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Coding Information

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Title: Next Gen CE Bus Entrance Door Troubleshooting Tips

Applies To: MY2023, MY2024, MY2025, MY2026 Next Gen CE Bus

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

07/14/2026 - added 5/16 set screw info
09/15/2025 - update torque value for set screw 4586323c2
06/20/2025 - updated diagrams, door stop info, added info on air controls
01/15/2025 - Updated Air pressure setting
01/10/2025 - Initial Article Release

DESCRIPTION

This document provides guidance for troubleshooting issues with the entrance door of the Next Gen CE Bus. While the primary focus is on achieving a properly adjusted latching entrance door, it also includes additional helpful tips. Please note that this document is not exhaustive and only addresses some common issues and their resolutions. For more detailed information, refer to Service Manual 0001283373. Also, please check the Service Portal for any open field campaigns for door improvements, such as AFC 26901 for a larger set screw. If this article or the Service Manual does not cover the topic, please create a case file for more specific assistance.

SYMPTOM(s)

Symptoms covered in this article:

Door latching issues with Bus

- Door is closed, but the dash shows open
- Door is closed, but the step/dome lights are still on
- Door is closed, but PTI (Post Trip Inspection) is not disengaging
- Red PWL (Pupil Warning Lights) activate, skipping the Amber lights when the flasher system starts

Door latching issues with Bus Off

- Doors will not latch

Electric door/motor not functioning properly

- One or both doors do not open or close as before
- The motor is making abnormal noises

Exterior release issues

- Electric Door not closing
- Electric Door not opening
- The air door does not dump air

Air door functionality

- Closes too fast
- Closes too slow
- Doors hit the body

SPECIAL TOOL(s) / SOFTWARE

SERVICE PARTS INFORMATION

Kit Description	Part Number	Quantity Required	Notes
Set Screw, 1/4-20 Unc Thread lock	4586323c1	2	with partial red thread lock patch
Set Screw, 1/4-20 Unc Thread lock	4586323c2	2	with full blue thread lock patch
Set Screw, 5/16-24 Unc Thread lock	2527197c1	2	with partial blue thread lock patch
Loctite, Blue 242	source locally	1	for use with 5/16 set screw
Actuator, Fwd Entr Door Motor, w/Slip Clutch	4640535c1	1	
Actuator, Rear Entr Doot Motor, w/Slip Clutch	4640536c1	1	



WARNING:

To prevent personal injury and/or death, or property damage, park the vehicle on a hard flat surface, turn the engine off, set the parking brake, and install wheel chocks to prevent the vehicle from moving in both directions.

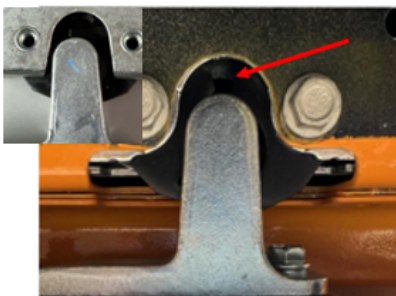
To prevent personal injury and/or death, always wear safe eye protection when performing vehicle maintenance

DIAGNOSTIC STEP(s)

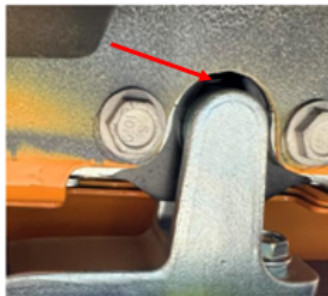
See below for additional information on each specific topic.

Door Latching issues with Bus

Under normal operating conditions, each door will have two audible clicks when properly latched. This is a 2-stage latch design similar to most personal vehicle door latches. When checking manually, the force required to latch is <80N applied at the outside handle, and can be as low as <50N if there is proper alignment.

