

MODEL:	TYPE:	SECTION/GROUP:	DATE:
<b>J Series</b>	<b>Field Change Program</b>	<b>03- Body</b>	<b>08/ 23/ 2018</b>

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

Ref. MCI Transport Canada Recall No.: 2018-171

### **Customer Complaint:**

Motor Coach Industries ("MCI") has become aware that on some MY2018-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 strongly 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:***

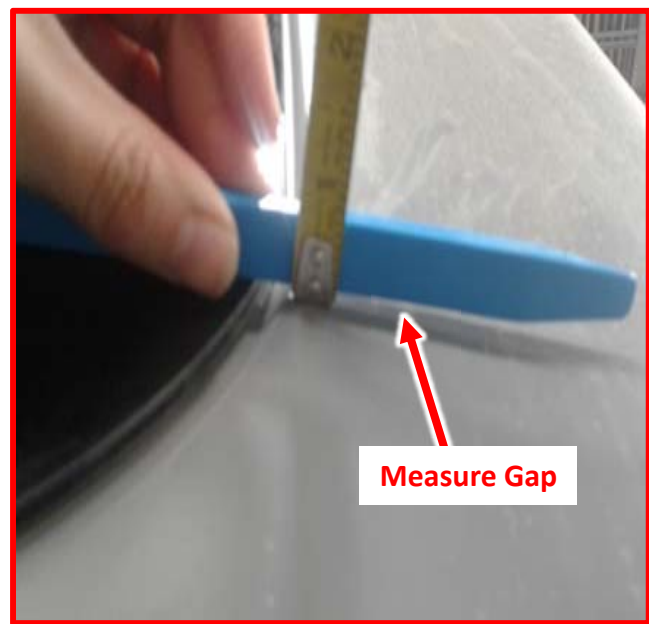
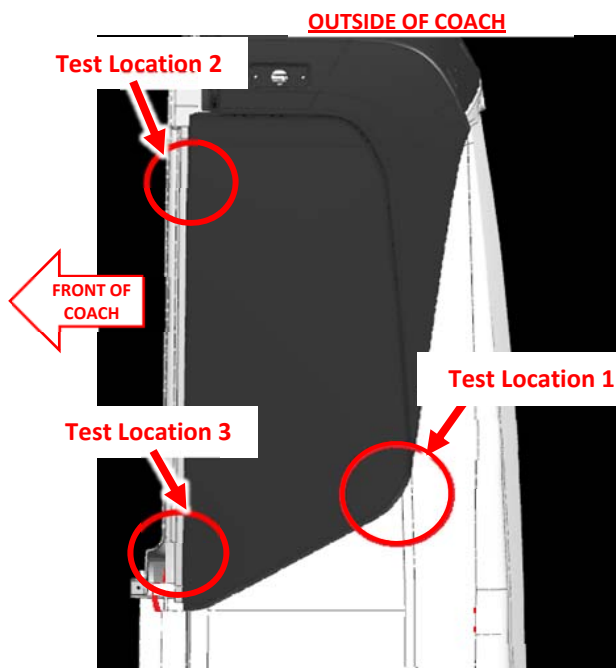
- a. Turn the main battery disconnect switch to the OFF position.***
- b. Ensure that both the front and the rear wheels are chocked.***
- c. Positioning the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the OFF position.***
- d. Allow enough time for components 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:



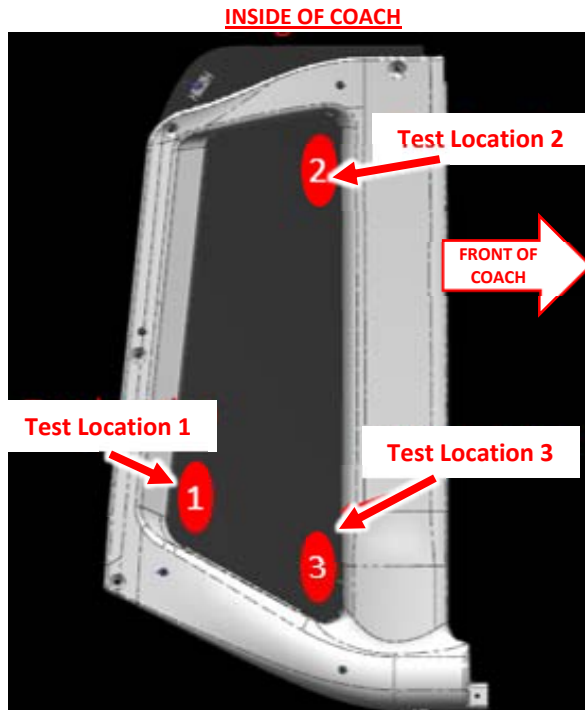
#### Verification:

If all gaps measurements are less than 1/8 inch, the window fitment is not compromised and indicates there is no de-bonding of the adhesive. The rest of this procedure is not required.

