



May 14, 2015

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) [«UNIT»]

«CUST_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS_1»

«CITY», «STATE» «ZIP»

«COUNTRY»

SUBJECT: SAFETY RECALL: RECARO ERGO M DRIVER SEAT

Ref.: **NHTSA # 15V-183**

NHTSA # (JOHNSON CONTROLS EQUIPMENT RECALL) 15E-008

MCI Service Bulletin 422

Attention Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Motor Coach Industries, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain MCI model year 2007 to 2010 E4500 and J4500 model coaches equipped with a Recaro Ergo M driver seat. Johnson Controls has reported that the affected seats were manufactured in a way that the tether bar may push into the retractor panel door and potentially interfere with the seat belt locking mechanism. If the seat belt locking mechanism does not function as intended, the driver may not be properly restrained, increasing the risk of personal injury in the event of a crash. Please see the enclosed MCI Service Bulletin 422 for additional information.

The vehicles that are subject to this notice are the following model year 2007 to 2010 E4500 and J4500 model coaches (last five VIN digits):

| | | | | |
|--------------|-----------------------|--------------|--------------|--------------|
| 64036 | 64267 | 64579 | 64571 | 64753 |
| 64758 | 64760 | 64763 | 64765 | 64951 |
| 65018 | 65083 to 65085 | 65119 | 65121 | 65123 |
| 65214 | 65377 | 65465 | 65561 | |

MCI is conducting a recall to repair the above vehicles at no cost to you. MCI estimates that it will take approximately .3 hour to do the necessary repairs. Please see the enclosed MCI Service Bulletin 422 for additional information.

MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall: «UNIT»

MCI strongly urges you to have the recall work performed on your vehicle(s) as quickly as possible.

You may contact the MCI Customer Service Line at 1-800-241-2947 if you have any questions about this recall campaign or wish to make arrangements to have your vehicle(s) repaired at an authorized MCI service center. Submission of MCI Warranty Claim Forms may be completed on MCI's website at <http://fleetsupportiw.mcicoach.com/iwarranty/signon> (click on Customer Care System), or a photocopy of the Warranty Claim Form found in the Warranty Manual can be mailed / faxed to the MCI Warranty Department.

After contacting MCI Customer Service, if you are still unable to have the safety defect remedied without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

If you are the lessor of the vehicle(s) identified above, Federal law requires that you forward this notice by first class mail to the most recent lessee(s) known to you, within ten days of your receipt of this notice.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact the MCI Customer Service Line at 1-800-241-2947 with all of the information you have regarding the current owner/operator of the vehicle(s).

If you had your vehicle repaired for this condition prior to receipt of this notice and incurred any costs, you may be eligible for reimbursement. Please contact the MCI Customer Service Line at 1-800-241-2947 for further information in that regard.

We regret the inconvenience this may cause you, but urge you to implement the recall procedures with respect to your vehicle(s) as soon as possible for your added safety and satisfaction.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosure: MCI SB 422



Reliability Driven™

Service Bulletin No. 422

| | | | | | | | |
|-------------------|---|-------------|-----------------------------|----------------------|---------------|-------------|---------------------|
| <i>MODEL</i> | E4500/J4500 Series | <i>TYPE</i> | Field Change Program | <i>SECTION/GROUP</i> | 3-Body | <i>DATE</i> | May 12, 2015 |
| <i>SUBJECT</i> | RECARO ERGO M DRIVER SEAT TETHER BAR | | | | | | |
| <i>CONDITIONS</i> | | | | | | | |

Ref. Johnson Controls NHTSA Recall No.:15E-008

Ref. MCI NHTSA Recall No.:15V-183

Customer Complaint

Johnson Controls has notified Motor Coach Industries ("MCI") that a defect which relates to motor vehicle safety exists in the Recaro driver's seat used on certain E4500 and J4500 coaches. Johnson Controls reports that the affected seats' tether bar may push into the retractor panel door and potentially interfere with the seat belt locking mechanism.

The result is that the seat belt locking pawl may not appropriately lock and the driver may not be properly restrained while driving.

Cause:

Incorrect Johnson Controls installation.

Corrective Action:

MCI and Johnson Controls strongly recommend that the driver seats on the coaches listed in the table below be inspected and retrofitted, as applicable, as soon as possible.