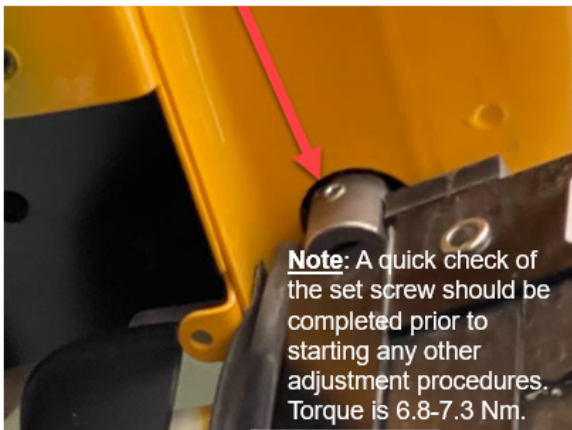


Misaligned Striker Example



Properly Aligned Striker

Note: Red arrow is pointing to internal switch which provides input to gauge cluster. The misaligned switch is not making contact.



Electric Door/Motor not Functioning Properly

For closing the electric doors with the interior door switch, and it will not close or open fully, the normal cycle was interrupted, someone manually pushed/bumped the doors, or possibly the motor has been replaced, recalibration is required to reset them. See the repair section below.

If the door motor is making abnormal noises such as grinding or squealing, it may indicate a motor is not functioning properly. See the repair section below.

Exterior Release Issues

For the issues listed below, see the repair section for further explanation.

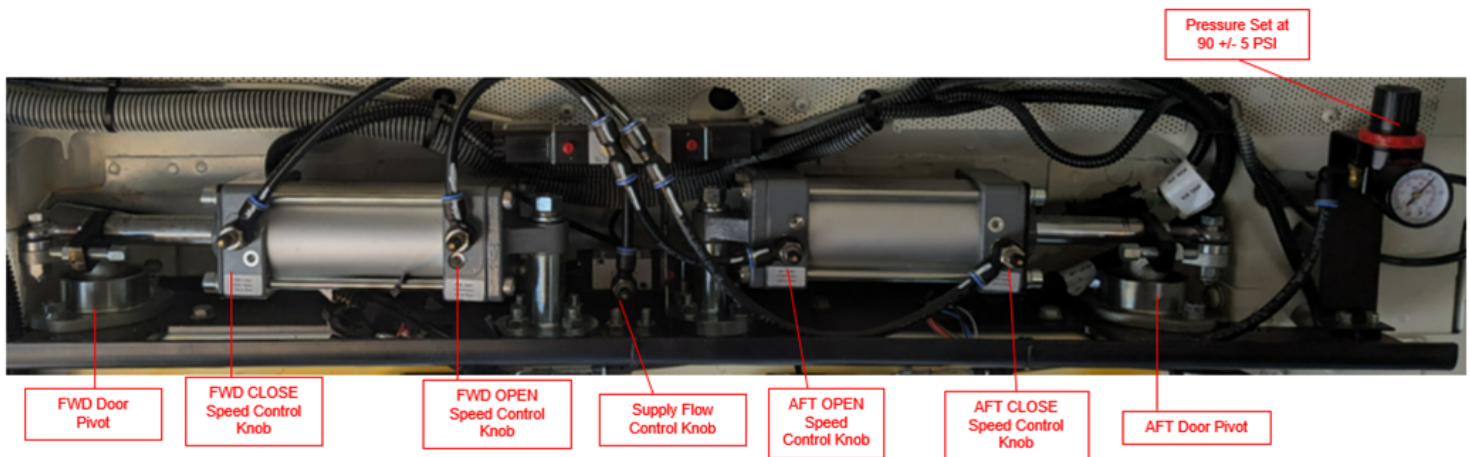
- Electric door is not closing, such as the aft door closes but not the forward door.
- Electric door is not opening, such as the switch does not open the door on the first attempt.
- Air door switch releases latches but does not dump air.

Air Door Functionality

Door Pressure should be 90 +/-5 PSI

Target closing speed is approximately 3 to 3.5 seconds (2-2.5 seconds for the rear door, and forward starts 1 second after the rear)

See the repair section below or the Service Manual for adjustment guidance.



REPAIR STEP(s)

The majority of these repair steps can be found in Service Manual 0001283373. Look under Cab (Section 16) and explore the different topics in the Entrance Door section.

