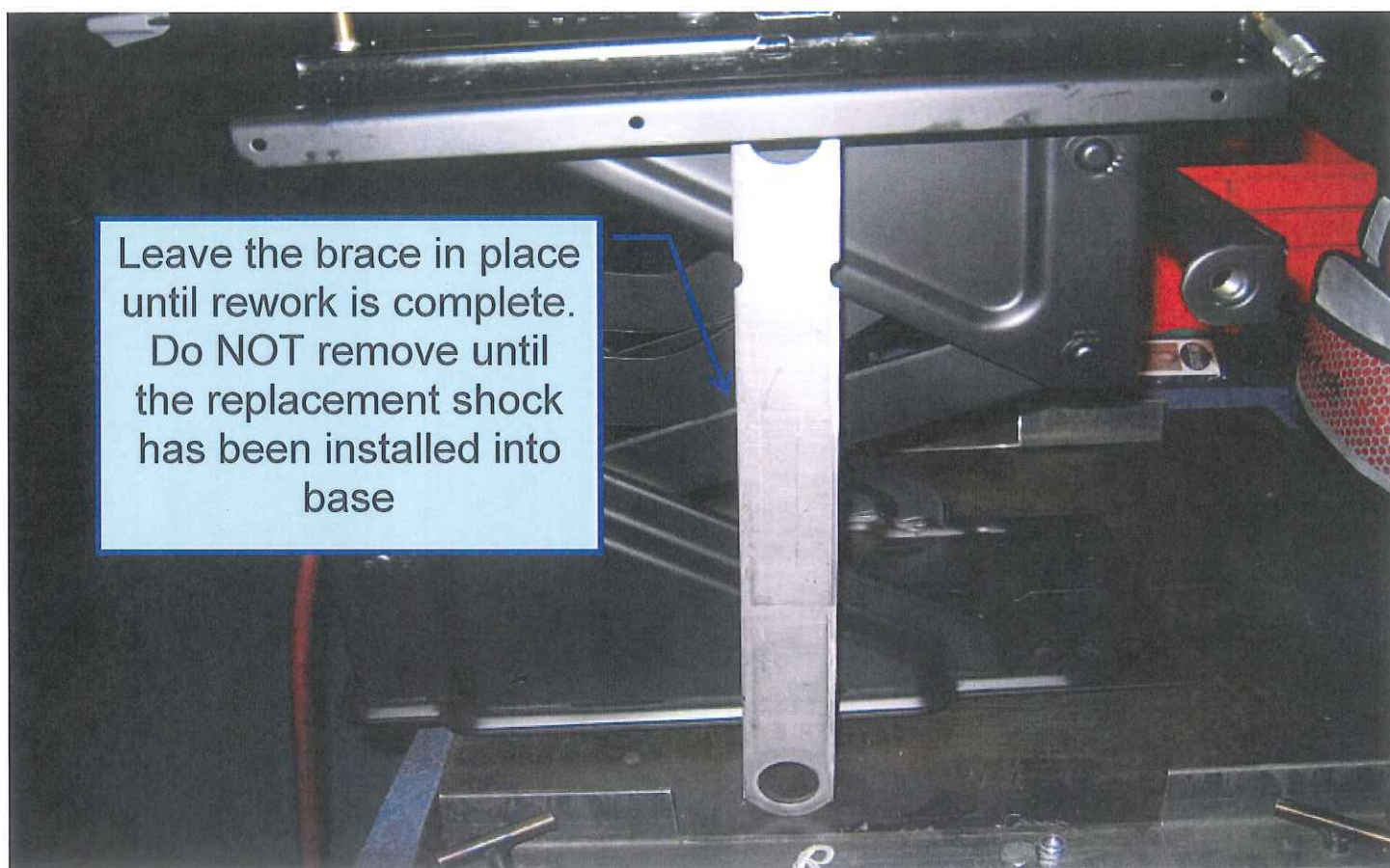
If you identify you have a shock within the defined date range National Seating will provide one of the following remedies;

- 1) If the shock(s) or seat bases were purchased as a replacement part in your inventory for future sale National Seating will issue credit for or provide replacement shocks or seat bases at no charge and pay returned freight to us.
- 2) If the shock is within a seat National Seating will pay .13 hrs labor to inspect the seat to determine if the shock falls within the suspect date range, and if so will pay an additional .8 hrs labor to replace the shock within the seat.

