



Reliability Driven™

# Service Bulletin No. 431

<i>MODEL</i>	D / J4500 Series	<i>TYPE</i>	Field Change Program	<i>SECTION/GROUP</i>	3-Body	<i>DATE</i>	Feb. 12, 2016
<i>SUBJECT</i>	<b>RECARO ERGO-M DRIVER SEAT BELT ANCHORAGE J-BRACKETS</b>						
<i>CONDITIONS</i>							

Ref. Johnson Controls NHTSA Recall No.:15E-088

Ref. MCI NHTSA Recall No.:16V-020

Ref. MCI Transport Canada Recall No.:2016-026

## **Customer Complaint:**

Johnson Controls has notified Motor Coach Industries ( "MCI" ) that a defect which relates to motor vehicle safety may exist in certain RECARO ERGO-M driver seats installed on certain D and J4500 coaches. Johnson Controls reports that the potential exists that two safety critical welds may be missing on the RH or LH seatbelt anchorage J-brackets.

This condition can allow the seatbelt anchorage J-bracket to separate and the coach driver may not be properly restrained in the event of a crash. Improper restraint can increase the risk of injury in the event of a crash.

## **Cause:**

Incorrect Johnson Controls installation.

## **Corrective Action:**

MCI and Johnson Controls strongly recommend that the driver seats on the coaches listed in the table on Page 2 of this bulletin 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 M0999507 Rev 5 ( Released 10/21/2015, as Revised 10/30/2015 ).



59405 to 59414	59416 to 59438	59481	59485	59568 to 59569
59587 to 59604	59608 to 59609	59625 to 59633	59653 to 59654	59666 to 59670
59674 to 59676	59764 to 59765	59787	59855 to 59857	59860
59867 to 59869	59895	59907 to 59922	59924 to 59991	59993 to 59999
12600 to 12603	12610	12611	12623 to 12628	12635
12678 to 12683	12707	12718	12720	12731
12733	12734	12742 to 12747	12750 to 12752	12760 to 12765
12771 to 12776	12814	12815	12817	12819
12821	12823 to 12831	12833	12835	12837
12912 to 12914	12961	12962	12983 to 12985	13022
13078	13079	13106	13117	13118
13133	13151	13181 to 13203	13208 to 13213	13221
13242 to 13275	13284 to 13289	13311	13312	13316 to 13320
13349 to 13356	13358 to 13402	13404 to 13429	13453	13478
13479	13496 to 13503	13516 to 13540	13545 to 13549	13564 to 13576
13650 to 13657	13659 to 13665	13726	13731	13732
13794	13830	13831	13834 to 13837	13839 to 13841
13843	13854	13855	13857 to 13861	13863
13865 to 13872	13875 to 13878	13880 to 13882	13884 to 13886	13895
13900 to 13907	13910 to 13919	13967	13978	13980
13981	13983	13985	13988	13989
13996	13997	14009	14021	14033
14035 to 14038	65732 to 65736	65738 to 65741	65743 to 65745	65747
65748	65767 to 65774	65777	65778	65780 to 65783
65800	65917	65991	66005 to 66007	66057
66102 to 66104	66401	66402	66443	66997
67173	67227	67270 to 67275		

## NOTICE

**All parts required for this program will be provided and shipped by Johnson Controls.**

**In the event that retrofit parts are required upon inspection, refer to the attached RECARO Work instruction M0999507 / Page 2 of 8 / Section 2 - Replacement / Item 1, for further information.**

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. Proceed with Step 1 of the attached M0999507 Rev 5, following all warnings and cautions therein.
5. Upon completion of the attached RECARO Work Instruction M0999507 Rev 5, test all driver seat and seatbelt functions.

*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

Contact the MCI Fleet Support Technical Center at 1-800-241-2947 for any further information.

### ***Field Change Program Conditions:***

The parts required for the retrofit will be supplied and shipped without charge by Johnson Controls.

A labor reimbursement will be granted by Johnson Controls, as detailed on Pages 1 and 2 of 8 in the attached RECARO Work Instruction M0999507 Rev 5.

