



Reliability Driven™

# Service Bulletin No. 433B

<i>MODEL</i>	<b>J4500 Series</b>	<i>TYPE</i>	<b>Field Change Program</b>	<i>SECTION/GROUP</i>	<b>3-Body</b>	<i>DATE</i>	
<i>SUBJECT</i>	<b>WINDOW MOUNTING HARDWARE</b>						
<i>CONDITIONS</i>							

**THIS BULLETIN SUPERCEDES SERVICE BULLETIN 433 IN ITS ENTIRETY.**

**NO FURTHER ACTION IS REQUIRED FOR CUSTOMERS WHO HAVE ALREADY PERFORMED SERVICE BULLETIN 433 ON THEIR AFFECTED COACHES.**

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

**Customer Complaint:**

Motor Coach Industries ( "MCI" ) has become aware that the mounting hardware fastening the non-egress single pane passenger windows on the J4500 coaches listed below may not have been tightened properly.

**Cause:**

Incorrect installation of the mounting hardware.

**Corrective Action:**

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

67199	67204	67212 to 67213	67260	67314 to 67329
67339 to 67345	67357 to 67363	67372	67409 to 67413	67494 to 67503
67544	67546 to 67555	67560		

**Parts**

<b>Qty.</b>	<b>New P/N</b>	<b>Description</b>
a/r	19-01-1524	Capscrew, Vertical Installation ( reference only)
a/r	19-01-1571	Capscrew, Horizontal Installation ( reference only)
a/r	03-27-2147	Shim, Horizontal Installation, Qty of 8 per window ( reference only)
a/r		Loctite, 243



Service Procedure:

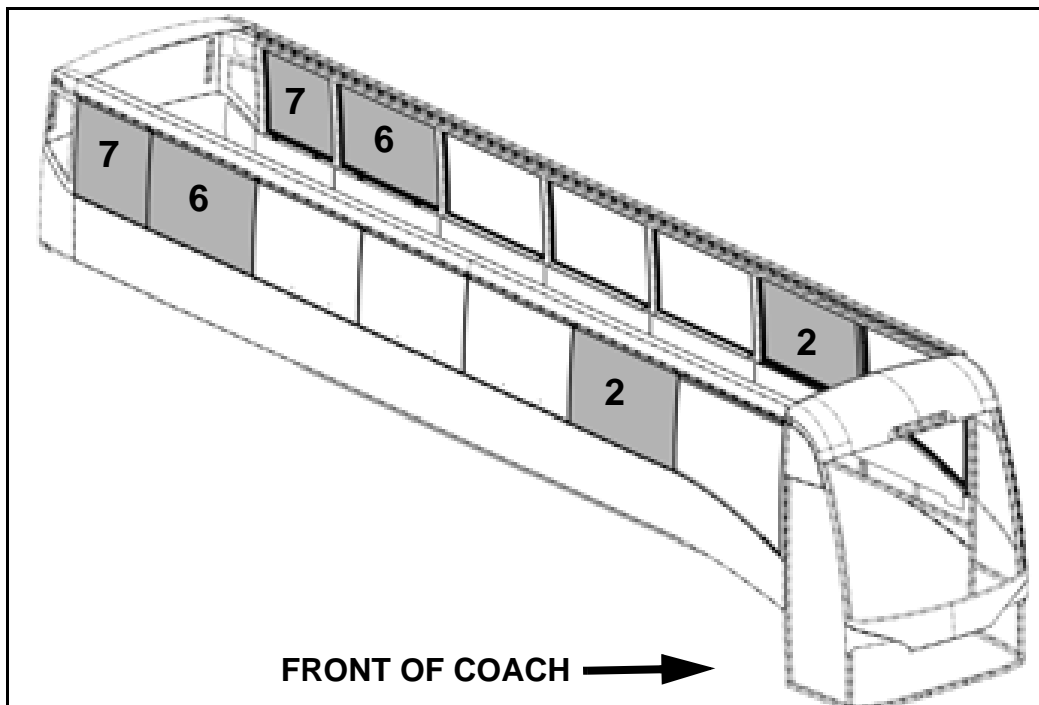
## **WARNING**

*Read this entire procedure before beginning work.  
Use Safe Shop Practices At All Times.*

## **NOTICE**

*The outlined procedure steps in this bulletin are applicable only to the #2, #6 and #7 non-egress windows on both the curbside and roadside of the coach ( refer to Figure 1 for designated locations ).*

*If the coach is equipped with a wheelchair lift, the curbside #7 window brackets do not require rework.*



**Figure 1. Non-egress window bracket rework locations only.**



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 gray handle cover on window number #2 ( refer to window layout in Figure 1 )



Figure 2.