Additional details and replacement procedure steps are described in this bulletin and in the attached Recaro Work Instruction M0998907 Rev 3 (Released 2/9/2015, as Revised 2/12/2015).

| | | | | |
|-------|----------------|-------|-------|-------|
| 64036 | 64267 | 64579 | 64751 | 64753 |
| 64758 | 64760 | 64763 | 64765 | 64951 |
| 65018 | 65083 to 65085 | 65119 | 65121 | 65123 |
| 65214 | 65377 | 65465 | 65561 | |



Parts

| Qty. | New P/N | Description |
|------|------------|--|
| 1 | 03-12-1216 | Kit, Recaro Retractor Retrofit <i>Kit Contents are:</i> |
| 1 | 19-1-280 | Capscrew, 7/16, Gr. 5 |
| 1 | 19-2-15 | Washer, 7/16 |
| 2 | 19-3-151 | Locknut, 7/16 |

1. Open the engine door. Position the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the OFF position. Chock both sides of the tires.
2. Proceed with Step 1 of the attached Recaro Work Instruction M0998907 Rev 3, following all warnings and cautions therein.
3. Upon completion of the attached Recaro Work Instruction M0998907 Rev 3, position the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the ON position.

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 0.3 hours will be granted for the procedure of performing the retrofit steps outlined in this bulletin on affected E4500 and J4500 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

| Operation # | SAP Line # | Operation Description | Level | Date | Author | |
|-------------|------------|---|-------|----------|----------|------------------|
| M0998907 | N/A | Reverse Mount Retractor Retrofit Repair | 01 | Released | 02/09/15 | Chris Perkins |
| | Page 1 / 7 | | | Revised | 02/12/15 | Adrienne Crowley |

| STEP | PICTURES / DESCRIPTIONS | Special Criteria |
|------|-------------------------|------------------|
|------|-------------------------|------------------|

Tool List

New Fasteners: 1x 7/16-20 x 1-3/4” bolt (30817907), 2x 7/16” washer (30855207), and 2x 7/16-20 Nylock nut (30546207)

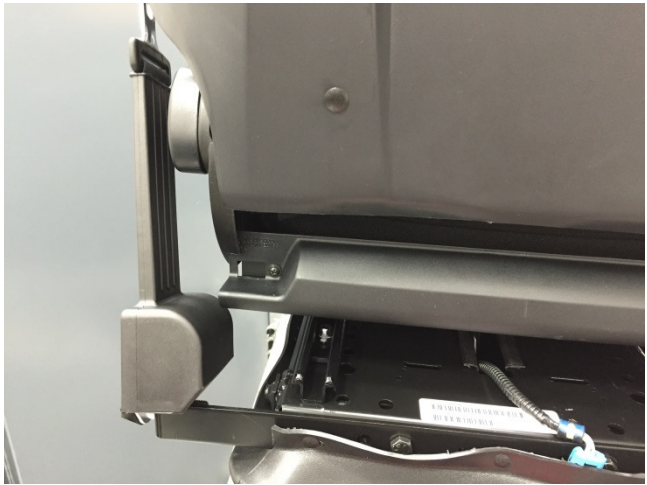
New Seatbelt components (if necessary): 2 point ALR (30822207) and Buckle (30987307E Normally open switch, 7221147 and 7221148 connector components)

Pick or flat head screwdriver

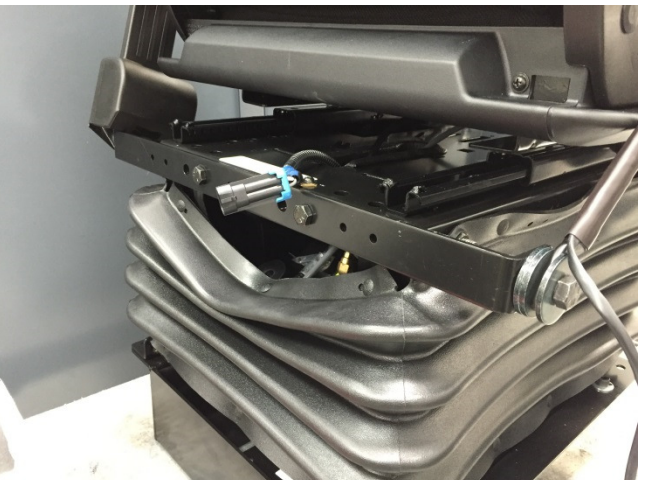
9/16” combination wrench and 9/16” socket with ratchet wrench

5/8” combination wrench and 5/8” socket with ratchet wrench

Torque wrench(es) capable of 22 Nm and 50 Nm



1. Adjust the seat to full up and full forward position.
2. Check to see if the seat has the “reverse mount retractor” configuration with 6 washers between the retractor and tether bar.