Motor Coach apologizes for any inconvenience resulting from this campaign, but urges you to implement this change as soon as possible.

Sincerely,

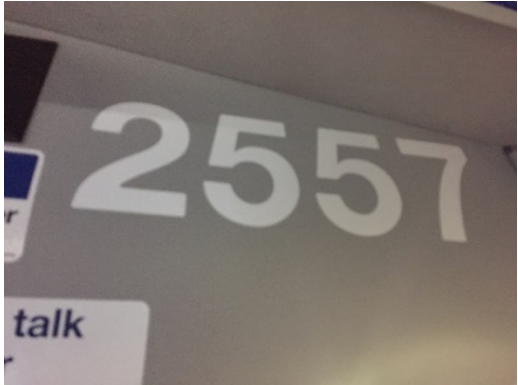
Motor Coach Industries

Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 1 / 8			Revised	10/30/2015	Chris Perkins

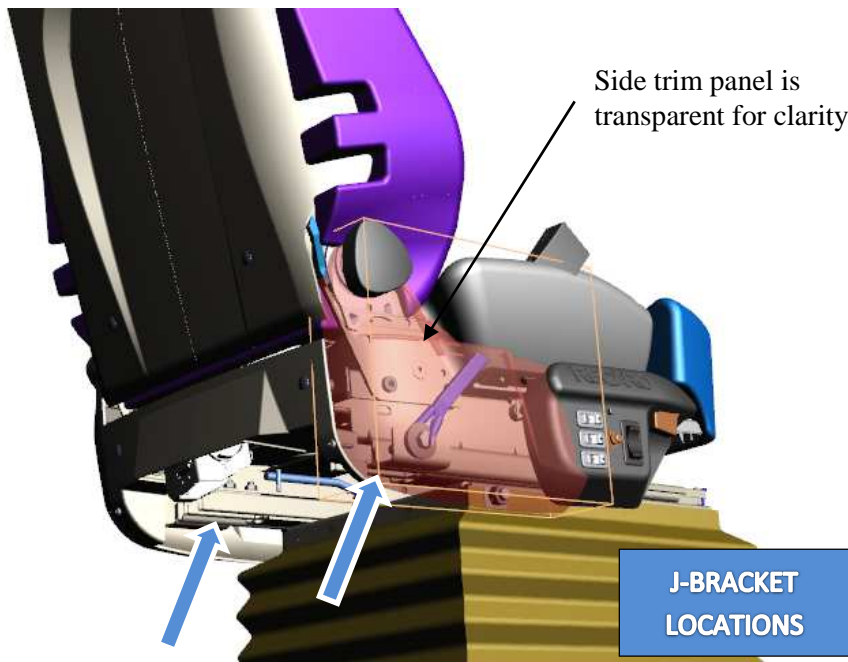
STEP	PICTURES / DESCRIPTIONS	Special Criteria
------	-------------------------	------------------

This procedure describes a 2 part process. Both inspection and repair, if necessary, are covered by this document. (Inspection reimbursement is 5-minutes per bus (@ a rate of \$65.00/hour)

**SECTION 1 – INSPECTION**

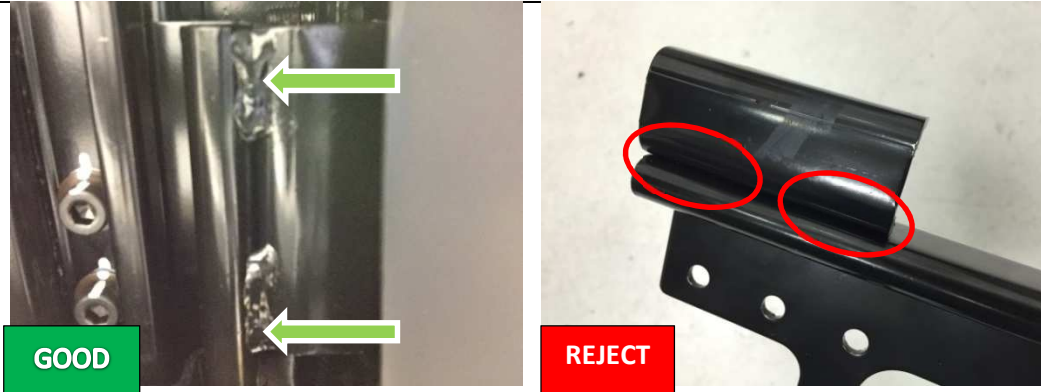


1. Position the seat to “full forward” and “full up” to obtain the serial number on the seat. The serial number decal is located on the back of the seat on the top of the suspension between the seat tracks, shown above. Record the bus number and serial number of the seat.



Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 2 / 8			Revised	10/30/2015	Chris Perkins

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



- Position the seat to best expose the underside of the J-brackets, “full up” and “full rear” would typically be best best location. Examine both J-brackets for presence of underside welds. Document condition of J-brackets.

If any of the welds are missing from the bottom of either J-Bracket, continue to section 2. If both welds are present and the parts are good, no further work is required.

**SECTION 2 – REPLACEMENT** (Replacement repair reimbursment is 1.5-hours per bus (@ a rate of \$65.00/hour)

**Parts List**

Left hand kit, 7225212.1: 40854107-01 J Bracket Upper LH  
 30870807 – BOLT M8-1.25X22 10.9 DIN – 3 pieces  
 Right hand kit, 7225212.2: 50854107-01 J Bracket Upper RH  
 30870807 – BOLT M8-1.25X22 10.9 DIN – 3 pieces

**Tool List**

Impact or wrachet wrench with 5/8” socket and 6mm hex socket  
 13mm wrench  
 Torque wrench(es) capable of 22 Nm and 50 Nm (6mm hex bit, 5/8” socket)  
 Pick or small screwdriver (hole plug removal)  
 #2 screwdriver  
 2 inch tall block

For technical support – Contact RECARO’s service technician, Zech Ellis at (248)484-3234

- Prior to replacing the J-bracket, complete the RECARO warranty form to place an order for the repair kit. Email the form to [commercial@recaro-automotive.com](mailto:commercial@recaro-automotive.com) or fax it to (248)364-3804,  
 Once the parts have been received, follow the steps described here in Section 2.

Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	Service Instruction Inspect and Repair J-brackets	05	Released	10/21/2015	Chris Perkins
	Page 3 / 8			Revised	10/30/2015	Chris Perkins

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

*Note: It is recommended that the seat is removed from the vehicle prior to replacing the J-bracket.*



- If J-bracket(s) need to be replaced, remove the 2 hole plugs and 4 screws in the rear trim panel and the mounting screw from the rear corner panel(s). Remove the recliner handwheel.



Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	Service Instruction Inspect and Repair J-brackets	05	Released	10/21/2015	Chris Perkins
	Page 4 / 8			Revised	10/30/2015	Chris Perkins

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

3. Remove the belt buckle (or belt retractor/3pt anchor) from the bad J-bracket with a 5/8 socket. Set the removed components aside.



4. Position the seat back to "full forward". Unfasten the front track bolt from the cushion frame using a 6mm hex bit and a 13mm wrench. Check the rear of seat for a track stop bolt. If present, remove it with the 6mm hex bit.



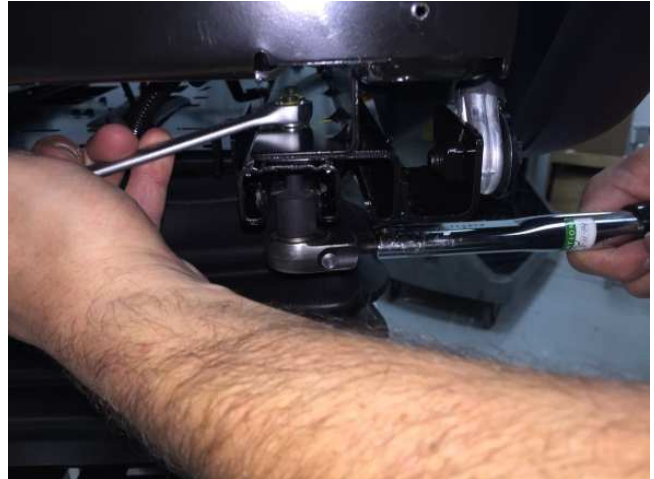
2 inch block



Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction</b> <b>Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 5 / 8			Revised	10/30/2015	Chris Perkins

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

- Position the seat to “full rear”. Unfasten the rear track bolts from the cushion frame using an 6mm hex bit and a 13mm wrench. Place a 2 inch block between the cushion frame and suspension to create just enough clearance to remove the J-bracket by sliding it rearward along the path of the track.



