



Reliability Driven™

Service Bulletin No. 429

<i>MODEL</i>	D Series	<i>TYPE</i>	Field Change Program	<i>SECTION/GROUP</i>	2-Drive Axle	<i>DATE</i>	Jan. 4, 2016
<i>SUBJECT</i>	MERITOR DRIVE AXLE HANGER BRACKET WELD						
<i>CONDITIONS</i>							

Ref. MCI NHTSA Recall No.:15V-837

Customer Complaint

Meritor has notified Motor Coach Industries ("MCI") that a defect which relates to motor vehicle safety exists in the hanger bracket used on certain RC23162 drive axles. Meritor reports that the hanger bracket may be missing a weld.

Meritor advises that the missing hanger bracket weld may result in separation from the drive axle housing. Bracket separation from the axle housing may result in a reduction of operator steering control due to the coach pulling to one direction, which could increase the risk of a crash or personal injury.

Cause:

Meritor reports that the weld was missed in the production process.

Corrective Action:

MCI and Meritor strongly recommend that the hanger bracket on the coaches listed in the table below be inspected for the weld as soon as possible.

Additional details and replacement information are described in this bulletin and in the attached Meritor Technical Bulletin TP-15139 (Issued 12-15).

As a result, MCI strongly urges owners of the coaches listed below to implement the steps in this procedure as soon as possible.

13673 to 13674	13676 to 13679	13682 to 13687	13690 to 13693	13698 to 13699
13709 to 13710	13719	13722	13727	13734
13768 to 13770	13772	13789	13819	13823
13825				

Service Procedure:

WARNING

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Position the coach over a pit, or beside a lift.
2. Turn the main battery disconnect to the OFF position.
3. 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.
4. Chock both sides of the tires, if positioning the coach over a pit.

WARNING

DO NOT place safety stands in any other location than shown in this procedure and Sections 3F and 3G in the MCI D Series Maintenance Manual.

5. Lift the coach to desired work height. Position safety stands underneath the coach in only the specified locations shown in Sections 3F and 3G in the MCI D Series Maintenance Manual (as shown in Figure 1).