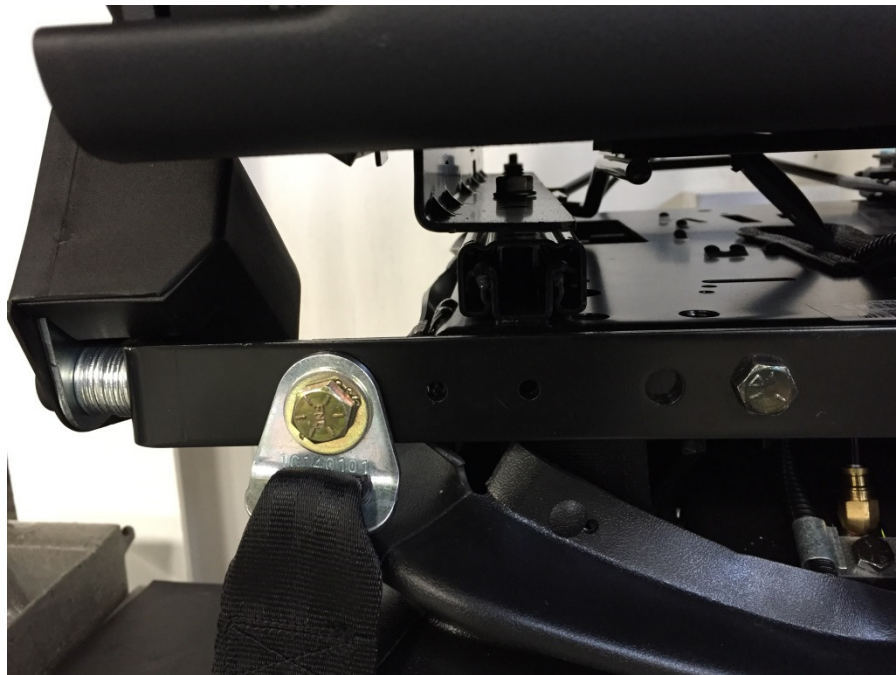
| Operation # | SAP Line # | Operation Description | Level | Date | Author | |
|-------------|------------|---|-------|----------|----------|------------------|
| M0998907 | N/A | Reverse Mount Retractor Retrofit Repair | 01 | Released | 02/09/15 | Chris Perkins |
| | Page 2 / 7 | | | Revised | 02/12/15 | Adrienne Crowley |

| STEP | PICTURES / DESCRIPTIONS | Special Criteria |
|------|-------------------------|------------------|
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3. Inspect the seat belt retractor cover to determine if it has been damaged or reworked in the field. If so, plan to replace with part number 30822207. Inspect the shrink tubing on the seat belt buckle assembly. If there is wear from the contact point on the plastic side panel, plan to replace. To determine which buckle is required, check the 4th digit of the seat end item part number and refer to the chart below:

“S” = Normally open switch – 30987307E, 7221147, and 722148

4. Remove the boot pins and bolt caps and unplug the buckle wire harness. Remove the bolt caps with a pick or flat head screwdriver from both the buckle and belt retractor bolts.



5. Remove the tether bolts & nuts from the tether bar with a 5/8” wrench and 5/8” socket with ratchet. Save the washers & tethers for reuse.

| Operation # | SAP Line # | Operation Description | Level | Date | Author | |
|-------------|------------|---|-------|----------|----------|------------------|
| M0998907 | N/A | Reverse Mount Retractor Retrofit Repair | 01 | Released | 02/09/15 | Chris Perkins |
| | Page 3 / 7 | | | Revised | 02/12/15 | Adrienne Crowley |

| STEP | PICTURES / DESCRIPTIONS | Special Criteria |
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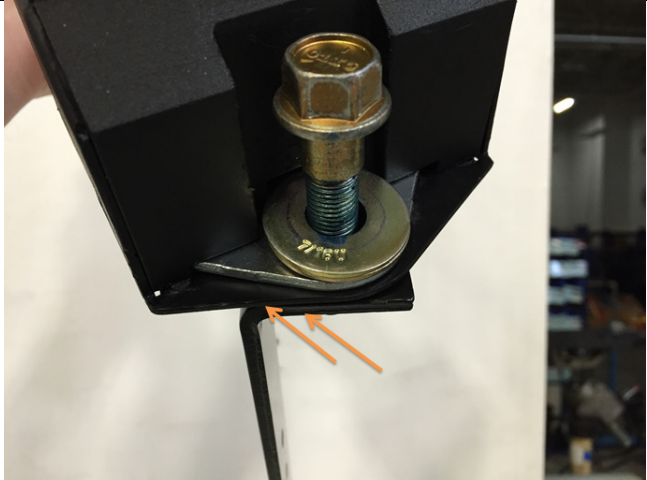
- Loosen the bolt that secures the buckle to the tether bar with a 5/8" socket just enough to allow the buckle to freely rotate on the bolt. If the buckle is being replaced, remove the buckle from the tether bar and discard. Save the fasteners & washers for reuse.
- Remove the tether bar bolts from the suspension with a 9/16" wrench and 9/16" socket with ratchet. Save the fasteners for reuse.



