



Reliability Driven™

Service Bulletin No. 408

<i>MODEL</i>	E4500 / J4500 Series	<i>TYPE</i>	Field Change Program	<i>SECTION/GROUP</i>	3-Body	<i>DATE</i>	May 1, 2014
<i>SUBJECT</i>	PASSENGER SEAT TRACK WELD						
<i>CONDITIONS</i>							

Ref. MCI NHTSA Recall No.:14V-172

Ref. MCI Transport Canada Recall No.:2014-118

Customer Complaint:

Motor Coach Industries ("MCI") has become aware that the E4500 and J4500 series coaches listed below may experience failure at the seat track mounting of the second row of passenger seats as a result of a missing weld. In the event of a significant collision or other event yielding high loads to the affected seats the seat attachment may fail and cause potential injury to persons and/or damage to property.

Cause:

Missing weld at the end of the seat track where the track enters the frame structure.

Corrective Action:

MCI strongly encourages owners of the coaches listed in the table on Page 2 to retrofit the seat anchorage so that the seat pedestal is fastened through the seat track to the seat pedestal rail as soon as possible.

Parts

Qty.	New P/N	Description
4	19-01-1573	Capscrew, Flanged, 7/16
4	19-03-0582	Lock Nut, Flanged, 7/16



65158 to 65161	65189	65202	65204	65259 to 65285
65287	65305 to 65309	65327 to 65333	65385	65387
65434 to 65440	65445	65466	65501	65503
65505 to 65513	65521 to 65524	65529 to 65553	65561	65569 to 65579
65581 to 65588	65591 to 65600	65602 to 65606	65608 to 65623	65631
65637 to 65642	65647 to 65649	65654 to 65655	65666 to 65672	65674 to 65675
65677 to 65679	65685 to 65686	65688 to 65708	65710	65714
65716 to 65717	65730 to 65731	65737	65742	65746
65749	65750 to 65753	65758	65765 to 65766	65775
65777 to 65800	65807 to 65813	65816 to 65845	65847 to 65851	65853 to 65896
65902 to 65904	65906 to 65913	65915 to 65922	65924 to 65926	65939 to 65945
65952 to 65955	65957 to 65968	65986 to 65991	65995 to 66000	66004 to 66008
66012	66014 to 66021	66026 to 66029	66032 to 66039	66042 to 66045
66047 to 66051	66054 to 66104	66133 to 66139	66147 to 66149	66161
66174 to 66177	66179 to 66236	66241 to 66248	66251	66258
66266	66272 to 66286	66288 to 66380	66383 to 66428	66430 to 66432
66435 to 66473	66477 to 66511	66513 to 66532	66535 to 66587	66589 to 66678
66687 to 66698				

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.



The outlined steps in this procedure are applicable only to the second row of passenger seats.

2. Enter the coach cabin and locate the curbside and roadside second row of passenger seats.
3. Locate the cover plate at the front of the passenger seat base. Carefully pull to remove the two (2) snap fasteners that secure the cover plate to the seat base (refer to Figure 1). Remove and retain the snap fasteners and the cover plate to be re-installed at a later step in this procedure.
4. Using a marker and tape, position a piece of tape on the floor to mark the installation position of the seat. Remove and retain the nuts from the front seat track tee bolts.
5. Locate the passenger seat mounting hardware on the cabin sidewall (refer to Item 2 / Figure 1). Remove and retain the nut.

