



Reliability Driven®

Service Bulletin No. 452

MODEL J4500	TYPE Field Change Program	SECTION/GROUP 12-Suspension	DATE May 25, 2017
SUBJECT FRONT SWAY BAR			
CONDITIONS			

Ref. MCI NHTSA Recall No.:17V-207

Ref. MCI Transport Canada Recall No.:2017-175

Customer Complaint:

Motor Coach Industries ("MCI") has become aware that a defect which relates to motor vehicle safety exists on the front sway bar used on certain front axles. The potential exists whereas the front sway bar may crack at the bushing / clamp locations.

In the event that the sway bar cracks, it may detach from the coach affecting driving stability and increasing the risk of a crash causing injury and/or damage to property.

Cause:

Fatigue failure of the sway bar under certain conditions.

Corrective Action:

As a result, MCI strongly urges owners of the MY 2013, MY 2014, MY 2015 and MY 2016 coaches listed below to implement the steps in this procedure as soon as possible.

66554	66748	66796 to 66798	66823 to 66824	66826
66841 to 66842	66844	66960	67000 to 67697	

**Parts**

Qty.	New P/N	Description
1	26-01-0003B	Kit, Suspension Install, Front Axle , IFS <i>Kit Contents are:</i>
2	12-05-1287	Plate, U, Spring Steel
4	12-05-1304	Collar, Holding
2	12-05-1319	Bushing, Sway Bar, 1.250, Antifriction
1	12-05-1339	Sway Bar, Front, IFS, 1.250, Shot Peened
4	19-01-1536	Capscrew
4	19-03-0497	Nut
2	19-7-26	Cotter Pin
a/r	15G-1-43	Seal, Torque

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.



DO NOT place safety stands in any other location than shown in this procedure and in the MCI J4500 Maintenance Manual.

2. Lift the coach to desired work height. Position safety stands underneath the coach in only the specified locations shown in Section 3F in the MCI J4500 Maintenance Manual and Figure 1 of this document.