- Remove the bolt and washers that secure the belt retractor to the tether bar. Discard the bolt and washers. If the retractor is being replaced, discard the seat belt retractor.

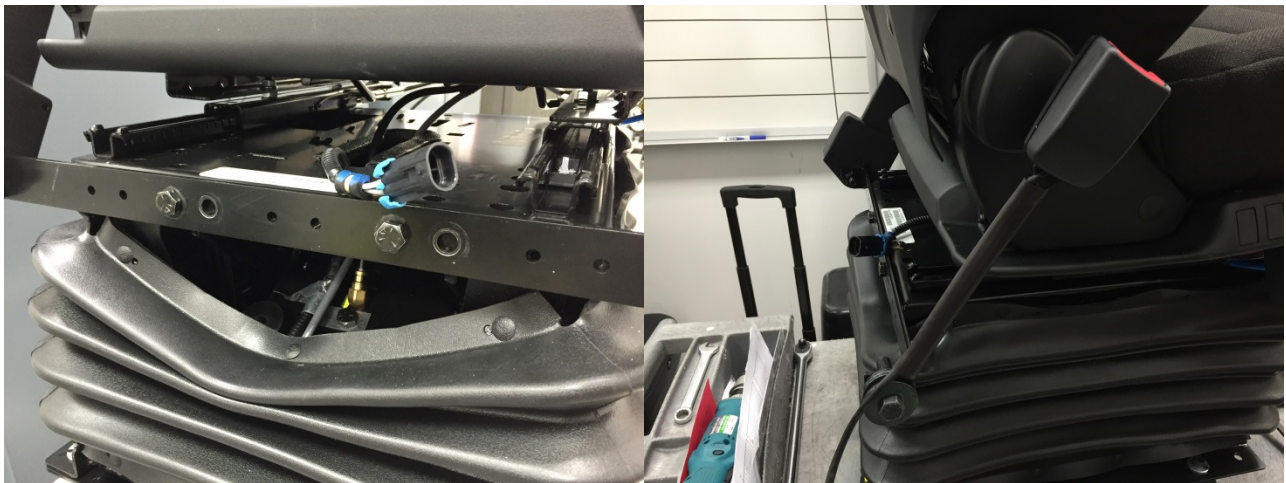
| Operation # | SAP Line # | Operation Description | Level | Date | Author | |
|-------------|------------|---|-------|----------|----------|------------------|
| M0998907 | N/A | Reverse Mount Retractor Retrofit Repair | 01 | Released | 02/09/15 | Chris Perkins |
| | Page 4 / 7 | | | Revised | 02/12/15 | Adrienne Crowley |

| STEP | PICTURES / DESCRIPTIONS | Special Criteria |
|------|-------------------------|------------------|
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9. Place the tether bar in a vice or clamp to a tabletop within 2-3” of the modified end of the bar.
10. Place two 7/16” washer (30855207) under the head of 7/16-20 x 1-3/4” bolt (30817907). Insert the bolt/washer combo thru the retractor as shown.
11. Align the bottom edge of the retractor with the bottom edge of the tether bar.
Torque the bolt to 50 Nm

CC



12. Install the tether bar back to the suspension using the alternate mounting holes that shift the assembly to the seat’s right.
Torque the tether bar bolts to 22 Nm