Door Latching issues with Bus

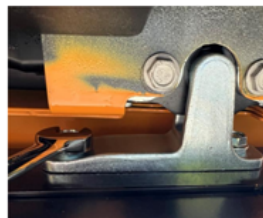
NOTE: The latch location adjustment should only be performed after the other adjustment steps below have been completed, and door is still not latching properly, you must adhere to the proper mounting torque, as damage may occur if the latch mounting bolts are over-tightened.

Step(s) for **Striker adjustment** (For steps below, reference the image below the steps)

1. Ensure upper pivot set screws are tight using a 1/8" Allen wrench. The specific torque value for 4586323c1 (1/4" Stainless w/red loctite) is 6.8-7.3 Nm (60-65 inlbs), and for 4586323c2 (1/4" Carbon w/blue loctite) is 9.04 Nm (80 inlbs), or 2527197c1 (5/16" Carbon w/blue loctite) is 22.6 Nm (200 inlbs)
 - o Note: While tightening the set screw, rock (push/pull) the door with your hand until you feel the set screw seat against the flat edge of the spindle
 - o If the set screw is loose and you have the original set screw 4586323c1 (1/4" red Loctite) or 4586323c2 (1/4" blue Loctite), then replace it with a new, larger 5/16" set screw 2527197c1 (apply Loctite 242 to threads before installing), see pictures above for distinguishing between the set screws.
2. Loosen the striker bolts to allow the striker to move for alignment.
3. Close the doors using the normal door control switch
4. Hand-tighten or snugly tighten with wrench striker bolts
5. Open doors to gain tool access for the torque wrench and tighten to 9.7-10.7 Nm.



Loosen Striker Bolts



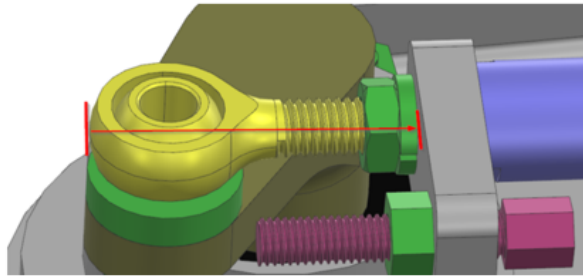
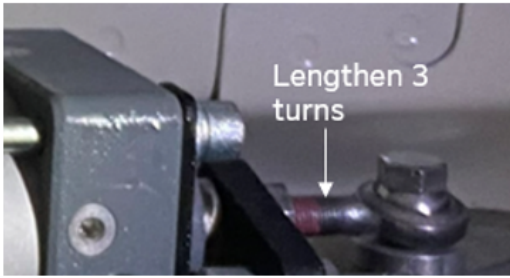
Tighten accessible bolt to Locate Striker on door while closed



Torque to 9.7 - 10.7Nm

Air door only. If the forward door is not latching, then lengthen the eye bolt by loosening the nut and turning the eye bolt 3 times, see below for illustration. This may seem hard to do as it has Loctite on the threads. Once lengthened, retighten the nut. If uncertain if this adjustment has been made previously, see diagram below for measurements to check.

If it has **not** been adjusted out, it will be 52.7mm +/-1mm. If it **has** been adjusted, it will be ~55.7mm.



Step(s) for **Latch adjustment** (For steps below, reference the image below the steps)

1. Remove the bottom fasteners from the cover and pull back the cover to expose the latch bolts
2. Loosen bolts securing the latches to allow the latch to move.
3. Close one door leaf and maintain 6-14 Nm (5-10lb-ft) to fully engage the striker in the latch
4. While holding pressure on the door, tighten the latch bolts to 6-8 Nm
5. Repeat for the other door if required, and then test the operation of the doors.



Remove Bottom Cover Fasteners



Loosen Latch Bolts



Torque to 6-8Nm w/ Door Fully Latched

Doors Latching issues with Bus Off

1. Check to ensure the interior release switch is in the Active position. Latches are not energized in the Manual position.
2. Check the battery disconnect to ensure there is battery power.
3. Check the electrical circuit for latches.

Electric Door/Motor not functioning properly.

Recalibration is the most common repair; the steps found below are also in the Service Manual. These are the same steps required when replacing a door motor.

