



# Service Bulletin No. 375

MODEL <b>E / J Series Coaches</b>	TYPE Field Change Program	SECTION/GROUP 3-Body	DATE Mar. 6, 2012
SUBJECT <b>PARCEL RACK SIDEWALL FASTENERS</b>			
CONDITIONS			

## Customer Complaint:

Motor Coach Industries, Inc. ( "MCI " ) has become aware that some of the existing parcel rack mounting hardware in certain coaches may have broken or fallen out. Additionally, some of the affected coaches listed in the table below may not have had performed the repairs required by MCI Field Change Program ( FCP ) 203.

## Cause:

The cause is due to stress on existing parcel rack mounting hardware.

## Corrective Action:

MCI will repair the affected coaches by performing the procedures set forth in this bulletin.

In addition, coaches listed in the table below need to be inspected to determine whether the repairs required by FCP 203 were properly performed. If required, applicable coaches will need to have the repairs required by MCI FCP 382 performed, which involves installing parcel rack mounting hardware in the roof bows, in conjunction with the outlined steps listed in this service bulletin.

MCI strongly encourages owners of the coaches listed in the table below to schedule an appointment as soon as possible with their closest MCI Service Center or by calling the MCI Customer Service Line at 1-800-241-2947 for assistance.

60001 to 62031	62032 to 62226	62228 to 62338	62340 to 62535	62562 to 65974
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## NOTICE

***A specialized huck pneudraulic rivet tool, AP256998301 huck pneudraulic installation tool with 1/4 inch BOM nose assembly and inline air regulator set @ 100 psi, is required in order to properly perform the procedures in this bulletin.***

## Parts

Qty.	Old P/N	New P/N	Description
a/r	19-13-0330		Rivet
a/r	19-1-779		Screw
a/r	19-02-0346		Washer
54		19-13-255	Rivet ( 60001-62031 ) ( specialized rivet tool req'd )
54		19-13-0402	Rivet ( 62032-65974 ) ( specialized rivet tool req'd )

## Service Procedure:

### **! WARNING**

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

- For E / J model coaches prior to 65013, turn the main battery disconnect switch to the OFF position. For E / J model coaches effective with 65013, activate the disconnect feature of the main battery disconnect ( MDS ) system by pressing ( for one second only ) the momentary toggle switch on the MDS module to OFF. An audible click can be heard from the main solenoids in the MDS module. Position the rotary switch to the DOWN ( OFF ) position.  
For E / J model coaches effective with 65956, activate the disconnect feature of the main battery disconnect ( MDS ) system by positioning the rotary switch to the DOWN ( OFF ) position.
- Chock both sides of the tires.

- Fabricate or purchase the tool shown in Figure 1.

### NOTICE

*This tool is required in order to properly remove the sidewall mouldings from the parcel rack without incurring any damage to the edge of the moulding.*

*This tool can be manufactured, using 16 gauge steel, following the specs. outlined in Figure 1, or tool can be purchased at SNAP ON / part number A192.*