CC

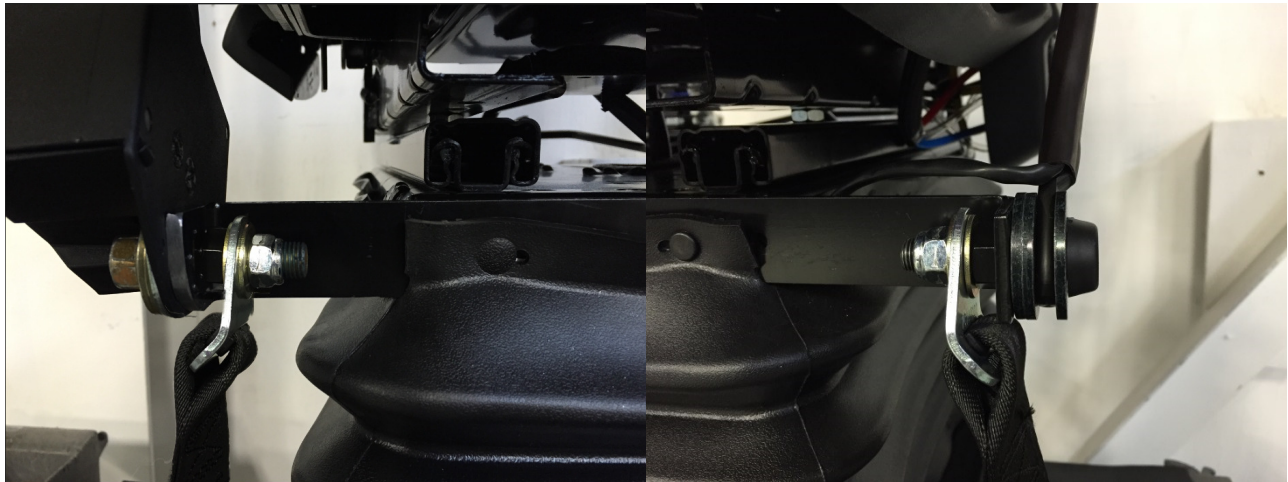
| Operation # | SAP Line # | Operation Description | Level | Date | Author | |
|-------------|------------|--|-------|----------|----------|------------------|
| M0998907 | N/A | Reverse Mount Retractor Retrofit Repair | 01 | Released | 02/09/15 | Chris Perkins |
| | Page 5 / 7 | | | Revised | 02/12/15 | Adrienne Crowley |

| STEP | PICTURES / DESCRIPTIONS | Special Criteria |
|------|-------------------------|------------------|
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13. If the buckle does not need to be replaced, proceed to the next step.
 Install seatbelt buckle (N/O-30987307E) with bolt (30819307) and washer (30822707) to appropriate side of the tether bar.
NOTE: On N/O buckle, use 2 more washers (30822707) as spacers between the buckle and the tether.

14. Position the buckle to match the angle of the belt retractor.
 Torque to 50 Nm

CC



15. Place on the retractor and buckle bolts 3/8" washer (30855207), the external tether, and then a second 3/8" washer. Add a 7/16-20 nut w/ nylon insert (30546207) and tighten.

TETHERS MUST BE ABLE TO FREELY ROTATE ON THE BOLT.

IC

| Operation # | SAP Line # | Operation Description | Level | Date | Author | |
|-------------|------------|--|---------|----------|------------------|---------------|
| M0998907 | N/A | Reverse Mount Retractor Retrofit Repair | 01 | Released | 02/09/15 | Chris Perkins |
| | Page 6 / 7 | | Revised | 02/12/15 | Adrienne Crowley | |

| STEP | PICTURES / DESCRIPTIONS | Special Criteria |
|------|-------------------------|---------------------|
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16. Route the buckle wire harness from the buckle into the nearest corner of the suspension boot, in front of the tether bar shown above by the orange arrow.
17. Reconnect the buckle wire harness and secure the boot push pins back into the suspension. Replace the bolt caps onto both the buckle and belt retractor bolts.

| Operation # | SAP Line # | Operation Description | Level | Date | Author | |
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| M0998907 | N/A | Reverse Mount Retractor Retrofit Repair | 01 | Released | 02/09/15 | Chris Perkins |
| | Page 7 / 7 | | | Revised | 02/12/15 | Adrienne Crowley |

| REV LEVEL | REVISION LOG | REV DATE |
|-----------|--|----------|
| 1. | Added inspection of buckle & retractor and included replacement, if necessary. | 2/12/15 |
| 2. | | |
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SIGN OFF

| | |
|---|-----------------|
| Manufacturing Engineer: <i>[Signature]</i> | Date: 12 Feb 15 |
| Quality Control: <i>Monica Brown</i> | Date: 2-12-15 |
| Environmental Officer: <i>Jay Van Der B...</i> | Date: 2/12/15 |
| Health and Safety Officer: <i>Jay Van Der B...</i> | Date: 2/12/15 |





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**