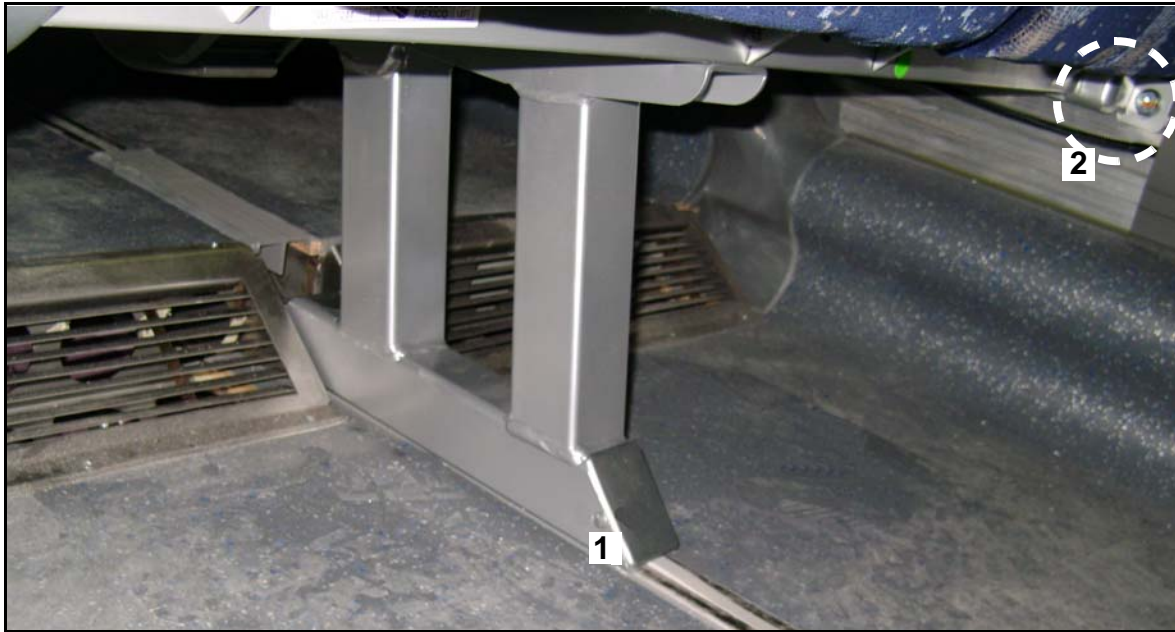


Figure 1. Front view of second row passenger seat base.

Item	Figure 1 Description
1	Seat base cover plate, front
2	Sidewall passenger seat mounting hardware

6. Locate the cover plate at the rear of the passenger seat base (refer to Item 1 / Figure 2). If coach is so equipped, carefully lift the edge of the seat track vinyl extrusion cover (Item 2 / Figure 2) and remove providing access to the seat base cover plate. Retain the seat track vinyl extrusion cover to be re-installed at a later step in this procedure.
7. Using a flathead screwdriver, pry off the cover plate to access the rear seat mounting hardware.



Figure 2. Rear view of second row passenger seat base.

Item	Figure 2 Description
1	Seat base cover plate, rear
2	Seat track vinyl extrusion cover

8. Locate the two (2) nuts from the seat track tee bolts located at the rear of the seat base (refer to Figure 3). Remove and discard the two (2) nuts from the seat track tee bolts.

