



Reliability Driven™

Service Bulletin No. 430

MODEL J4500 Series	TYPE Field Change Program	SECTION/GROUP 3-Body	DATE Jan. 11, 2016
SUBJECT KIEL PASSENGER SEAT			
CONDITIONS			

Ref. MCI NHTSA Recall No.:15V-862

Customer Complaint

Motor Coach Industries ("MCI") has become aware that a bolt fastening the seat pedestal to the seat track on the J4500 coaches listed below may have been installed in the incorrect location.

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:

Incorrect mounting fastener location at the production plant.

Corrective Action:

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

67314 to 67321	67476			
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Parts

Qty.	New P/N	Description
1	26-04-0055	Kit, Kiel Passenger Seat <i>Kit Contents are:</i>
108	3R-11-32	Bolt-T, Seat Base, 7/16NC x 0.75
81	3R-11-24	Bolt-T, Sidewall, 7/16NC x 0.75
189	19-3-226	Nut, 7/16
54	19-05-0304	Fastener, Snap

Service Procedure:



Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Turn the main battery disconnect to the OFF position.
2. Chock both sides of the tires.
3. Enter the coach cabin.
4. Locate the cover panel on the lower side of the fixed, non-sliding passenger seat base.

NOTICE

Use caution not to damage or scratch the cover plate during snap fastener removal.

5. Carefully pull to remove the two (2) snap fasteners utilized to secure the cover panel shown in Figure 1. Remove and retain the cover panel to be re-installed at a later step in this procedure. Discard the existing snap fasteners.
6. Repeat Step 5 to the remaining fixed, non-sliding passenger seat bases.



Figure 1. Passenger seat base cover panel.

NOTICE

Perform a visual inspection of the mounting hardware on the seat bases.

If the mounting hardware is installed correctly as shown in Figure 2, no further action required. Re-install the cover panel to the seat base using the two (2) snap fasteners, p/n 19-05-0304.

If the mounting hardware is installed incorrectly as shown in Figure 3, proceed to Step 7.

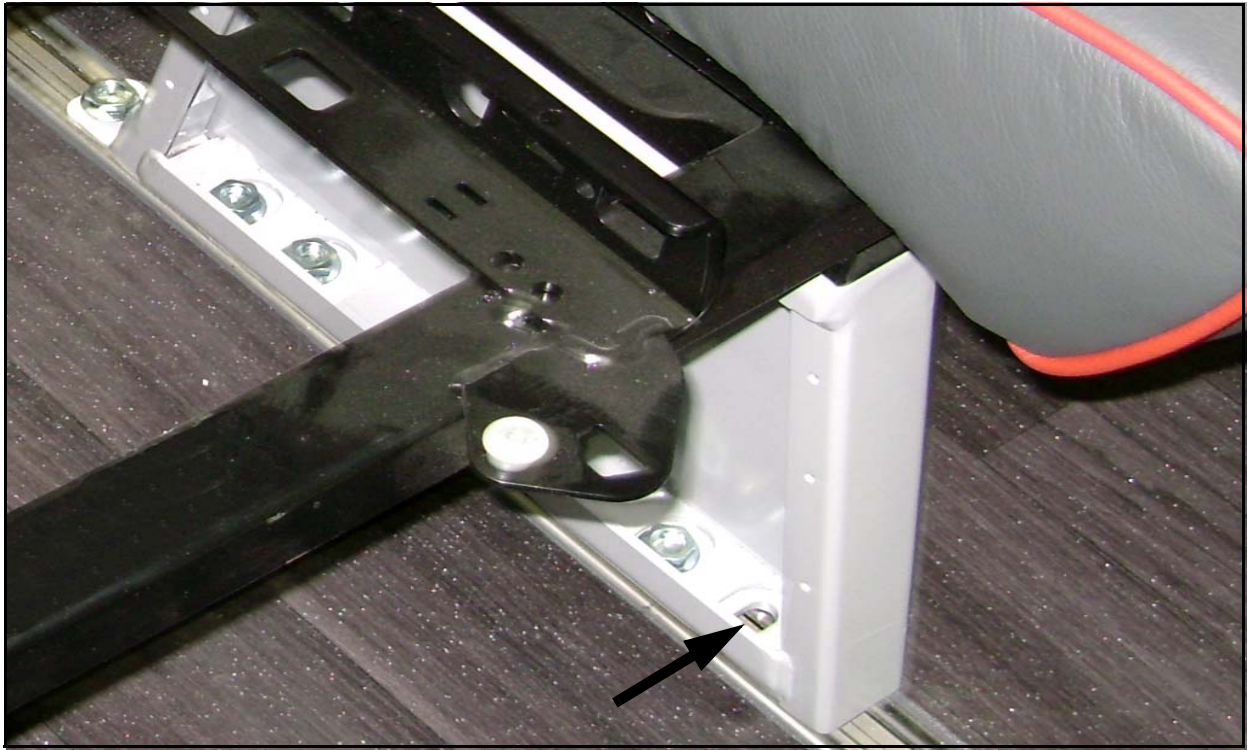


Figure 2. Correct installation of mounting hardware.