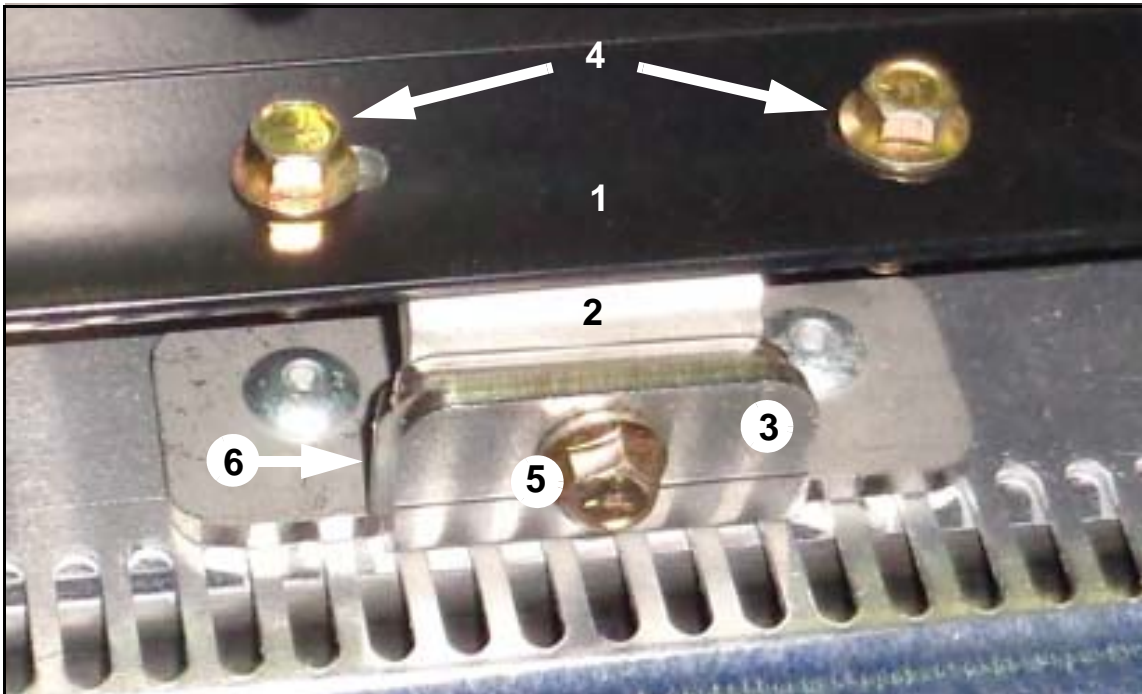


5. Locate the handle cover mounting hardware shown in Figure 3. Remove and retain the mounting hardware. Remove and place the handle cover aside, to be re-installed at a later step in this procedure.



**Figure 3.**

6. Locate one of two sets of mounting hardware ( Items 4 and 5 / Figure 4 ) securing the window to the upper and lower mounting brackets.