## Shock Replacement Procedure

### Removal

#### Step 1



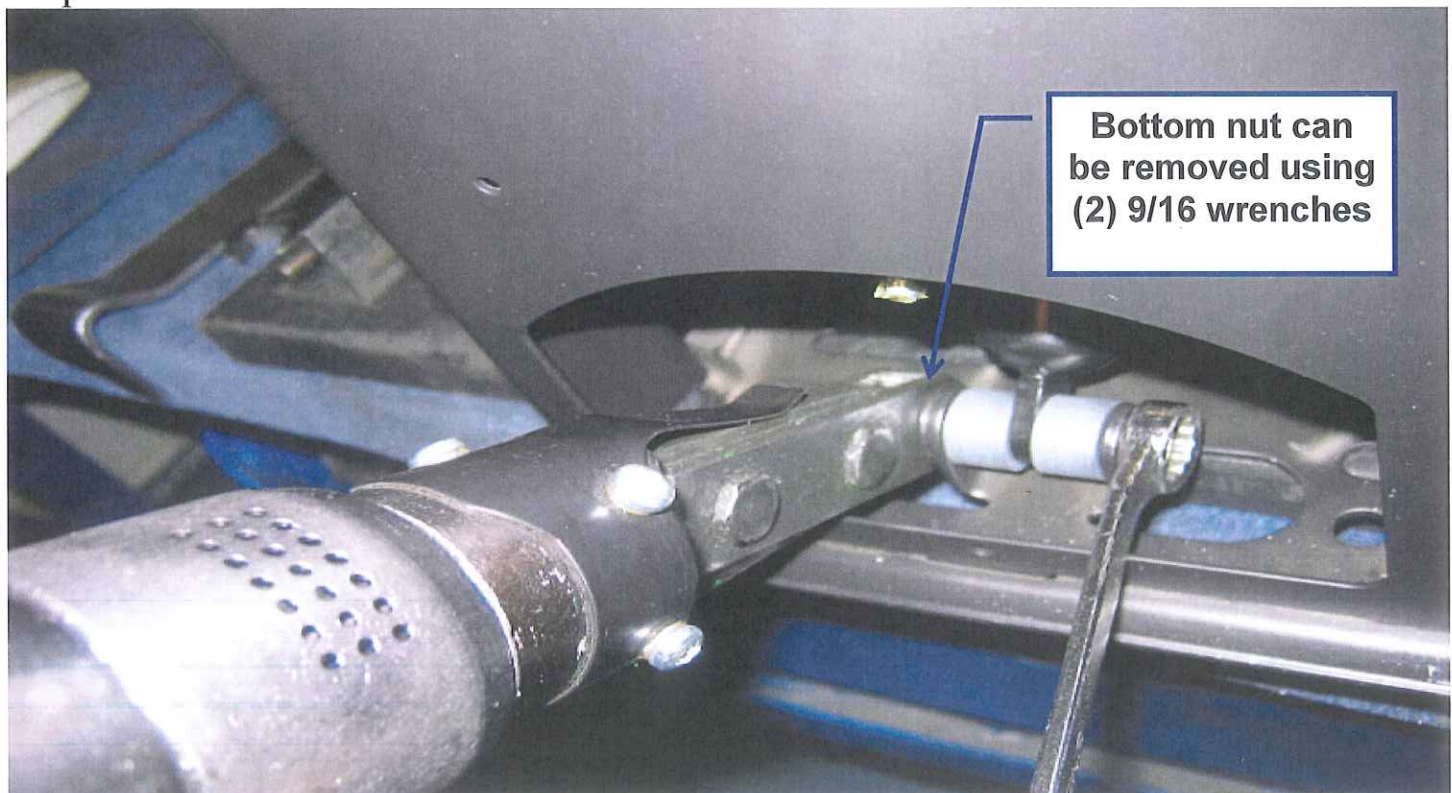
Fully extend base & brace with a bar or block of wood to keep the base at full vertical travel.

## Step 2



Once the seat base is blocked up at full extension, remove the cable from the release lever.

## Step 3



Remove the nut from the bottom mounting bolt, but leave the bolt in place.