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

## 1.2 Inspecting Adhesive Integrity

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



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 little or no window movement is observed, the adhesive is not compromised and the rest of this procedure is not required.

If substantial movement is observed, follow the instruction outlined in the remainder of the procedure.

## 2.0 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 – TRANSOM WINDOW C-CLIP
3	03-33-3519	1	EA	TEMPLATE – TRANSOM WINDOW CLIPS
4	19-01-2377	4	EA	SELF TAPPING SCREW, SST, BLACK
5	23-02-0014	1	CAN	SIKAFLEX ACTIVATOR
6	23-02-0015	1	CAN	SIKAFLEX PRIMER
7	23-02-0072	2	TUBE	SIKAFLEX ADHESIVE, SIKADRIIVE

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

## 3.0 Special Tools

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.

## 4.0 Removing the Transom Window

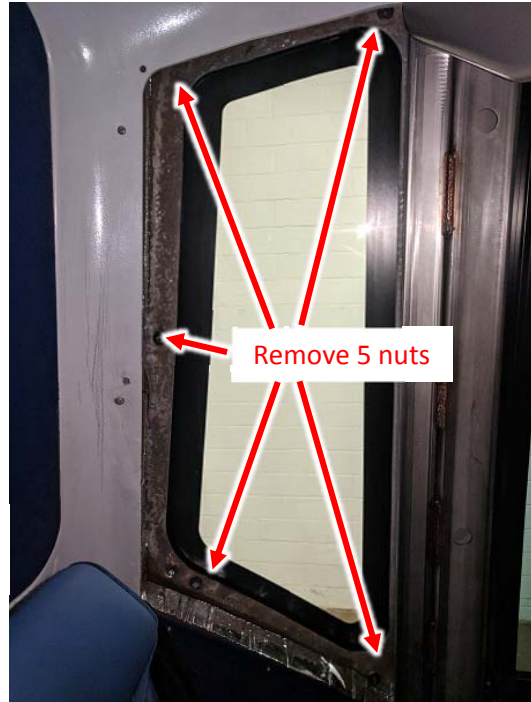
Inside the coach, remove the interior transom panel to access the window studs. Using a plastic wedge or similar tool, scrape adhesive away from the perimeter of the window and the fiberglass. Be sure to protect the window from scratching.

Remove Push-in fasteners



Remove Window Handle & Screw

Remove 5 nuts



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



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

## 5.0 Preparing the Fiberglass

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

### 5.1 Fiberglass Surface

All the existing Sikaflex must be removed completely. The final surface to be scuffed with 80-grit sanding pad.