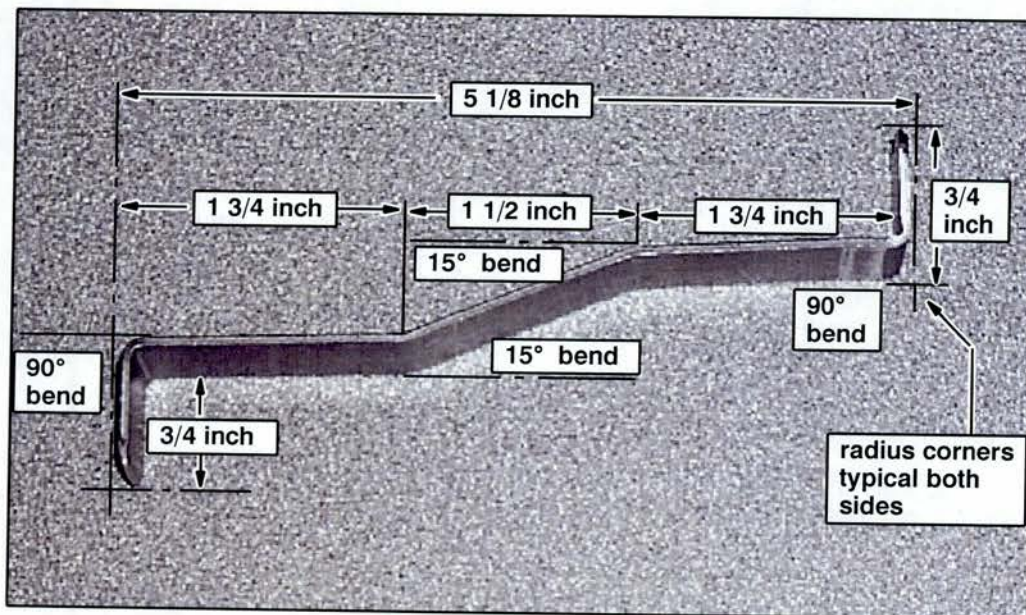


Figure 1.

- Open the parcel rack doors.
- Remove and retain any panel dividers or closing panels that prevent access to the mounting hardware at the back of the parcel rack compartment.
- Using masking tape, label the position of the sidewall mouldings for re-installation.



**CAUTION**

To avoid damage to sidewall mouldings, use caution and controlled force upon removal.

7. Carefully remove and retain the sidewall mouldings using the tool shown in Figure 1.

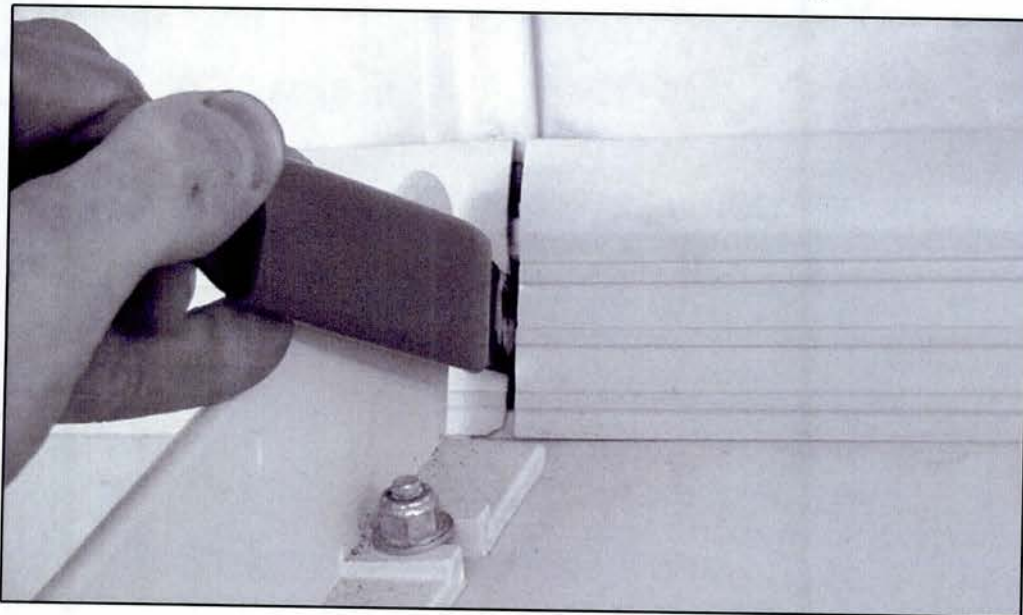


Figure 2.