- Position the replacement part utilizing the same path and aligning all the mounting holes. Obtain replacement M8 bolts. Place rear fasteners thru the mounting holes from below and start the flange nuts by hand. Torque to 22 Nm.



- Position the seat to “full forward”. Obtain replacement M8 bolts. Place front fastener thru the mounting holes from below and start, by hand, the flange nut. Torque to 22 Nm.
- If applicable, replace the track stop bolt previously removed.

Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 6 / 8			Revised	10/30/2015	Chris Perkins

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



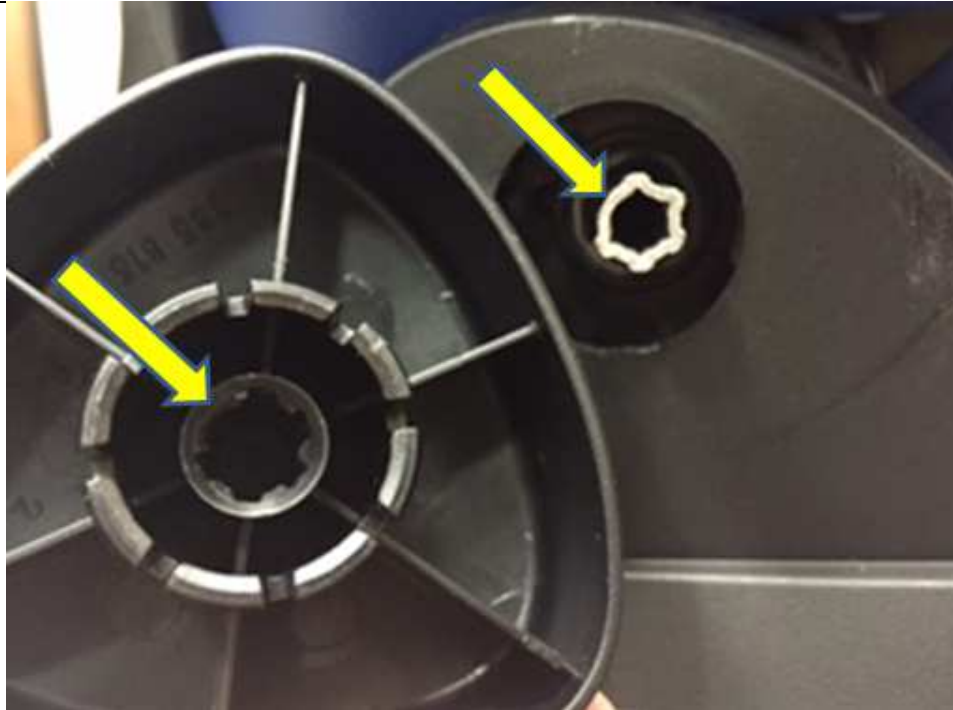
9. Route the buckle through the rear trim panel. Hand start the seat belt buckle bolt into the replacement J-Bracket part now in the seat. Torque to 50 Nm.
10. If needed, replace the other side J-bracket using the same procedure documented in steps 5-10.



11. Replace the corner panel(s) in original position and secure with the mounting screw(s) previously removed.

Operation #	SAP Line #	Operation Description	Level	Date	Author	
M0999507	N/A	<b>Service Instruction Inspect and Repair J-brackets</b>	05	Released	10/21/2015	Chris Perkins
	Page 7 / 8			Revised	10/30/2015	Chris Perkins

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



- Replace the recliner handwheel making sure to align the keyed pattern of the recliner rod to the handwheel.