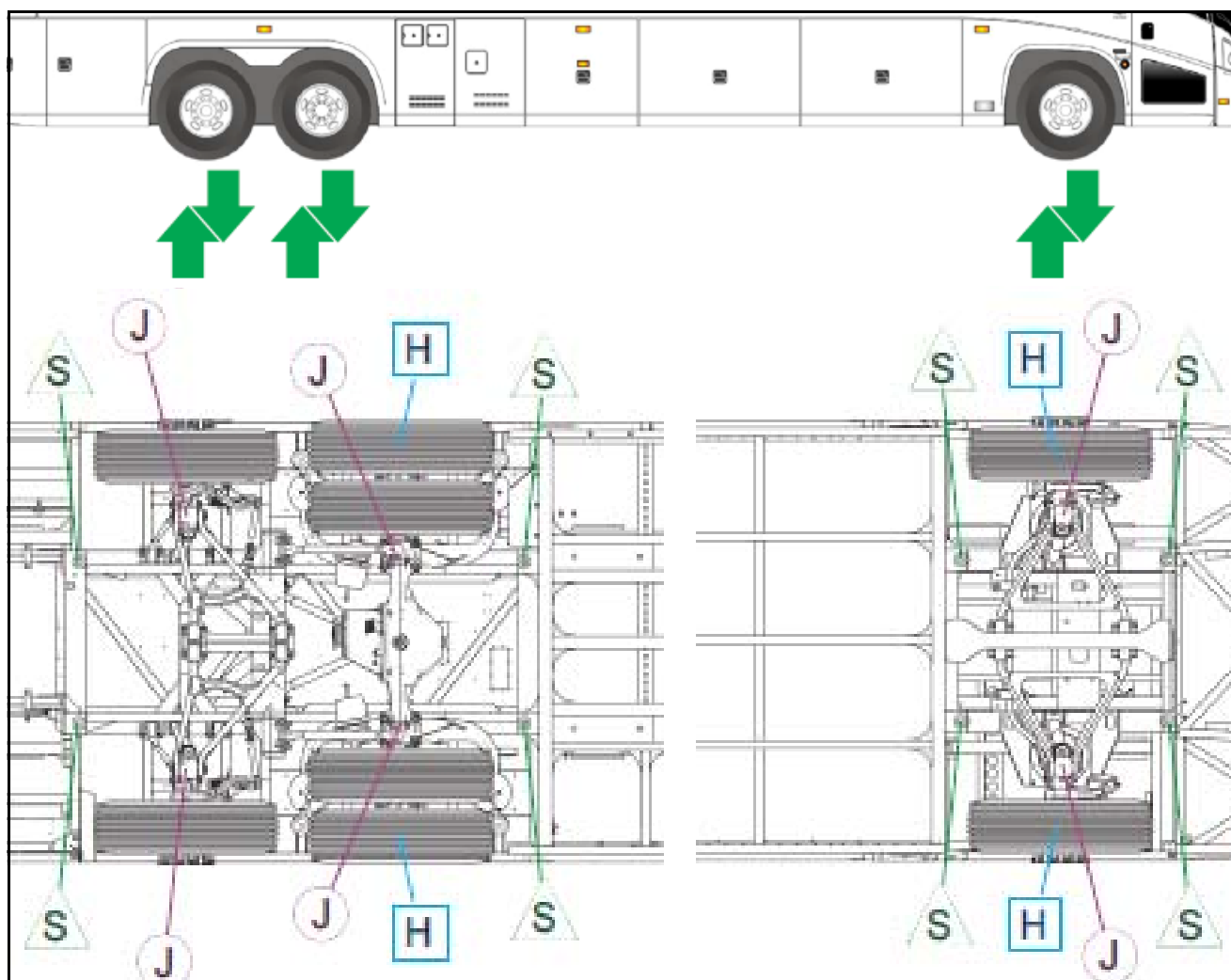


Figure 1. J4500 coach safety stands location.

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

NOTICE

DO NOT remove the existing sway bar links (refer to Figure 2 / Item 5).

Loosen only, DO NOT remove the existing nut from the sway bar link assembly (refer to Figure 2 / Item 6).

3. Remove and discard the existing front axle sway bar.
4. Install the new sway bar and service kit components as shown in Figures 2 and 3.

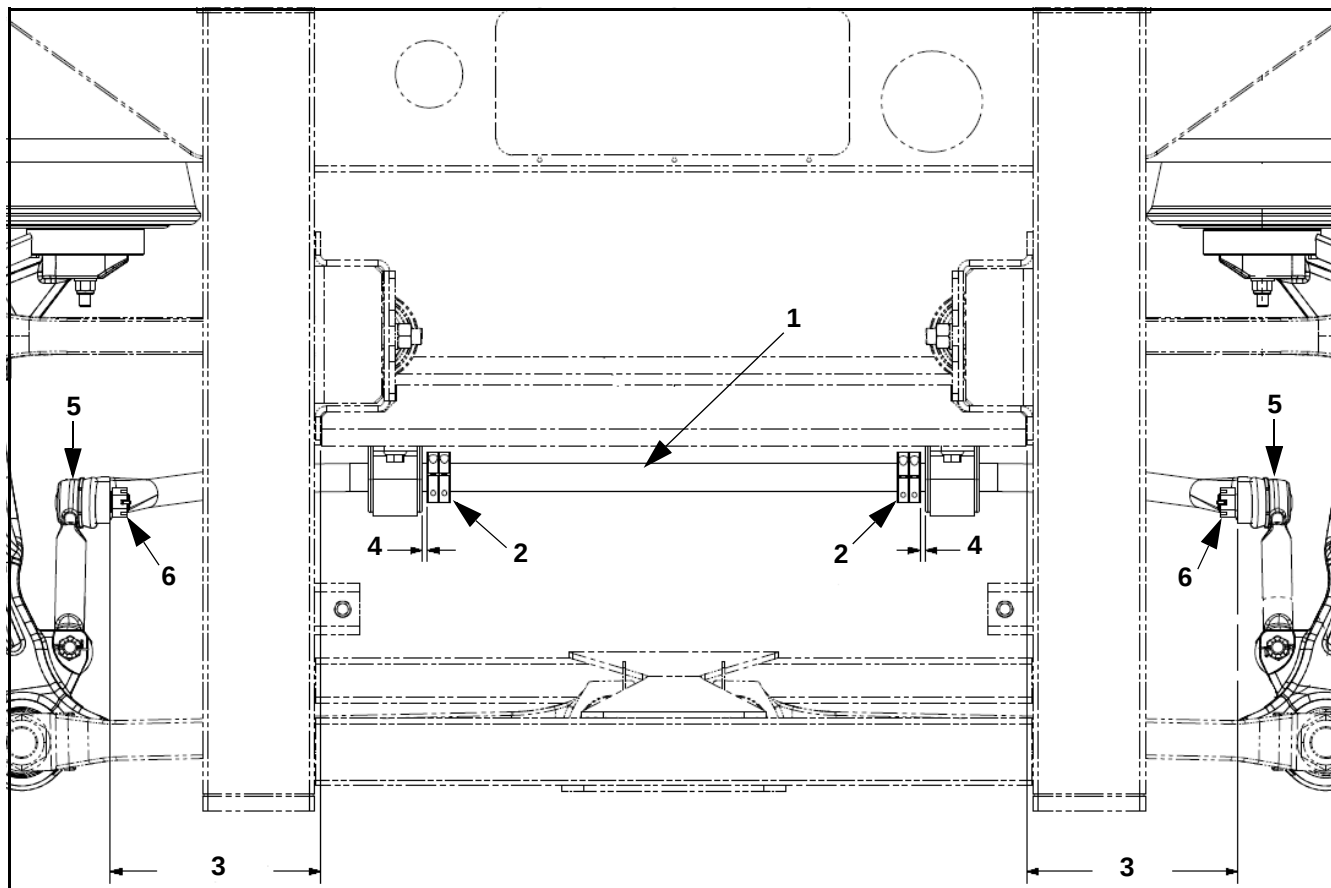


Figure 2. Sway bar installation.