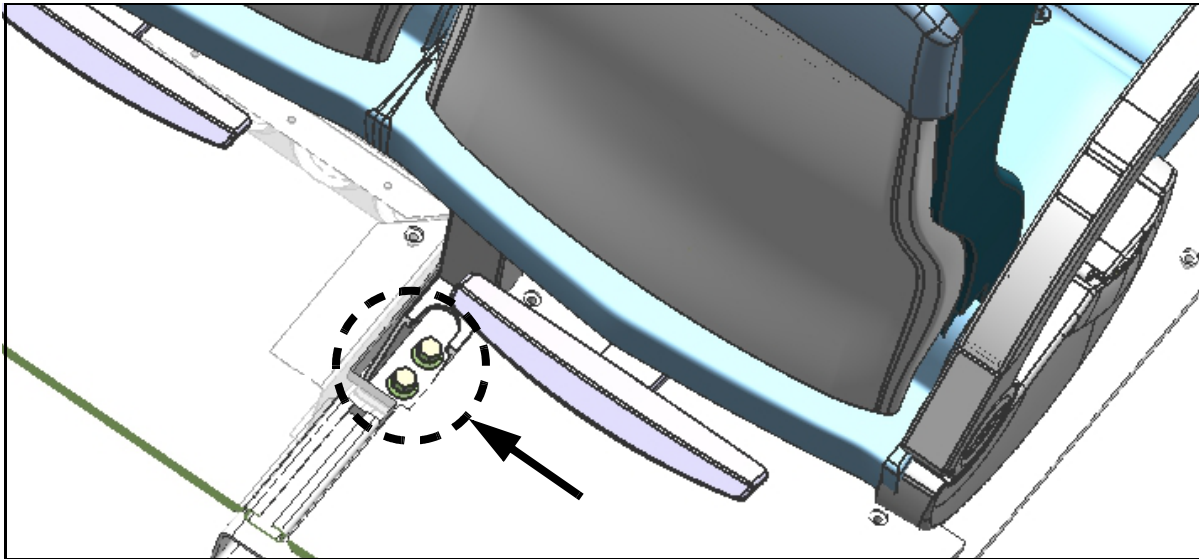


Figure 3. Rear view of second row passenger seat base.

9. Carefully tilt the passenger seat forward until the seat base clears the rear tee bolts in the seat track.
10. Twist to remove the two (2) rear tee bolts from the seat track. Discard the two (2) rear tee bolts.
11. Orient the passenger seat in its original position. Re-install the nuts on the front seat track tee bolts and sidewall mounting hardware. Torque nuts to 54-60 ft-lbs.
12. Using a drill with a 7/16 inch drill bit and the two (2) holes in the rear seat base (shown in Figure 4) as a drill template, drill two (2) holes (approximate depth of 1.00 inch) through the seat track and into the upper wall of the tubing underneath (located in the upper, front corners of baggage bay compartment #1).

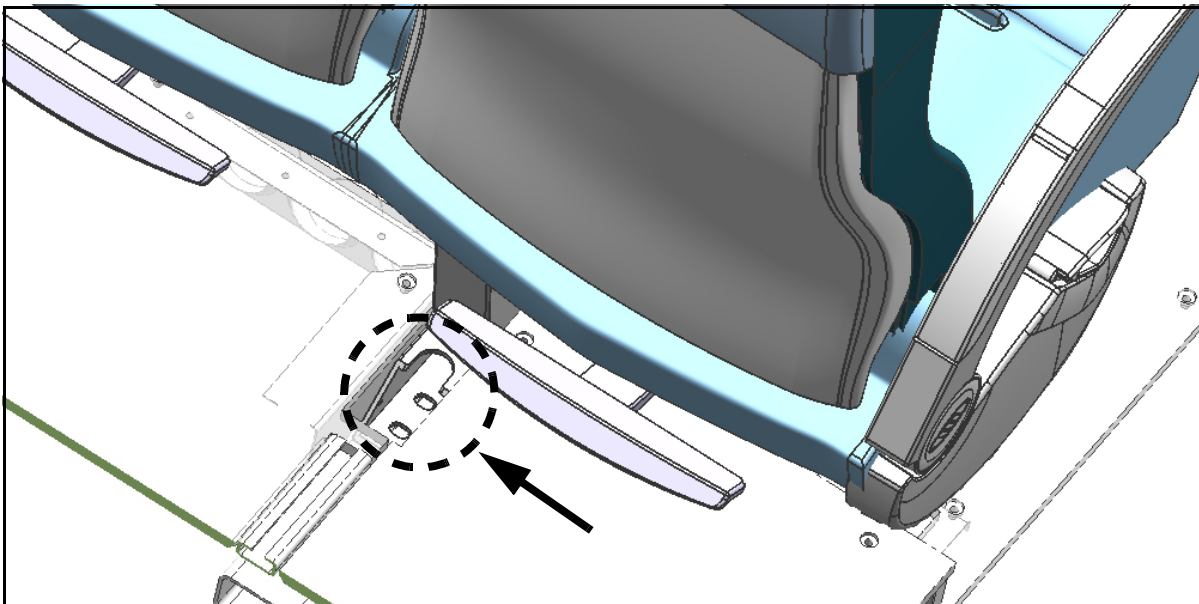


Figure 4.

