

MODEL:	TYPE:	SECTION/GROUP:	DATE:
J Series	Field Change Program	03- Body	March 12, 2019

Ref. MCI NHTSA Recall No.: 18V-225

Ref. MCI Transport Canada Recall No.: 2019-049

THIS BULLETIN SUPERSEDES SB 463 IN ITS ENTIRETY. OWNERS MUST PERFORM THE CORRECTIVE ACTIONS IN THIS BULLETIN EVEN IF THE CORRECTIVE ACTIONS IN SB 463 WERE PERFORMED.

Customer Complaint:

Motor Coach Industries ("MCI") has become aware that on certain MY 2017, 2018, and 2019 J4500 coaches the potential exists for the rear left-hand transom window (MCI P/N 03-27-2337) to separate from the coach and fall.

Cause:

Due to environmental variables during window prepping, the adhesive bond to the window may be inadequate, which may cause the window to separate. In minor cases, water ingress is possible. In more severe cases the window may separate completely and fall from the coach.

Corrective Action:

MCI urges owners of the affected coaches to have the following procedure performed as soon as possible.



Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

To avoid personal injury:

- a. Turn the main battery disconnect switch to the OFF position.***
- b. Ensure that both the front and the rear wheels are chocked.***
- c. Position the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the OFF position.***

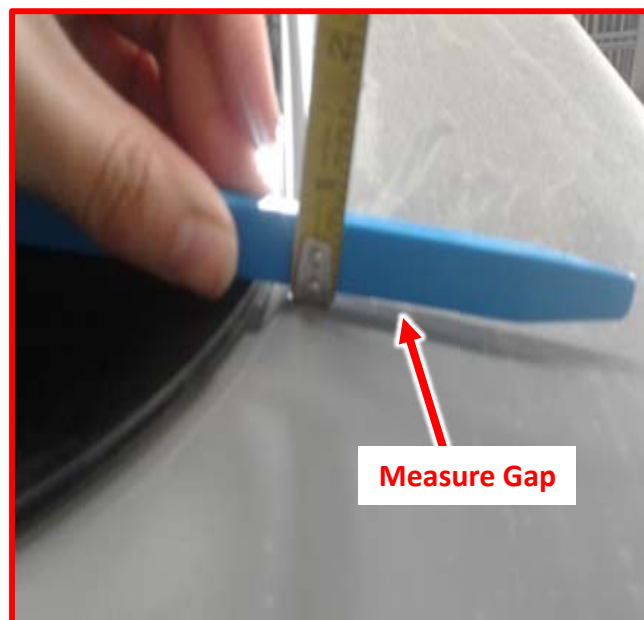
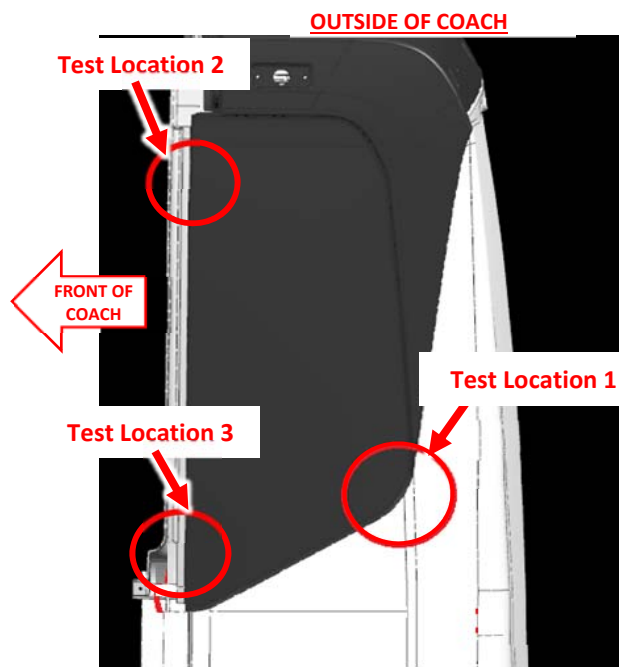
- d. Allow enough time for components to cool down prior to working in the engine compartment.**

1.0 Transom Window Inspection and Testing

Before any corrective action is performed, the integrity of the transom window bond needs to be verified by following the steps below.

1.1 Inspecting Window Fitment

Using a tape measure and a flat ruler, measure the distance that the transom window glass surface extends past the fiber glass surface at each of the three locations shown below:



Verification:

If any gap is 1/8 inch or more, additional testing is required, as detailed in section 1.2.

If all gap measurements are less than 1/8 inch, the window fitment is not compromised and indicates there is no de-bonding of the adhesive. In such case, follow instructions outlined in the section 3 of this procedure.