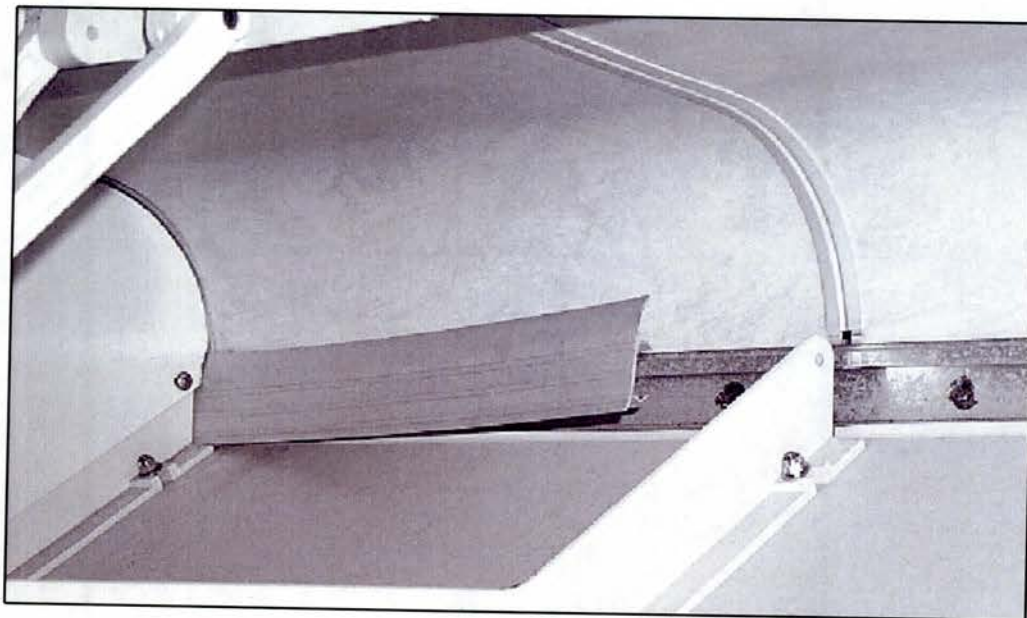


Figure 3.

- 8. Visually check to ensure that there is no gap between the back of the parcel rack aluminum extrusion and the coach structure tube wall.

**NOTICE**

*Upon visual inspection, if there is no gap present proceed to Step 9.*

*Upon visual inspection, if there is a gap use a 7/32 drill bit to drill out the existing fastener and utilize a screw, p/n 19-1-779, to pull the parcel rack aluminum extrusion against the coach tube wall. Proceed to Step 9.*

- 9. Using a 9/32 drill bit, drill a hole 1.00 inch to the side of the existing mounting hardware through the aluminum extrusion and the stainless steel tube wall ( refer to Figure 4 ).

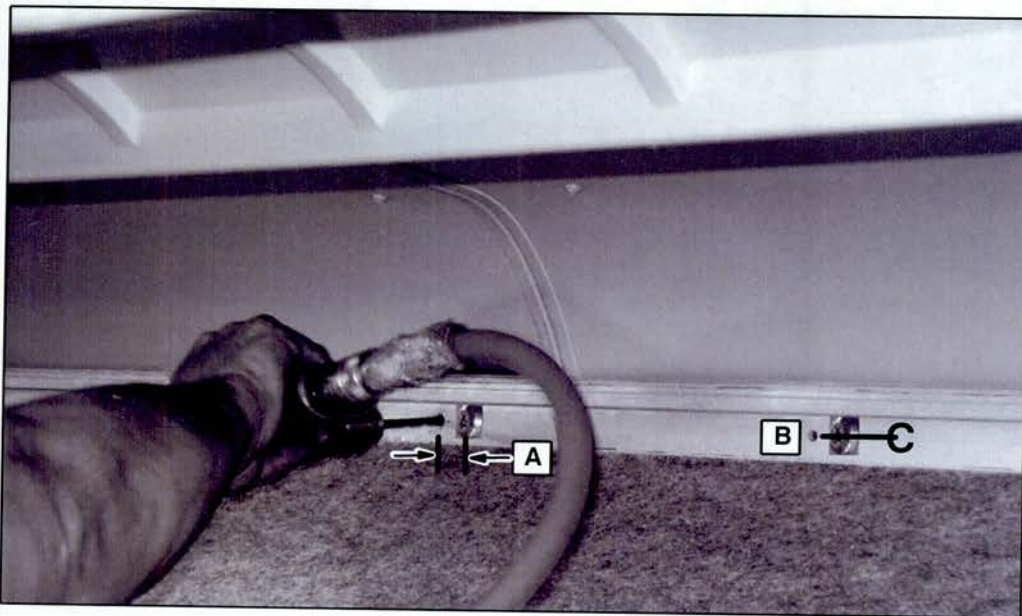


Figure 4.