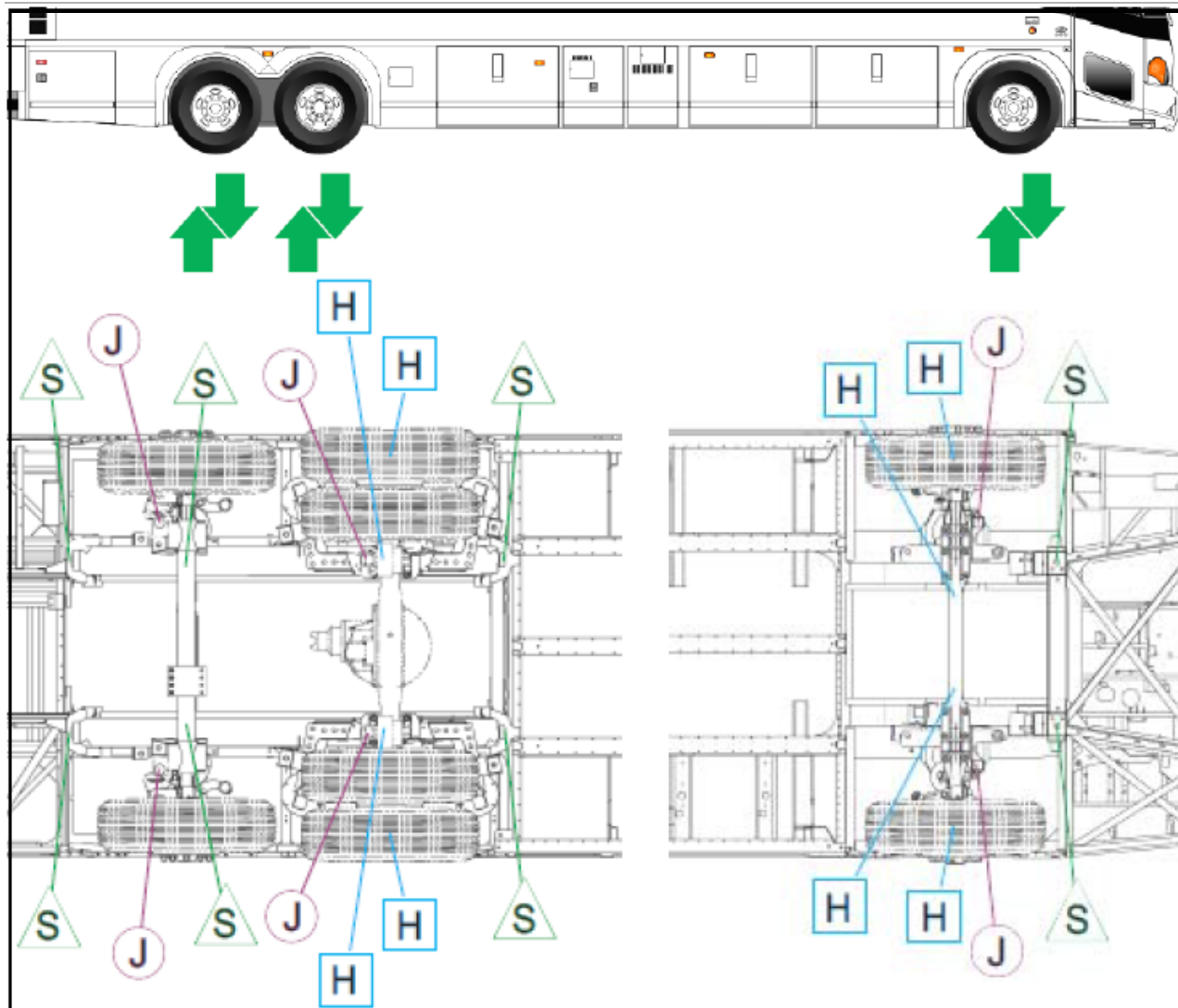


Figure 1.

Item	Figure 1 Description
S	Safety Stand (Primary locations)
J	Jacking Point
H	Hoisting Point



6. Proceed with Step 1 of the attached Meritor Technical Bulletin TP15139, following all warnings and cautions therein.

NOTICE

If the weld referenced in TP15139 is missing, contact Meritor's OnTrac Performance Plus Call Center for further information and replacement parts.

Replacement parts required for this recall will be provided by Meritor and MCI.

7. Upon completion of the attached Meritor Technical Bulletin TP-15139, 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 0.7 hours will be granted against FCP 429.1 for the procedure of inspection of the hanger bracket weld on affected D Series coaches.

A labor allowance of 8.7 hours will be granted against FCP 429.2 for the procedure of inspection of the hanger bracket weld as well as axle replacement on affected D 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



Technical Bulletin

Bracket Weld Inspection

Certain MCI Coaches with Meritor RC23162 Axles

Hazard Alert Messages

Read and observe all Warning and Caution hazard alert messages in this publication. They provide information that can help prevent serious personal injury, damage to components, or both.

WARNING

To prevent serious eye injury, always wear safe eye protection when you perform vehicle maintenance or service.

Park the vehicle on a level surface. Block the wheels to prevent the vehicle from moving. Support the vehicle with safety stands. Do not work under a vehicle supported only by jacks. Jacks can slip and fall over. Serious personal injury and damage to components can result.

How to Obtain Additional Maintenance, Service and Product Information

Refer to Maintenance Manual 8, Drive Axle Housings: Welding and Repair Procedures. To obtain this publication, visit Literature on Demand at meritor.com.

Visual Inspection for the Presence of Bracket Welds

This technical bulletin provides procedures to inspect for the presence of bracket welds on certain MCI coaches with Meritor RC23162 axles. Prior to beginning the inspection, you must contact the Meritor OnTrac™ Customer Call Center with the information detailed in the following section to determine if your axle requires inspection.

Call the Meritor OnTrac™ Customer Call Center for Authorization Before Starting the Inspection

Before you start the inspection, you must contact the Meritor OnTrac™ Customer Call Center to obtain authorization. Call the Meritor OnTrac™ Customer Service Center at 866-668-7221 (US and Canada) between 7:30 AM and midnight ET Monday through Friday, between 9:00 AM and 6:00 PM ET on Saturday, and between 10:00 AM and 6:00 PM ET on Sunday. After selecting “preferred language,” select option 1 for axles and braking systems and refer to Program number C15AJ.

The Meritor OnTrac™ Customer Call Center requires the following information to assign the repair facility or end user a case number and permission to proceed with the work.