1.2 Inspecting Adhesive Integrity

A force gauge capable of applying 20 to 50 pounds of pressure is required. The gauge used in this procedure is an “Imada FB-100”. An alternative is the “Nextech DFS1000”.



Imada FB-100

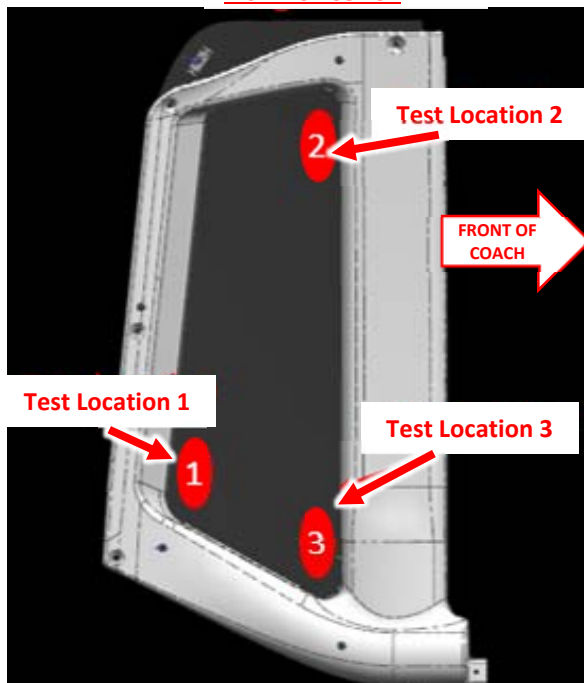


Nextech DFS1000

A push-jig such as a plastic block may also be used to help distribute force from the gauge.

Using a force gauge rated 10 to 50 LBs, apply force at all of the three locations shown below:

INSIDE OF COACH



At each location, apply the force in the following increments: 20LB, 30LB, 40LB, and 50LB. When 50LB has been reached, back off slightly and reapply 50LB again. Observe the window for the amount of deflection.

Verification

If substantial movement is observed during any of the force applications, follow the instructions outlined in section 2.

If little or no window movement is observed, the adhesive is not compromised, and in such case follow the instructions outlined in section 3.

2.0 Reworking the Transom Window

Complete the following procedure if the window failed the tests outlined in section 1

2.1 Material Requirements

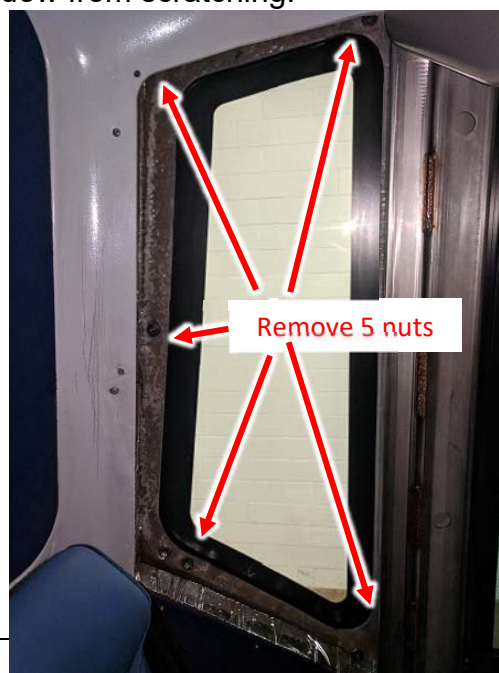
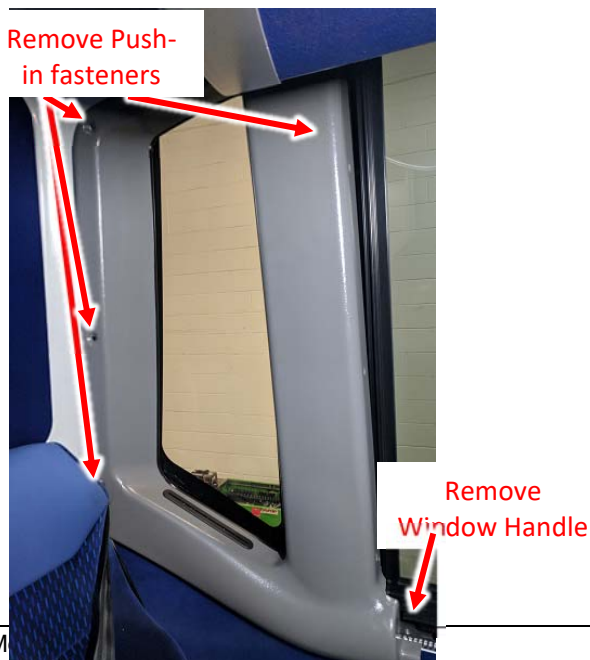
Service Kit **T03-2958** contains the following parts:

