



# Service Bulletin No. 356

<b>MODEL</b> E / J Series Coaches	<b>TYPE</b> Field Change Program	<b>SECTION/GROUP</b> 7 – Electrical	<b>DATE</b>
<b>SUBJECT</b> DOGA WINDSHIELD WIPER MOTOR WIRES			
<b>CONDITIONS</b>			

Ref. NHTSA Recall No.: 11V-XXX

Ref. Transport Canada Recall No.: 11-XXX

**Customer Complaint:**

MCI has identified a potential incorrect installation of the wiring which occurred in the manufacturing facility. If the wiring is incorrectly installed, the wiper motor will be powered from a lower rated fuse, which may open under heavy load such as high winds, heavy rain or a dry windshield. If this occurs, the windshield wipers may completely stop operating. If the windshield wipers stop functioning, the driver’s clear field of view may be reduced.

**Cause:**

The wiring connections in the front junction box for the circuit powering the wiper system may be incorrect.

**Corrective Action:**

MCI strongly encourages owners of the E4500 and J4500 model coaches listed in the table below to implement the steps in this procedure as soon as possible.

65601	65607	65656 to 65778	65780 to 65784	65786 to 65799
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**Service Procedure:**



**Read this entire procedure before beginning work.**

**Use Safe Shop Practices At All Times.**

1. Activate the disconnect feature of the main battery disconnect (MDS) system by pressing (for one second only) the momentary toggle switch on the MDS module to OFF. An audible click can be heard from the main solenoids in the MDS module. Position the rotary switch to the DOWN (OFF) position.
2. Chock both sides of the tires.
3. In the driver’s area, locate the t-handle front service compartment door release on the lower, LH console switch panel. Lift the t-handle to open the compartment door. Exit the coach and open the front service compartment door.

4. Locate the stud block on the compartment wall ( refer to Figure 1 ).
5. Visually inspect to verify that the red wire, 1285A, is connected to stud block S4.
6. Visually inspect to verify that the black wire, 1244A, is connected to stud block S5.

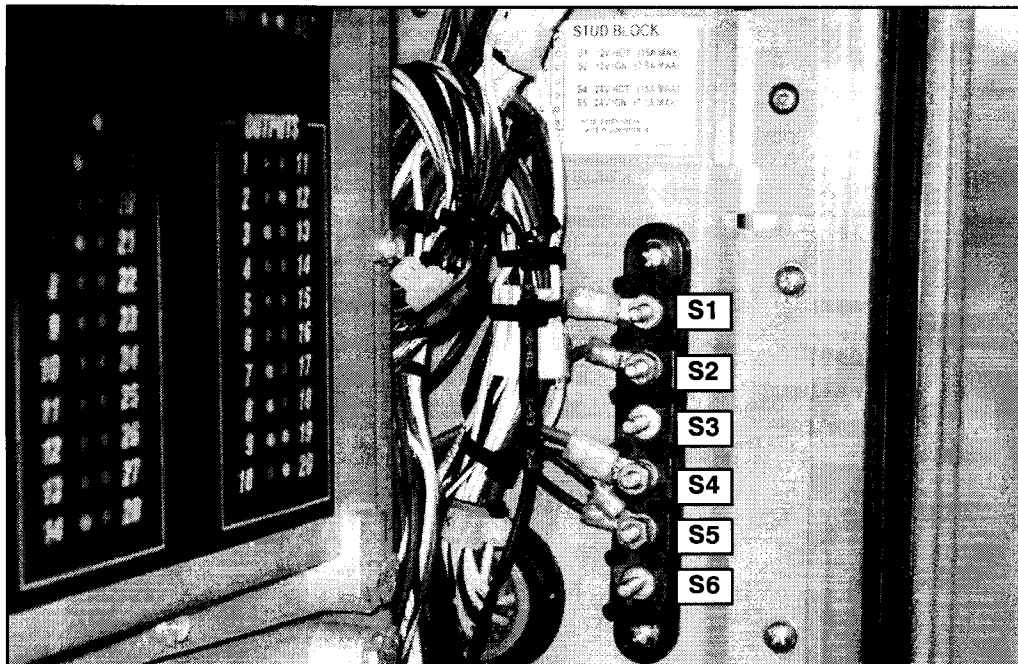


Figure 1.

## NOTICE

*If the wires are installed properly, no further action is required. Close the front service compartment door. Procedure complete.*

*If the wires are not installed properly, using a nut driver remove the red and black wires and re-connect them per Steps 5. and 6. Close the front service compartment door. Procedure complete.*

Mail or fax the completed limited warranty claim form and verification form to MCI's warranty department, or photocopy and mail 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:***

No parts are required for this retrofit.

A labor allowance of 0.10 hours will be granted for implementing the steps in this procedure.

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.



MOTOR COACH  
INDUSTRIES

## MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

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

**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



**SAFETY RECALL NOTICE**

CUSTOMER NAME  
ADDRESS  
CITY, STATE ZIP CODE  
COUNTRY

1700 EAST GOLF ROAD, SUITE 300, SCIAUMBURG, IL 60173