13. Position the capscrews, p/n 19-01-1573, in the two drilled holes.
14. Open and secure in position the curbside and roadside baggage bay compartment #1 doors.
15. Locate the drilled tubing in the upper front corners of the compartment (refer to Figures 5 and 6).



Figure 5. Curbside tube location.



Figure 6. Roadside tube location.

NOTICE

Two (2) people are required to perform Step 16, one in the coach cabin and one in the baggage bay compartment.

16. Locate the capscrew inside the tubing. Position the nut, p/n 19-03-0582, on the capscrew (refer to Figure 7). Torque capscrew to 76-80 ft-lbs.

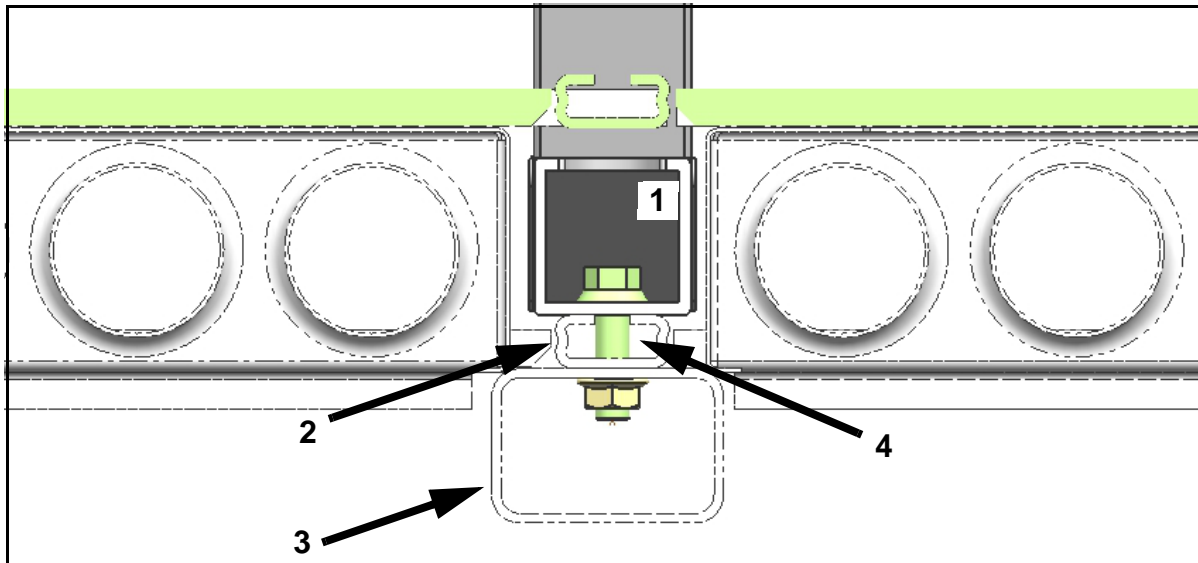


Figure 7.

Item	Figure 7 Description
1	Passenger seat mounting base in coach cabin
2	Seat track in coach cabin
3	Tubing in baggage bay compartment #1 (refer to Figures 5 and 6)
4	Capscrew, p/n 19-01-1573.

17. If coach is so equipped, carefully re-install the seat track vinyl extrusion cover
18. Orient the cover plate to the front of the passenger seat base. Carefully install the two (2) snap fasteners to secure the cover plate to the seat base.
19. Repeat steps to the opposite side of the second row of passenger seats.

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:

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

A labor allowance of 0.8 hours will be granted for the procedure of installing the specified part(s) in this bulletin on E4500 / J4500 Series 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



Reliability Driven™

MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

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

FAX TO: 800-360-8886

MAILING ADDRESS:

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