ITEM	PART NO.	QTY	U/M	DESCRIPTION
1	03-33-3515	2	EA	BRACKET – TRANSOM WINDOW EDGE
2	03-33-3516	2	EA	BRACKET ASSY– TRANSOM WINDOW C-CLIP
3	03-33-3519	1	EA	TEMPLATE – TRANSOM WINDOW CLIPS
4	19-01-2062	4	EA	SCREW PAN HS. PH.#8-32X3/4, 18-8 P+
5	23-02-0014	1	EA	ACTIVATOR-BOTTLE/8.8 OZS.
6	23-02-0015	1	EA	250ML PRIMER-250ML CONTAINER
7	23-02-0072	2	EA	SIKA-DRIVE, FAST CURE, 300ML TUBE
8	03-33-3552	2	EA	SHIM- TRANSOM WINDOW
9	23-02-0027	1	TUBE	THREAD LOCK-LOCTITE 242
10	19-02-6047	2	EA	WASHER-DIN125A-A2/M5 F/W SS304

Additionally, Transom Window **03-27-2337** may be required if the window is damaged or missing from the vehicle.

2.2 Removing the Transom Window

Inside the coach, remove the interior transom panel to access the window studs. Using a plastic wedge or similar tool, scrape adhesive away from the perimeter of the window and the fiberglass. Be sure to protect the window from scratching.



Use plastic wedge to protect the window, scrape away adhesive.



Once enough adhesive has been removed, the window can be removed easily.

2.3 Installing the C-clips

Before mounting the window, the fiberglass is prepared by the steps below:

2.3.1 Fiberglass Surface

All the existing Sikaflex must be removed completely. The final surface should be scuffed with 80-grid sanding pad and then cleaned with isopropyl alcohol, 23-05-005

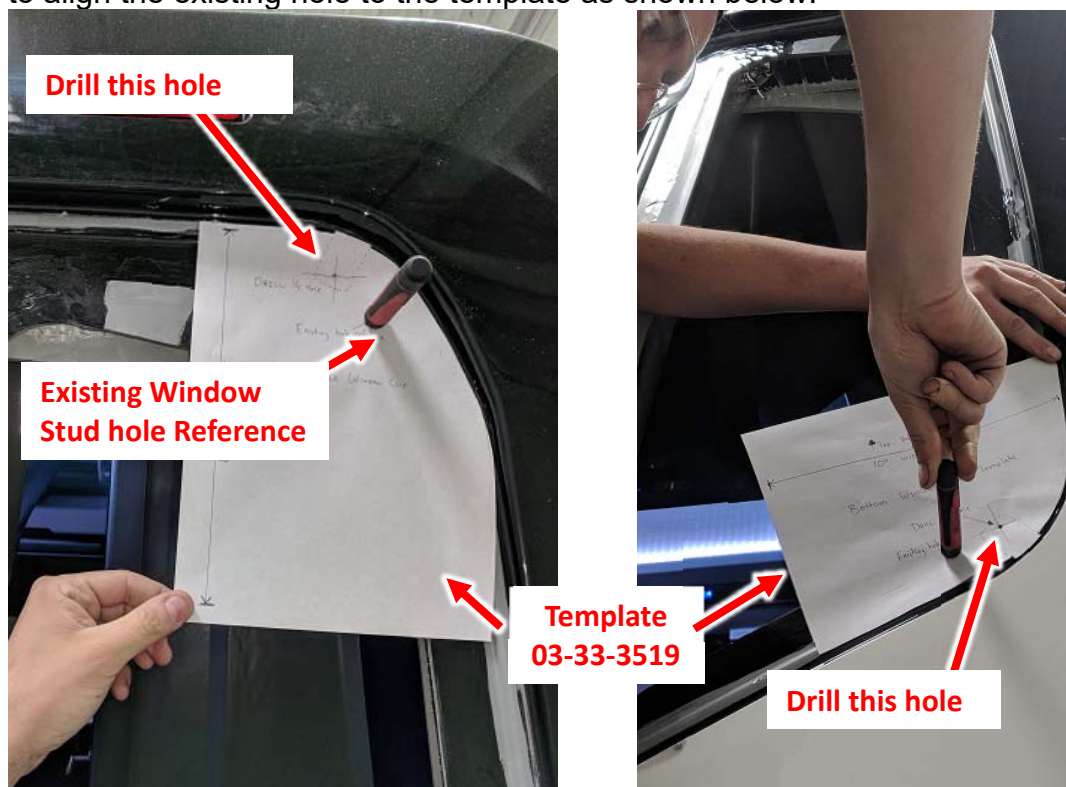
All traces of existing adhesive must be removed



80-Grit sanding pad

2.3.2 Drilling the Transom Window C-Clip Mounting Holes

Remove the washer and nut of the C-Clip bracket assembly and save the nut, 19-03-6000, for later use, and discard the washer, 19-03-6001. Use the template 03-33-3519 to locate the upper and lower Transom Window C-Clip 03-33-3536 (part of 03-33-3516 c-clip bracket assembly) mounting holes. Use a screwdriver to align the existing hole to the template as shown below.