Item	Figure 2 Description
1	Sway bar
2	Collar. Torque collar allen bolts to 155-175 in-lbs.
3	Distance of 9.37 inches
4	Distance of 0.25 inch
5	Existing swaye bars links. Ensure sway bars links are vertical and spaced equally from uprights.
6	Existing nut

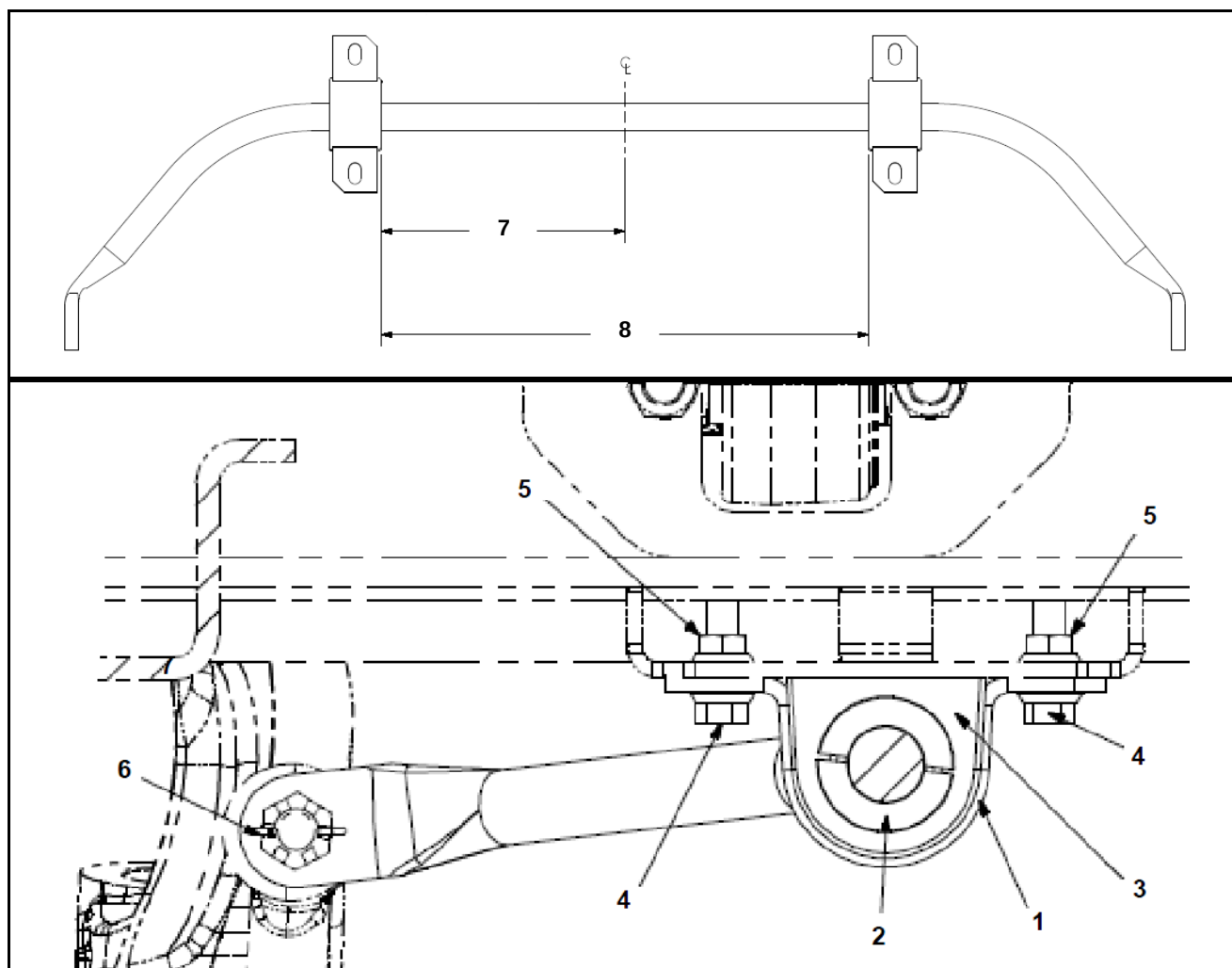


Figure 3. Detail view of sway bar installation.

Item	Figure 3 Description
1	U plate
2	Collar
3	Bushing, sway bar
4	Capscrew. Torque to 80-100 ft-lbs.
5	Nut
6	Cotter pin and existing nut. Torque existing nut to 110-130 ft-lbs. After torque, tighten nut to align cotter pin hole with slot in castle nut. Insert cotter pin and deform ends.
7	Distance of 11.22 inches
8	Distance of 22.44 inches

5. Apply torque seal to all torqued hardware.

Procedure Complete.



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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 will be supplied without charge.

A labor allowance of 1.0 hours will be granted for this rework on affected 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

Reliability Driven™

MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

CONTACT INFORMATION	
CUSTOMER NAME: _____ (PLEASE PRINT)	
FCP INFORMATION – ONE FORM PER UNIT	
FCP#: _____ Coach Model _____ Model Year _____	
COACH SERIAL #: (At least the last 5 digits)	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**

MCI part # 03-15-7738C