- Reference to Meritor's Program number C15AJ
- Complete 17-digit vehicle identification number (VIN)
- Vehicle owner's name, address and telephone number
- Axle model and serial number. Figure 1.
- Vehicle in-service date
- Vehicle mileage
- Repair facility's name, address and telephone number
- Repair facility's hourly rate, if applicable

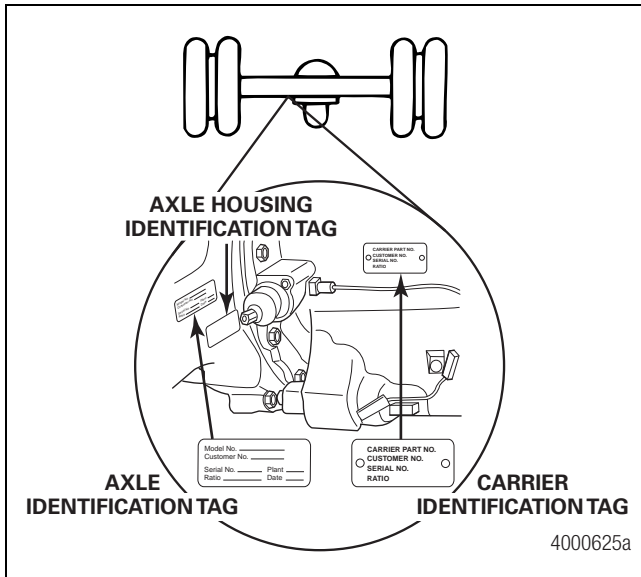


Figure 1

If your vehicle is authorized for inspection and you cannot locate a qualified repair station, OnTrac™ will work with you and the local Meritor district manager to find a repair facility for you. In some circumstances, Meritor may authorize an end user or other repair facility to conduct the inspection.

Labor Time Allowances

Inspect rear axle for bracket weld — 0.7 hours

Replacement Parts

If needed, Meritor will provide a replacement axle assembly after visual inspection on the bracket weld is completed and shown not to be present.

Required Tools

- Appropriate Capacity Safety Stands
- Appropriate Capacity Jack
- Appropriate Caliper Lifting Device

Inspection Procedure

1. Wear safe eye protection. Park the vehicle on a level surface. Block the wheels to prevent the vehicle from moving. An observer should ensure there is a clear view of the RH and LH suspension brackets.
2. From underneath the vehicle, inspect the bracket-to-axle housing interface for the presence of the weld. Figure 2 and Figure 3 outline the bracket locations and the minimum weld presence requirements.