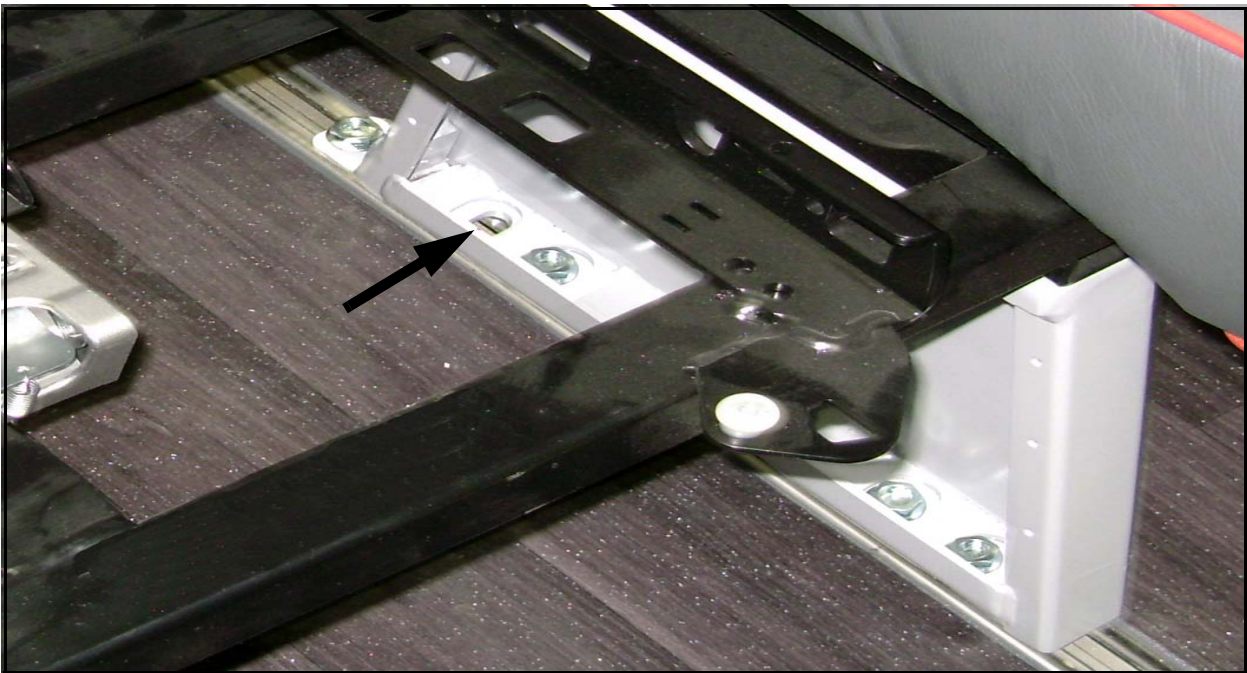


Figure 3. Incorrect installation of mounting hardware.

7. Using a marker and tape, position a piece of tape on the floor to mark the location of the seat pedestal to maintain the hip to knee spacing when re-installing the seats.
8. Locate the passenger seat mounting hardware on the coach sidewall. Remove and discard the nuts from the mounting t-bolts (refer to Figure 7).
9. Locate the passenger seat mounting hardware on the seat base (refer to Figure 3). Remove and discard the nuts from the mounting t-bolts.
10. Using a marker, mark to identify the three (3) locations of the existing sidewall t-bolts.
11. Remove the t-bolts from the sidewall seat attachment by moving the seat from the sidewall sufficiently to allow removal. Discard the existing sidewall t-bolts.
12. Lift the rear of the seat floor pedestal by pushing on the rear of the seat sufficiently to allow rotating and removal the floor track t-bolts. Discard the existing floor track t-bolts.

WARNING

For proper installation, do not install a t-bolt at the location marked with an X in Figure 5.

13. Orient and align the four (4) new t-bolts, p/n 3R-11-32, in the floor track. Slide under the seat pedestal until the t-bolt is aligned with the seat pedestal hole at the four (4) locations shown in Figure 5. Rotate the t-bolt to lock into the floor track. The notch on top of the t-bolt should be at 24 degrees when locked in place (refer to Figure 4).