- Position the rear trim panel into its original position and secure with the mounting screws previously removed. Install the hole plugs into the rear trim panel that were previously removed.

**Note: Save all parts as RECARO requires them to be returned.**

Operation #	SAP Line #	Operation Description	Level	Date	Author	
<b>M0999507</b>	<b>N/A</b>	<b>Service Instruction Inspect and Repair J-brackets</b>	<b>05</b>	Released	10/21/2015	Chris Perkins
	Page 8 / 8			Revised	10/30/2015	Chris Perkins

STEP	PICTURES / DESCRIPTIONS	Special Criteria
REV LEVEL	<b>REVISION LOG</b>	REV DATE
1.	Added document # and description provided by Adrienne Crowley	10/21/15
2.	Added part numbers.	10/22/15
3.	Added pictures of 3 pt retractor anchor, changed bolt quantity in kits to 3, and added block size.	10/23/15
4.	Added kit part numbers, 7225212.1 & 7225212.2	10/26/15
5.	Added picture to clarify J-bracket location on the seats and separated the inspection & repair.	10/30/15
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		

**SIGN OFF**

Manufacturing Engineer:	Date:
Quality Control:	Date:
Environmental Officer:	Date:
Health and Safety Officer:	Date:

CC[A]  
  CC  
  SC  
  IC



# WARRANTY CLAIM

## How to turn in a claim

After filling out all applicable information, e-mail this form to Recaro at [commercial@recaro-automotive.com](mailto:commercial@recaro-automotive.com); fax to (248) 364-3806 or mail it to Recaro Customer Service at 4120 Luella Lane, Auburn Hills, MI 48326. Save all bad items. You may need to return them to our Auburn Hills, MI facility for our examination. We will provide a Return Authorization # and shipping instructions for parts to be returned. If you have questions, call Customer Service at (800) 873-2276 or (248) 364-3818.

### Customer:

Company	
Attention	
Street Address	
City, State/Province	
Zip/Postal Code	

Phone (voice)	
Phone (fax)	
E-Mail	

### Point of Use

O.E.M.    Transit    Truck  
 Other Vehicle: \_\_\_\_\_ (Mfg & Veh Type)  
 Office Seat    Not Yet Placed in Use

† Seat Part # (left top #)	
† Seat Serial # (bottom #)	
Vehicle #	
Mileage	
Date problem detected	

† If the claim involves a seat or parts from an installed seat, include seat part number and seat serial #, which can be found on a tag behind the seat back center insert. Commercial seats with suspensions and risers also have a serial # tag on the inside of the riser.

### Bad Part Identification

Seat Model # or Component Part #	Item Description	Qty
1		
2		
3		
4		

### For Recaro Use

Customer #	Order Entered by

Order #	Entry Date	Scheduled Ship Date	Qty / Line # (if partial ship)

### Problem Description

### Proposed Actions

### For Recaro Use

Warranty Claim # assigned	W-	Approver's Initials & Date	
Action(s) to be Taken	<input type="checkbox"/> Ship Replacement	<input type="checkbox"/> No Return Required	
	<input type="checkbox"/> Repair by Recaro _____	<input type="checkbox"/> Issue RA	RA #      Entry Date
	<input type="checkbox"/> Credit Only (do not ship replacement)		
Warranty Determination	<input type="checkbox"/> Covered <input type="checkbox"/> Not Covered (Abuse)		
	<input type="checkbox"/> Not Covered (Other reason: _____ )		



Reliability Driven™

## MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

<b>CONTACT INFORMATION</b>	
<b>CUSTOMER NAME:</b> _____	
<small>(PLEASE PRINT)</small>	
<b>FCP INFORMATION – ONE FORM PER UNIT</b>	
<b>FCP#:</b> _____	<b>Coach Model</b> _____ <b>Model Year</b> _____
<b>COACH SERIAL #:</b> <small>(At least the last 5 digits)</small>	<b>DATE COMPLETED</b> __ / __ / __
<b>MILEAGE:</b>	
<b><u>IMPORTANT:</u> 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: 800-360-8886**

**MAILING ADDRESS:**

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