**Figure 4.**

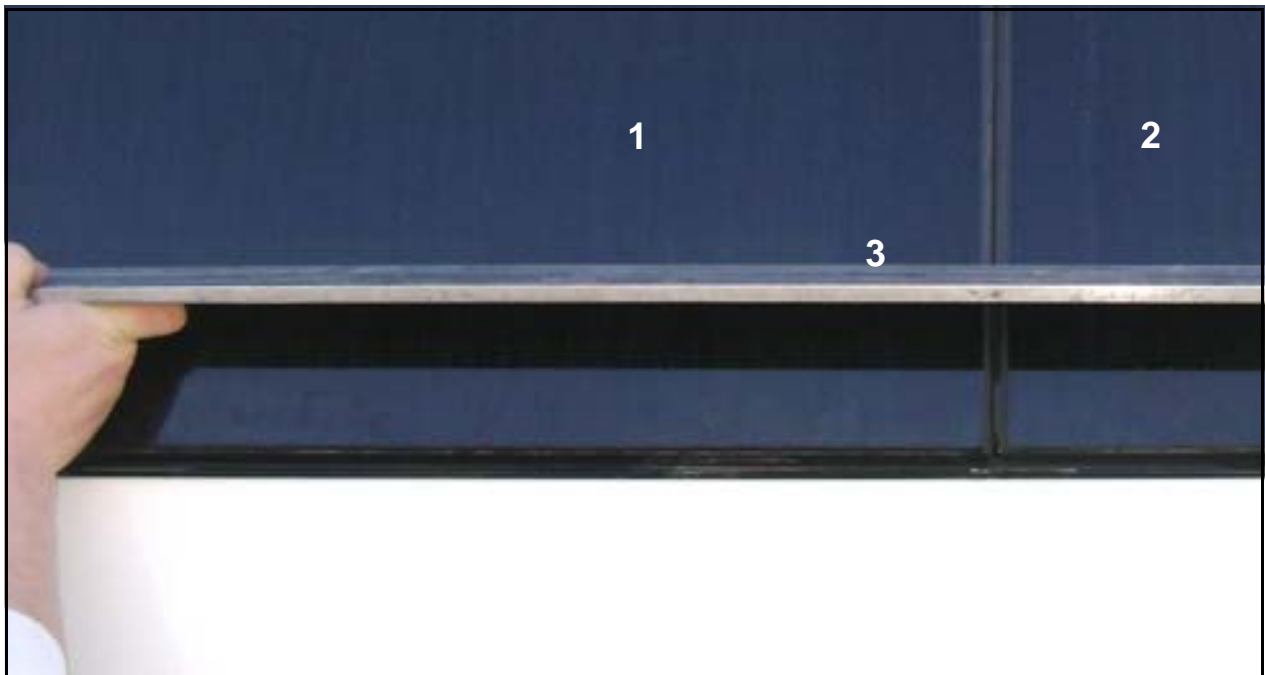
Item	Figure 4 Description
1	window frame
2	upper mounting bracket
3	lower mounting bracket
4	upper mounting bracket cap screw, Vertical install
5	lower mounting bracket cap screw, Horizontal install
6	shim(s), if so equipped

## NOTICE

**If a horizontal mounting capscrew ( Item 5 / Figure 4 ) is missing, a new capscrew and eight ( 8 ) shims will need to be ordered for the bracket rework.**

**Upon receipt of replacement parts, two ( 2 ) people are required for capscrew and shim installation:**

- a. **In front of the rework window, position one ( 1 ) person on a ladder outside the coach and another in the coach cabin,**
- b. **Outside the coach, position a cloth-covered straight edge across the rework window and the next adjacent window ( refer to Figure 5 ),**



**Figure 5.**

Item	Figure 5 Description
1	rework window
2	next adjacent window
3	cloth-covered straight edge positioned across both window profiles

- c. **Adjust the alignment of the rework window so that the two ( 2 ) adjacent window edge profiles are flush against the straight edge. Hold in position and add the necessary shims ( 0 to 4 shims ) to fill the gap between the lower mounting bracket and horizontal capscrew ( Items 3 and 5 in Figure 4 ).**

7. Loosen off, but do not remove, the horizontal bolt shown in Figures 4 and 6.



Figure 6.

## NOTICE

***Remove, add Loctite and re-install one ( 1 ) vertical bolt ( Item 4 / Figure 4 ) at a time to ensure exterior window symmetrical alignment.***

8. Remove one ( 1 ) vertical bolt ( Item 4 / Figure 4 ). Apply blue Loctite 243 to the threads and re-install. Position a wrench on the nut and torque the bolt to 8-10 ft-lbs.
9. Remove the remaining vertical bolt. Apply blue Loctite 243 to the threads and re-install. Position a wrench on the nut and torque the bolt to 8-10 ft-lbs.

## NOTICE

***If installation contains shims, ensure that the shims are oriented completely vertical with no gaps therein.***

## CAUTION

***If so equipped, all existing production shims must be re-installed to avoid window frame stress damage.***

10. Remove the horizontal bolt and shims ( if applicable ). Apply blue Loctite 243 to the threads. Orient the shims on the bolt and re-install. Torque the bolt to 8-10 ft-lbs.
11. Repeat Steps 6 to 10 to the other set of mounting hardware on the window.



12. Using the existing hardware, re-install the handle cover shown in Figure 3. Tighten hardware to secure in place.
13. Repeat Steps 5 to 12 to the remaining designated windows ( curbside and roadside ).

*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 rework, if any, will be supplied without charge.

A labor allowance of 1.3 hours will be granted for this rework on affected 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

U.S. and Canadian Service Departments.



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**