All traces of existing  
adhesive must be removed

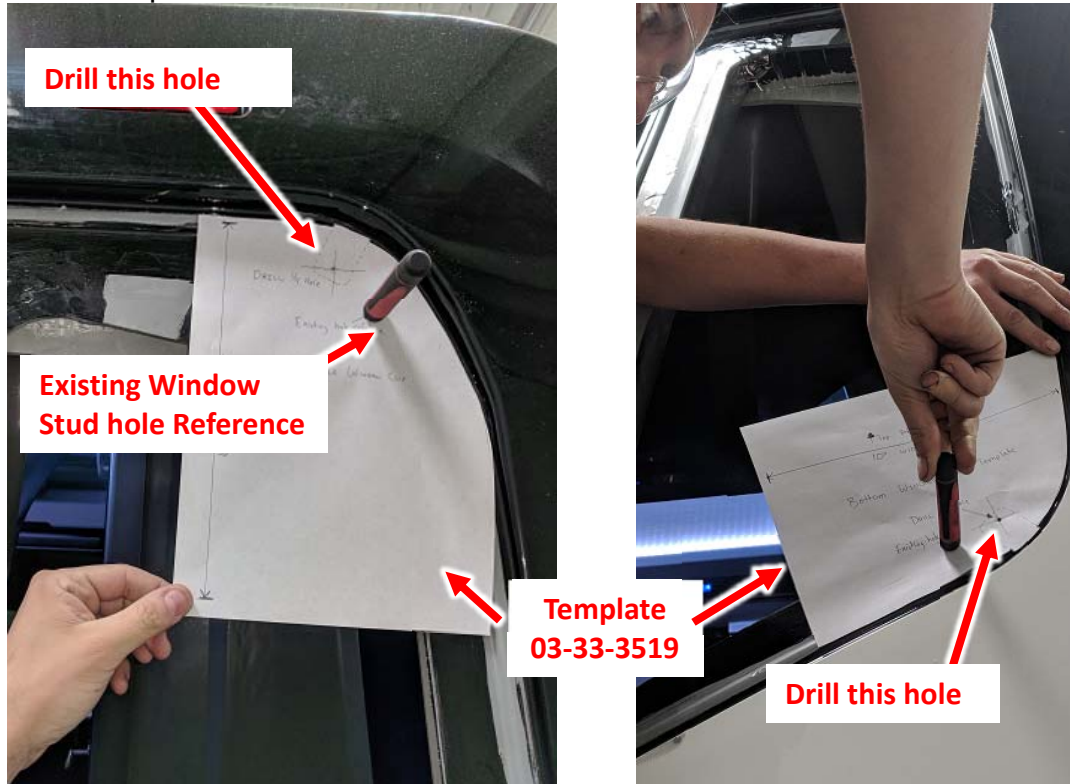


80-Grit sanding pad



## 5.2 Drilling the Transom Window C-Clip Mounting Holes

Use the template 03-33-3519 to locate the upper and lower Transom Window C-Clips 03-33-3516 mounting holes. Use a screw-driver to align the existing hole to the template as shown below.



## 5.3 Aligning the Window C-Clip to the Transom Window

Use the template 03-33-3519 to locate the position of the clips 03-33-3516 onto the glass. Use masking tape on the exterior of the glass to hold their position.



## 5.4 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**





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 “Sikatak 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 Sikatak  
23-02-0072**



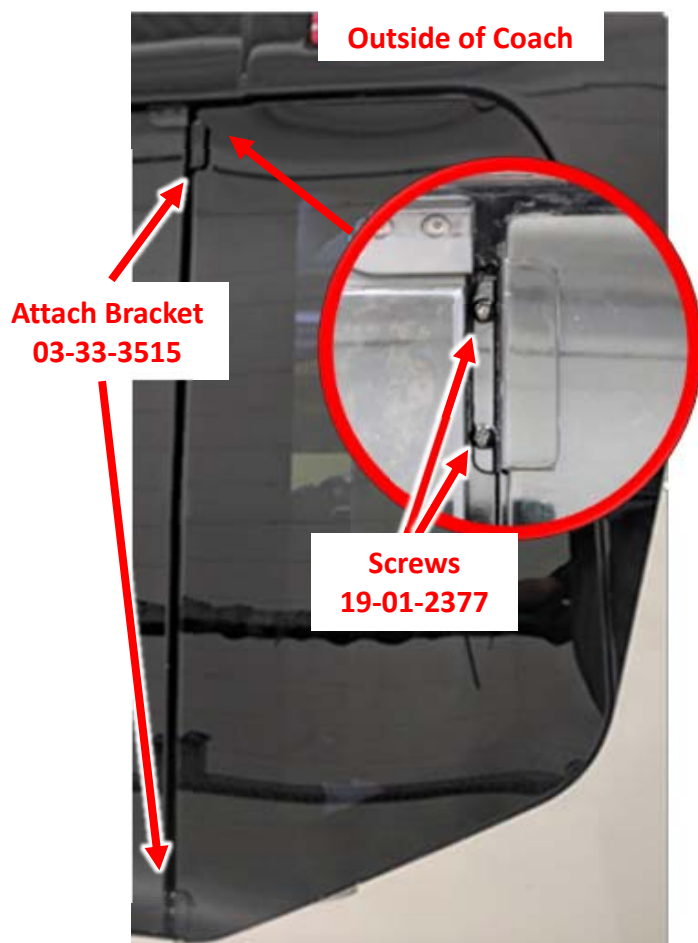
Place the window on top of the Sika-tack. Inside the coach, loosely attach the 7 nuts to the Window C-Clips and window studs. Complete this task under 5 minutes.

Position the two Window brackets 03-33-3515 along the leading window edge and use self-drilling screw 19-01-2377 to attach the brackets to the coach.

With the hardware all finger-tight, torque the hardware to the following values:

Torque the interior nuts to 5 IN-LBS.

Torque the exterior screws to 25 IN-LBS.