2.3.3 Aligning the Window C-Clip to the Transom Window

Use the template 03-33-3519 to locate the position of the clips 03-33-3536 onto the glass. Use masking tape on the exterior of the glass to hold their position.



2.3.4 Gluing the Transom Window to the coach

Apply an even, paper-thin application of “Sikaflex Activator” 23-02-0014 to the fiberglass. Wipe off any excess activator product. Allow 10 minutes to cure.

**Apply Activator
23-02-0014**



Apply an even application of “Sika-flex Primer” 23-02-0015 to the entire recess of the coach fiberglass. Allow 20 minutes to cure.

**Apply Primer
23-02-0015**



Clean the window with Sika glass cleaner, 23-02-0094 and then apply an even, paper-thin application of “Sikaflex Activator”, 23-02-0014 to the glass. Wipe off any excess activator product. Allow 10 minutes to cure.

**Apply Activator
23-02-0014**



Using the included tip with “Sikatack Adhesive” 23-02-0072, apply bead around the perimeter of the window. Use two tubes of Sika-tack, doubling-up the lines. Complete this task in under 5 minutes.

**Two Beads of Sikatack
23-02-0072**





Place the window on top of the Sika-tack. Inside the coach, loosely attach the 5 washers and nuts of the window studs. Using washers, 19-02-6047, and nuts, 19-03-6000, hand tighten the c-clip brackets.

Complete this task under 5 minutes.

2.4 Installing edge clips to the window

2.4.1 Pre- Install work

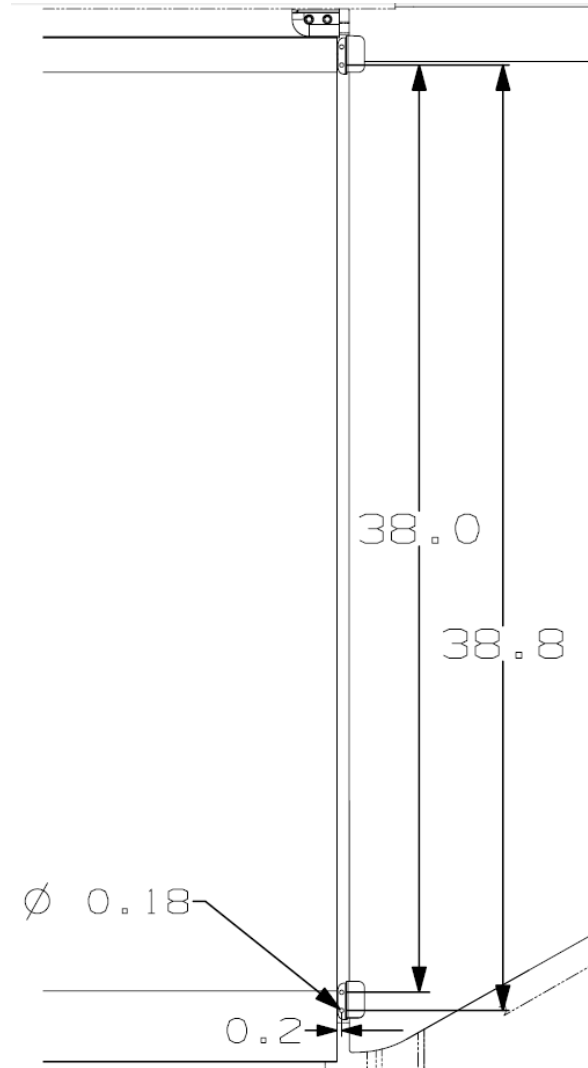
Inside the coach, locate the fixed window next to the transom window. Unscrew the 4 screws bonding the crash bar to the window and detach the crash bar from the window. Unscrew the 4 bolts on the window frame and carefully swing and prop the window open.



Use a thick, 20" long 2" x 4" wooden block to hold the window open



Place the edge clip, 03-35-3515, on the transom window such that the top edge of the edge clip is in line with the window bracket. Mark the edge clip holes on the frame. With those markings as reference mark holes for the other edge clip using the dimensions outlined below.