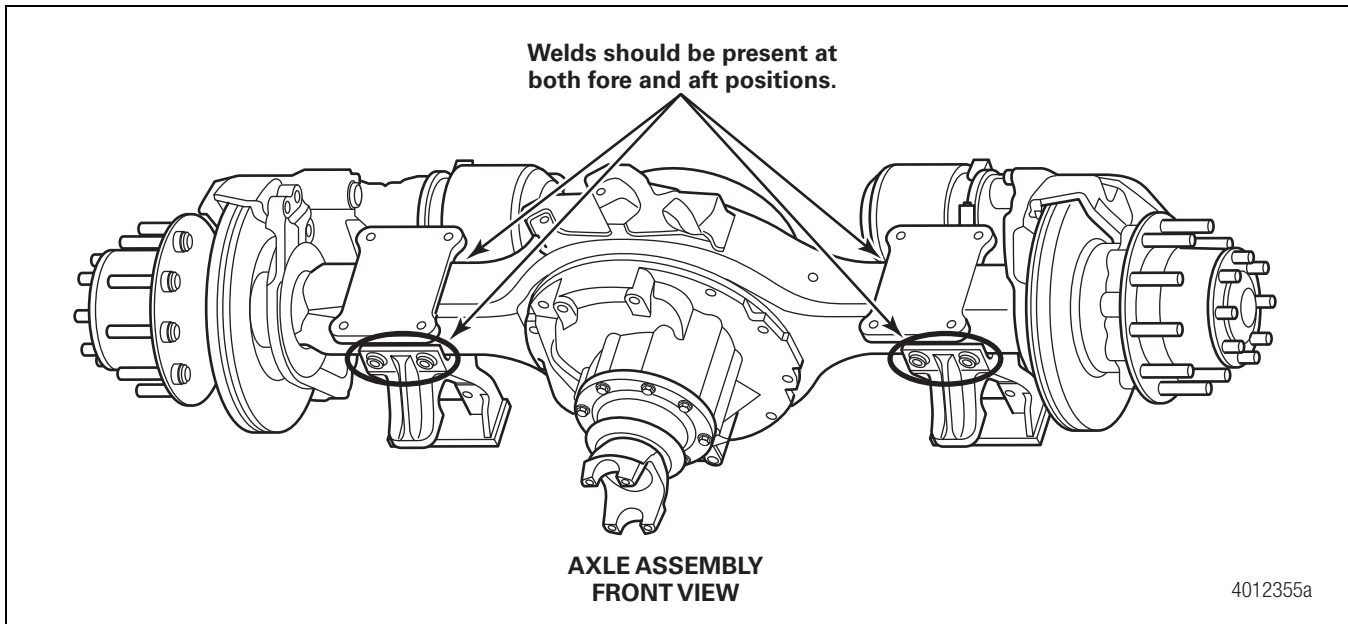


Figure 2

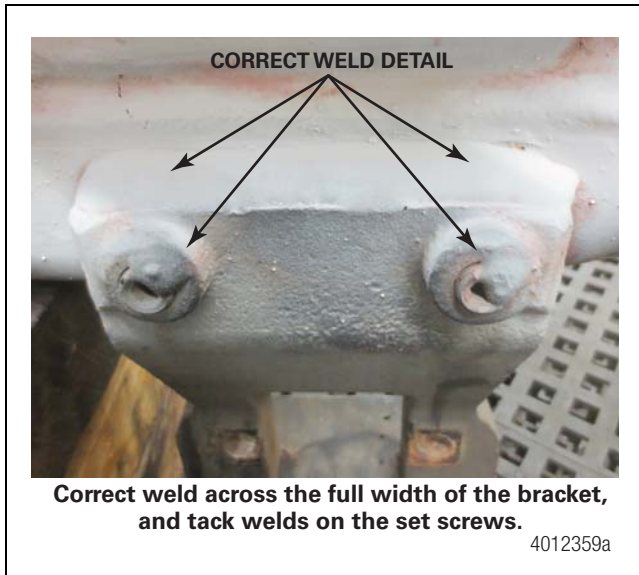


Figure 3

3. Visually inspect the weld to ensure the bracket-to-axle housing is welded on both the front and rear sides of the bracket to the axle housing. Figure 4.

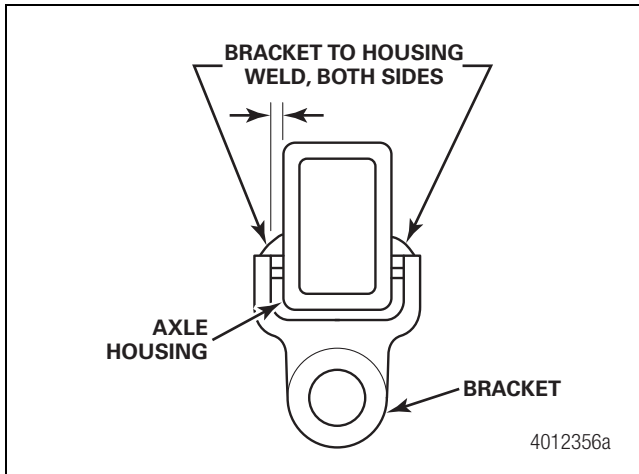


Figure 4

4. If the weld is not present completely around the remaining perimeter, or if any unusual bracket deformation is noted, contact the Meritor OnTrac™ Customer Call Center for further assistance. Do not drive the vehicle. Figure 5 and Figure 6.

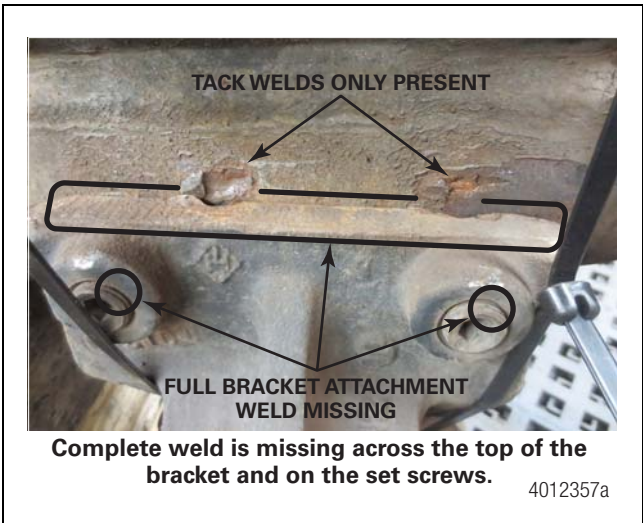


Figure 5



Figure 6

5. Photograph each housing after visual inspection. Take photographs of the left- and right-hand brackets from the carrier and bowl sides of the housing, as well as the axle serial number. You will need to supply these photographs to OnTrac™ when requested.



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meritor.com

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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**