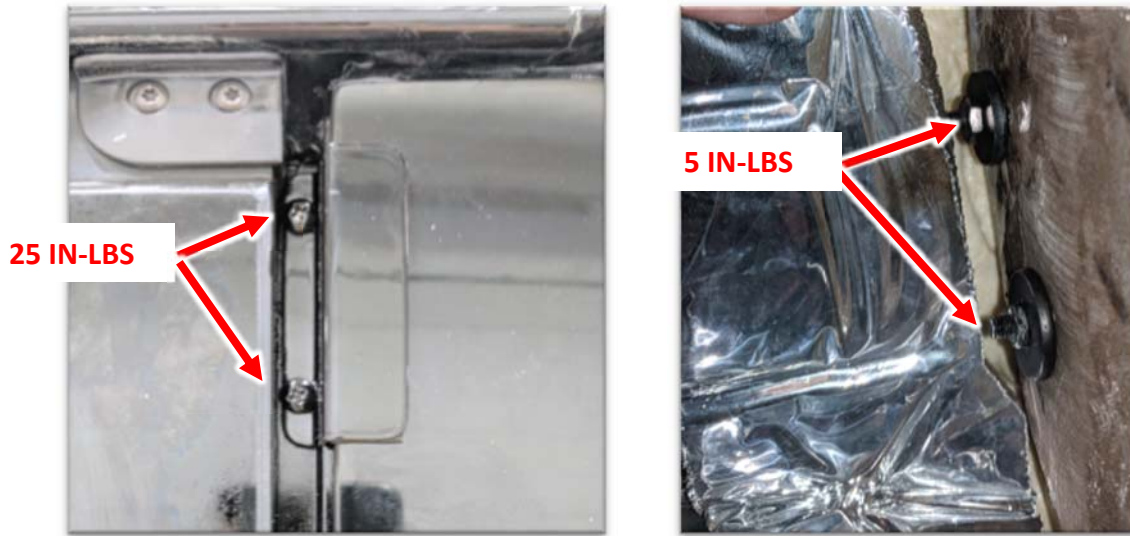


## 6.0 Testing and Final Verification

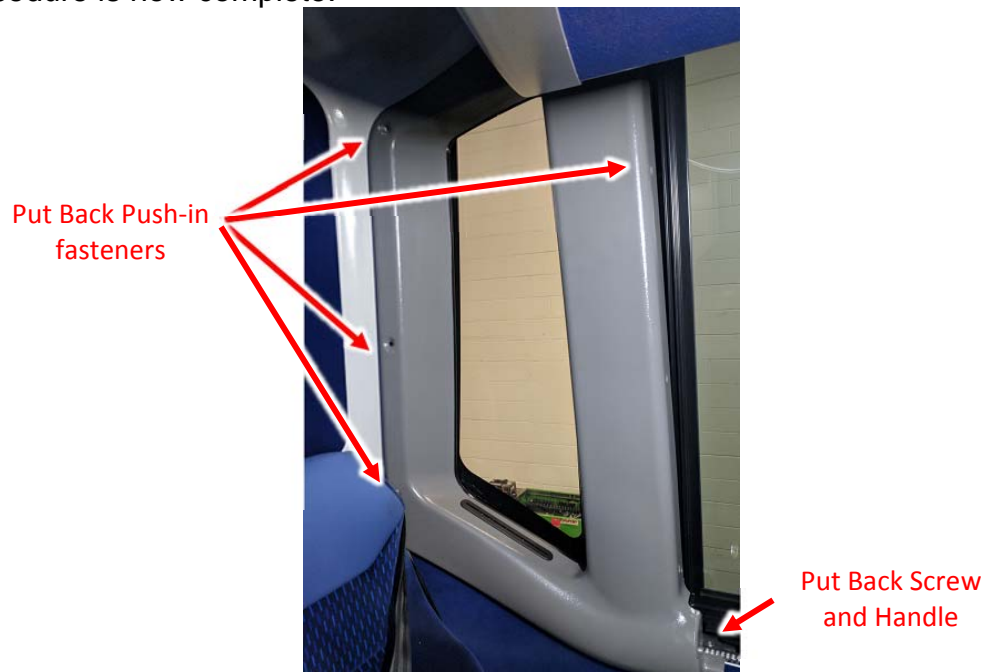
After 24 hours from the window being placed on the adhesive, verify the torques of the interior nuts and the exterior screws holding the brackets. Re-tighten the hardware as required to the following values:

Torque the interior nuts to 5 IN-LBS.

Torque the exterior screws to 25 IN-LBS.



Reattach the interior paneling removed earlier and clean-up any debris. This procedure is now complete.





## **7.1 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 3 hours will be granted for replacing the window on affected J series 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



## 7.2 MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

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

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.