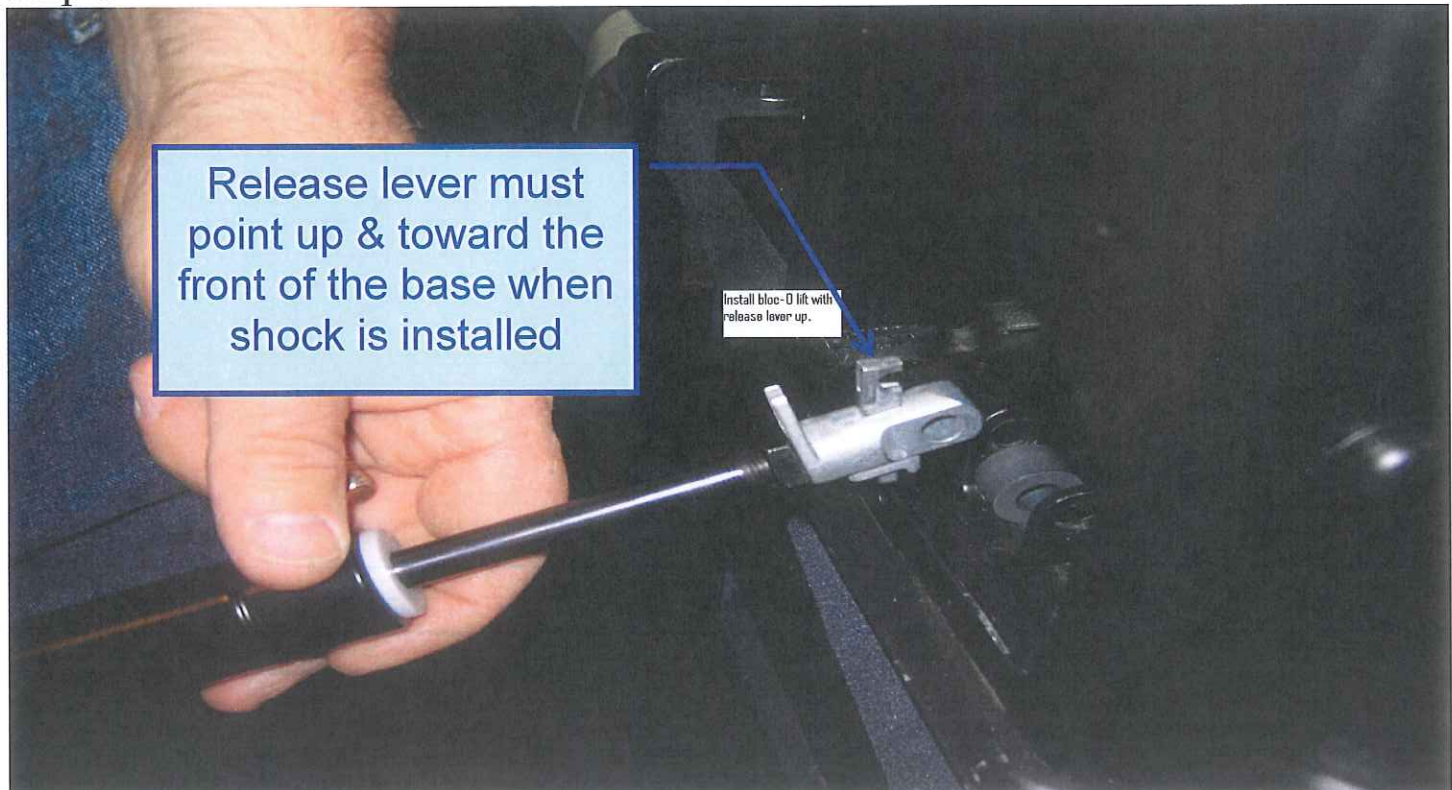
## Step 4



Remove the nut and bolt from top shock mount using (2) ½” wrenches. Then remove the bolt from the bottom mount and remove the shock from the base.

## Shock Installation

### Step 1



With base still at full vertical travel extend the shock out to the same length as the shock that was removed.

Use the same spacers, bolt & nut that were removed when the suspect shock was taken out of the base



Attach the shock to the bottom shock mount first. DO NOT tighten all the way.

Step 3

Place cable in release lever, tighten nut on bottom of release lever with 11/16 wrench



Remove cable from here.

Release Lever without cable

Release lever fits into upper shock mount. Place cable into position in lever as shown

Install shock to upper shock mount in base torque should be a minimum of 10 FT-LB to a maximum of 14 FT-LB. Do NOT over tighten!



MOTOR COACH  
INDUSTRIES

## MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

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

FAX TO: 1-502-318-8183

**MAILING ADDRESS:**

**MOTOR COACH INDUSTRIES  
ATTN: WARRANTY DEPT.  
7001 UNIVERSAL COACH DRIVE  
LOUISVILLE, KY 40258**

MCI PART #03-15-7738