NOTE: Electric doors should be operated by only using the interior or exterior switches, not by manually pushing open/close, unless in an emergency or repair situation. The latest calibration procedure is listed below. Refer to IK2200158 if uncertain whether your bus has been updated or not.

1. Turn the ignition key off, and let the dash/body controller go to sleep/inactive.
2. Turn the interior release switch to the manual position
3. Gently push the doors closed (may require a second person on the outside of the bus)
4. Activate Hazard lights
5. Hold high beam stalk shifter (hold stalk on)
6. Turn the key to the ON position
7. If calibration is successful, the Horn beeps
8. Check Doors as they should act normally. If not, repeat the recalibration steps 1 through 7.

NOTE: If recalibration does not work, there may be a wiring issue if the motor was just replaced, or motor/gear damage if the door was working properly before. Also, see the Service Manual for additional wiring checks.

Exterior Release issues

The Exterior Release switch is a momentary switch and should just be turned and released, not held.

Electric Door - If held too long when closing, it will confuse the door, and the forward door may not close. To correct, cycle the switch to open the doors, and then cycle the switch again to close the doors. Do not hold the switch longer than a 1 count.

Electric Door - If the bus has been sitting idle for a while, you may have to turn the switch 2 times. The first is to wake the Body Controller; the second should open the door.

Air Door - If the switch releases the latches but does not dump air, this may indicate that the switch is not making consistent contact with the microswitch inside the wall and needs to be adjusted, or the microswitch may need to be replaced. Please see the door component replacement section in the Service Manual for this procedure.

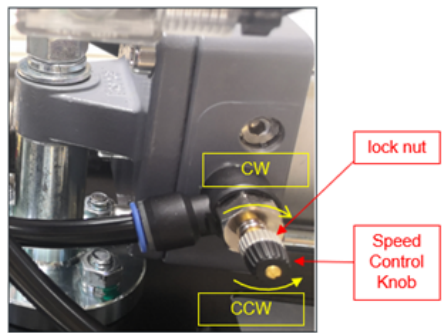
Air Door Functionality

The information below is also in the Service Manual under Entrance Door Service Procedures.

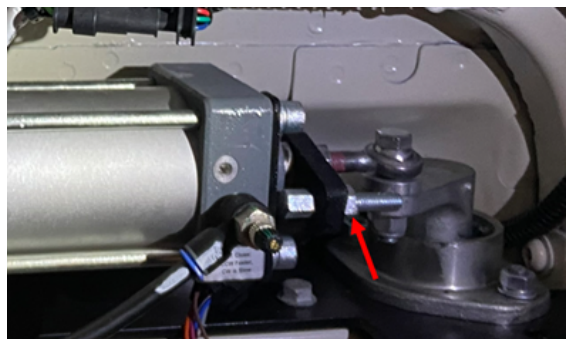
Door opening/closing speeds can be adjusted with the control knobs on each air cylinder, see adjustment procedure and visual example shown below.

Adjustment Procedure

- 1. Ensure pressure is at 90 +/-5 PSI
- 2. Clockwise rotation = Slows down speed
- 3. Counterclockwise rotation = Speeds up speed
- 4. Rotate speed control knobs clockwise to their extreme position to set both knobs to their closed "zero" position, and then rotate 2.5 turns counterclockwise, this will be our starting knob locations.
- 5. In increments of 0.5 revolutions (180 degrees), turn the speed control knobs CCW. In between increments, open/close the doors and observe time taken. Target closing speed is approximately ~3.5 seconds. Repeat this step until the doors close/open at the preferred speed.
- 6. Rear Door Closes in 2-2.5 Seconds.
- 7. Forward door starts to close 1 second after rear (staggered close).



Some contact with the body is acceptable, as there are bumpers on the body to prevent the door from hard contact with the body. If the doors are hitting the body or opening past 90 degrees when fully opened, adjust the door stop on each cylinder. See the picture below; this will limit the travel of the doors when opening.



WARRANTY INFORMATION

Warranty Claim Coding:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

OTHER RESOURCES

[Master Service Information Site](#)

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