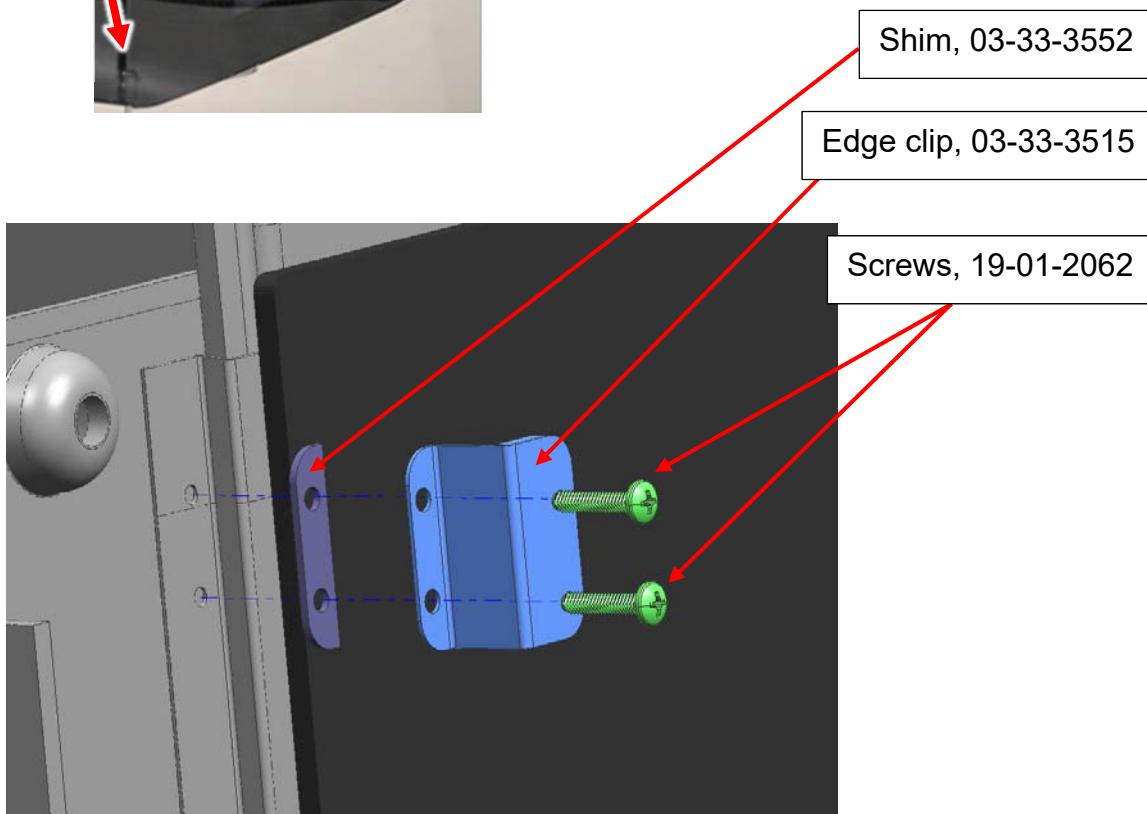


After marking the hole locations drill holes using #29 drill size and then tap the holes using #8-32 tap.

2.4.2 Adding edge clips

Use Loctite, 23-02-0027, and screws, 19-01-2062, to install the clips to the frame. Use shims, 03-33-3552, as needed to fill the gap between the window and the clip.