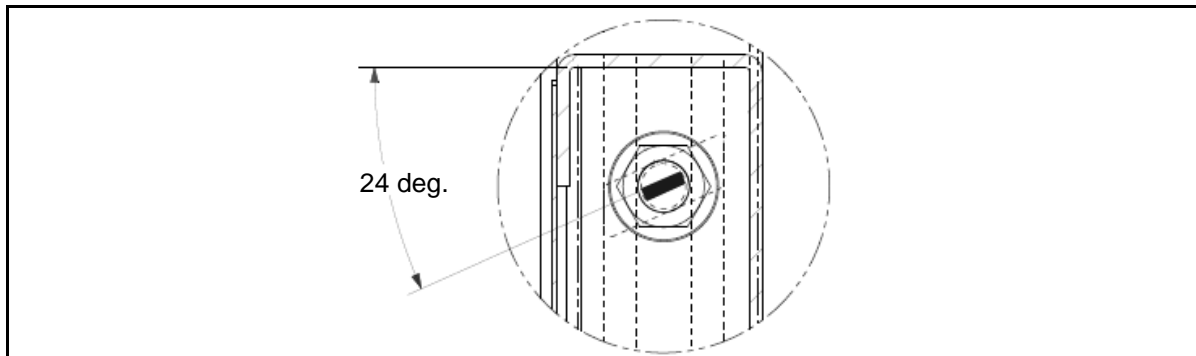


Figure 4. Floor track t-bolt locked angle.



Figure 5. Correct floor track t-bolt location.

WARNING

For proper installation, do not install a t-bolt at the location marked with an X in Figure 7.

14. Orient and align three (3) new t-bolts, p/n 3R-11-24, with the marks made on the sidewall track. Rotate the t-bolt to lock into the sidewall track. The notch on top of the t-bolt should be at 25 degrees when locked in place as shown in Figure 6.

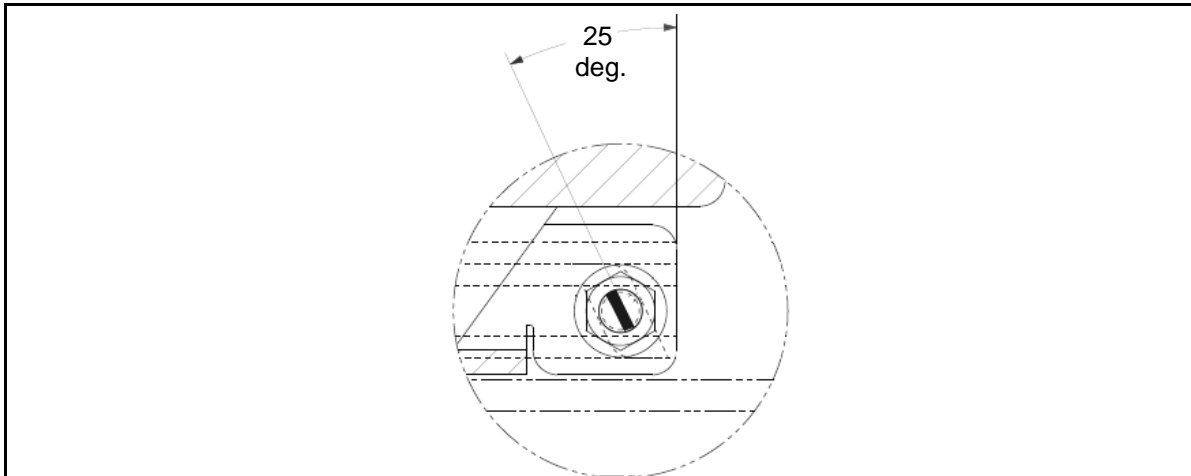


Figure 6. Sidewall track t-bolt locked angle.

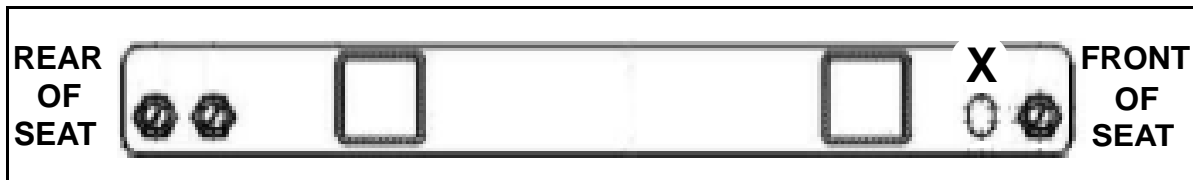


Figure 7. Coach sidewall t-bolt location.

15. Lower and orient the seat in its original position.
16. Install a new nut, p/n 19-3-226, on the floor track and sidewall t-bolts. Torque the sidewall and floor track nuts to 54-60 ft-lbs.
17. Orient the cover panel to the passenger seat base. Carefully install the two (2) snap fasteners, p/n 19-05-0304, to secure the panel to the seat base.
18. Repeat steps to the remaining fixed, non-sliding passenger seat bases.

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 2.7 hours will be granted against FCP 430.1 for the procedure of inspection of the mounting hardware and re-installation of the cover panel (no replacement of mounting hardware) on the fixed, non-sliding passenger seat bases on affected J4500 Series coaches.

A labor allowance of 8.0 hours will be granted against FCP 430.2 for the procedure of inspection of the mounting hardware, replacement of mounting hardware and re-installation of the cover panel on the fixed, non-sliding passenger seat base on affected 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**