Torque the screws to 20 IN-LBS



Re-install the fixed window using existing hardware

2.5 Testing and Final Verification

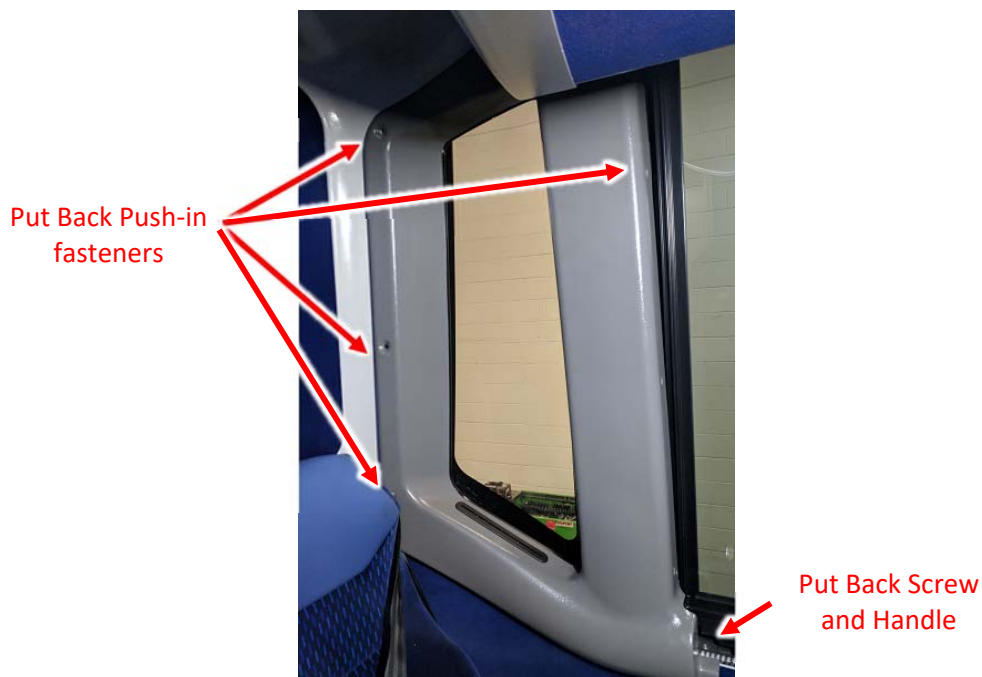
After 1 hour from fixing the C-clip brackets to the window, tighten the hardware as required to the following values:

Torque the window nuts to 5 IN-LBS.

Torque the C-Clip nuts to 20 IN-LBS



Reattach the interior paneling removed earlier and clean-up any debris.



This procedure is now complete. No need to do Section 3.

3.0 Installing edge clip to the leading edge of transom window

Follow this procedure if the window passes all tests outlined in Section 1.

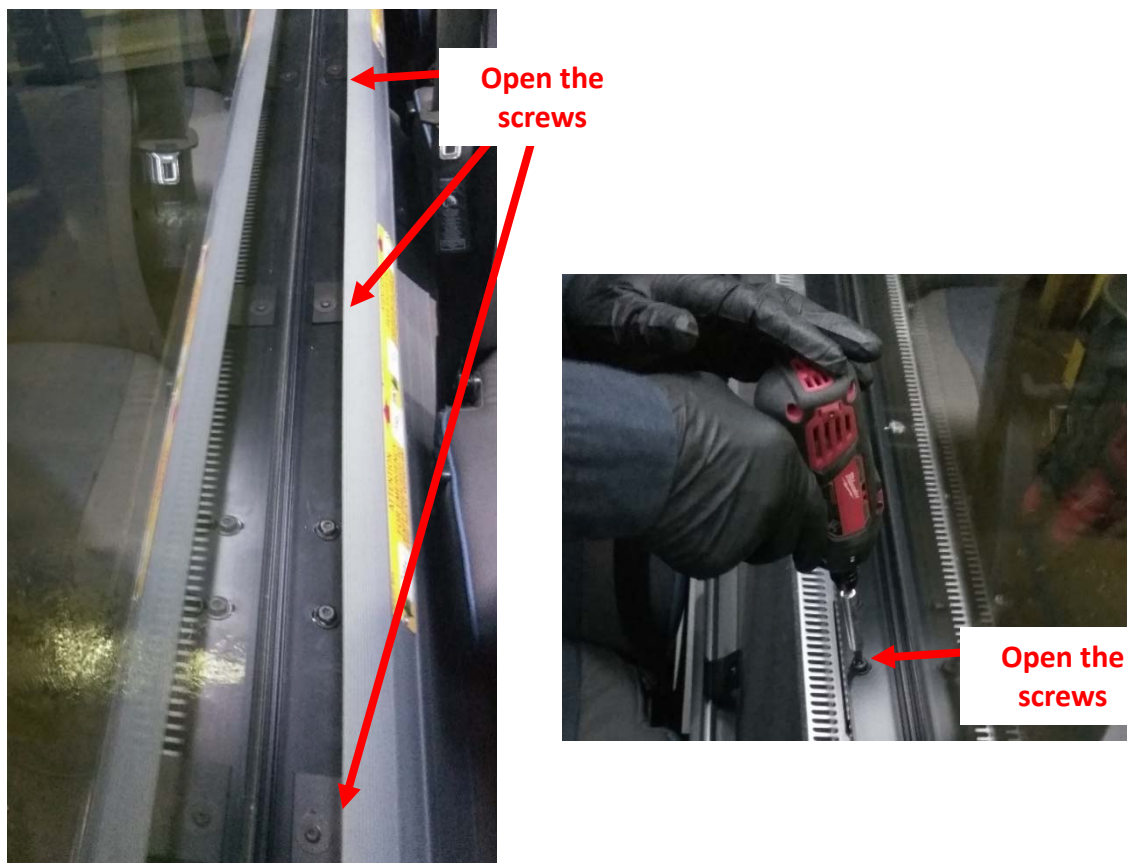
3.1 Material Requirements

Service Kit **T03-2986** contains the following parts:

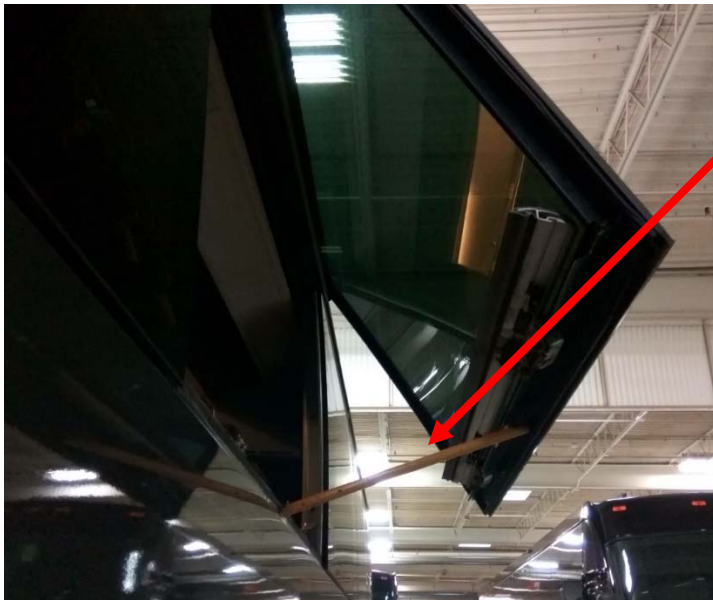
ITEM	PART NO.	QTY	U/M	DESCRIPTION
1	03-33-3515	2	EA	BRACKET – TRANSOM WINDOW EDGE
2	19-01-2377	4	EA	SELF TAPPING SCREW, SST, BLACK
3	03-33-3552	2	EA	SHIM-TRANSOM WINDOW
4	23-02-0027	1	TUBE	THREAD LOCK-LOCTITE 242

3.2 Pre-install rework

Inside the coach, locate the fixed window next to the transom window. Unscrew the 4 screws bonding the crash bar to the window and detach the crash bar from the window. Unscrew the 4 bolts on the window frame and carefully swing and prop the window open.



Use a thick, 20" long 2" x4" wooden block to hold the window open.

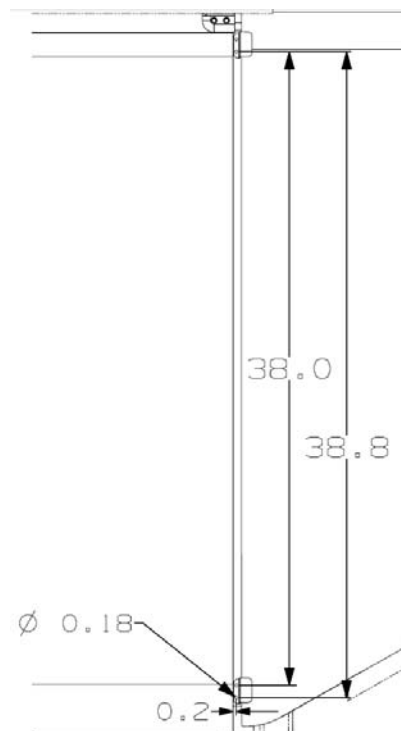


**Wooden
block**

Place the edge clip on the transom window such that the top edge of the edge clip is in line with the window bracket. Mark the edge clip holes on the frame. With those markings as reference mark holes for the other edge clip using the dimensions outlined below.



**Align the
edge clip**

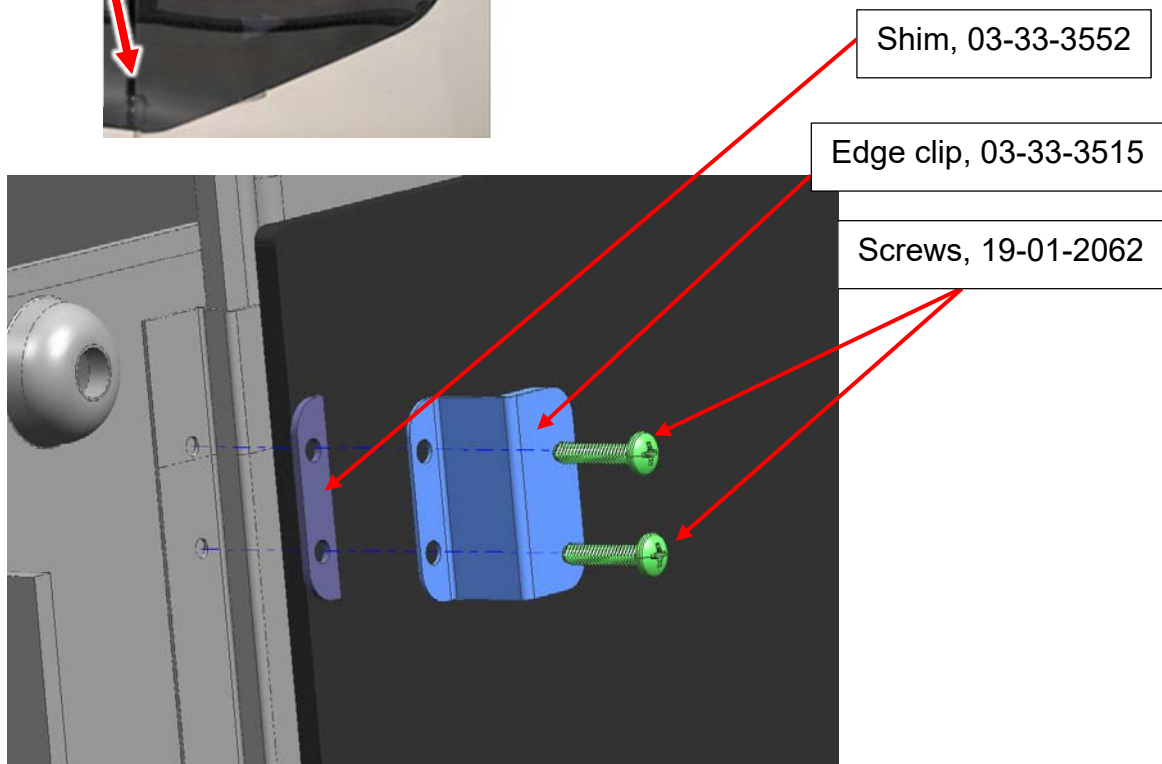


After marking the hole locations drill holes using #29 drill size and then tap the holes using #8-32 tap.

3.3 Adding the edge clips

Use Loctite, 23-02-0027, and screws, 19-01-2062, to install the clips to the frame. Use shims, 03-33-3552, as needed to fill the gap between the window and the clip.

Torque the screws to 20 IN-LBS.



Re-install the fixed window using existing hardware.

This procedure is now complete.



4.0 Field Change Program Conditions:

The parts required for this change will be supplied without charge.

A labor allowance of 0.75 hour will be granted for the inspection process.

A labor allowance of 6 hours will be granted for performing the work set forth in section 2, if necessary.

A labor allowance of 1.0 hour will be granted for performing the work set forth in section 3, if necessary.

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

4.1 MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

CONTACT INFORMATION	
CUSTOMER NAME: <div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div>	
<div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div> (PLEASE PRINT)	
FCP INFORMATION – ONE FORM PER UNIT	
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> FCP#: <div style="border-bottom: 1px solid black; display: inline-block; width: 80%;"></div> <div style="border-bottom: 1px solid black; display: inline-block; width: 80%;"></div> </div> <div style="width: 30%;"> Coach Model <div style="border-bottom: 1px solid black; display: inline-block; width: 80%;"></div> </div> <div style="width: 30%;"> Model Year <div style="border-bottom: 1px solid black; display: inline-block; width: 80%;"></div> </div> </div>	
COACH SERIAL #: (At least the last 5 digits)	DATE COMPLETED <div style="border-bottom: 1px solid black; display: inline-block; width: 40%;"></div> / <div style="border-bottom: 1px solid black; display: inline-block; width: 40%;"></div> / <div style="border-bottom: 1px solid black; display: inline-block; width: 40%;"></div>
MILEAGE:	
IMPORTANT: 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) <div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div>	
<div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div> <div style="display: flex; justify-content: flex-end; align-items: center; margin-top: 5px;"> <div style="border-bottom: 1px solid black; display: inline-block; width: 40%;"></div> <div style="margin-left: 10px;">DATE</div> </div>	
TITLE: (Please Print) <div style="border-bottom: 1px solid black; display: inline-block; width: 90%;"></div>	
SIGNATURE: <div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div>	
COMMENTS: <div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div>	



FAX TO: 800-360-8886

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.



«CUST_NAME»
«ADDRESS_1»
«CITY», «STATE» «ZIP»
«COUNTRY»

Customer Name: «CUST_NAME»

Affected VIN List:

MODEL:	VIN:
«MODEL»	«UNIT»