ITEM	DESCRIPTION
A	1.0 inch away from the center of the existing mounting hardware
B	Drilled hole should be in line with the center of the existing mounting hardware

- 10. Using rivet, p/n 19-13-255 or 19-13-0402 ( depending on coach VIN / refer to Parts List on Page 1 ), rivet the parcel rack aluminum extrusion to the stainless steel tube wall in the hole drilled in Step 9.
- 11. Repeat Steps 8. to 10. to **all** remaining existing mounting hardware on the parcel rack aluminum extrusion on both the roadside and curbside of the coach.

**VINS 61434 to 65974: Procedure complete. Re-install the the sidewall mouldings. Close the parcel rack doors.**

**NOTICE**

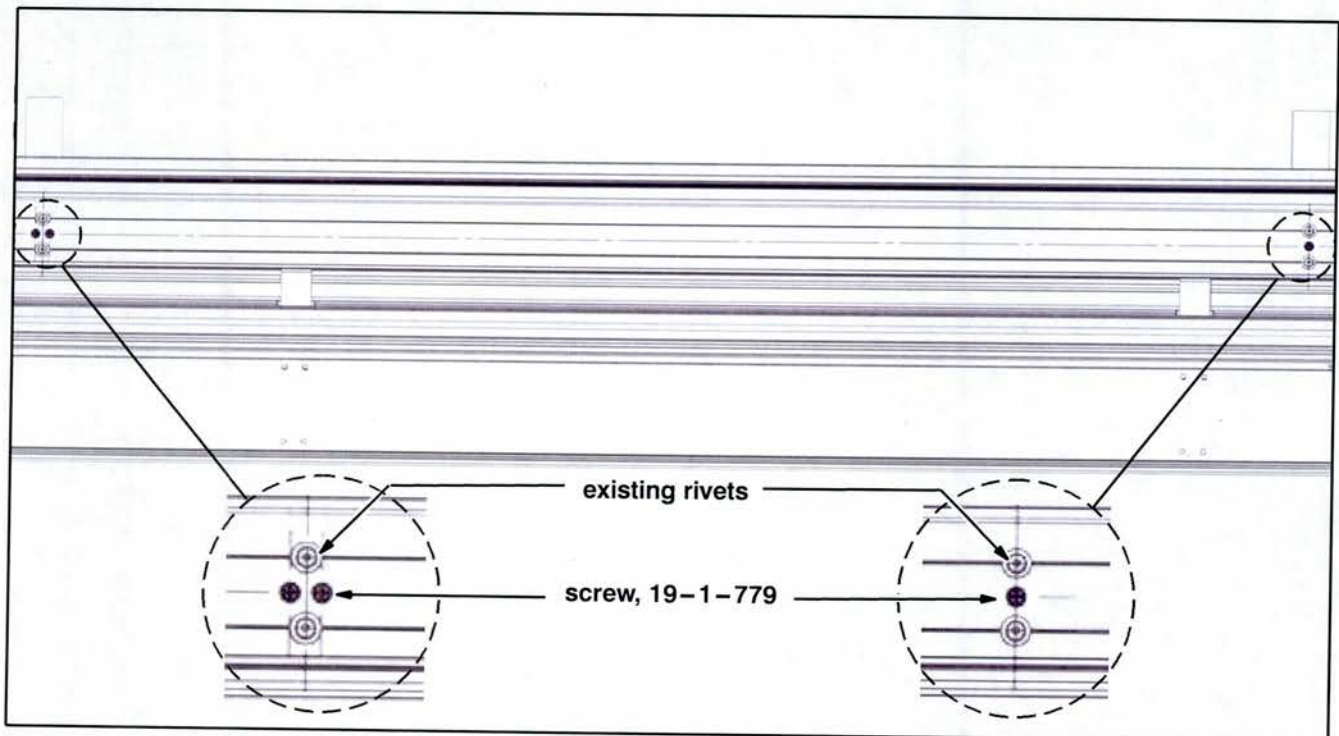
**VINS 60001 to 61433: Proceed to the next page.**



**NOTICE**

*If screws, p/n 19-1-779, are installed in the parcel rack / sidewall aluminum extrusion on the coach between the range of, and including, VINS 60001 to 61433 ( Figure 5 ), NO further action is required. Re-install the the sidewall mouldings. Close the parcel rack doors.  
Procedure complete.*

*If screws, p/n 19-1-779, are not installed in the parcel rack / sidewall aluminum extrusion on the coach between the range of, and including, VINS 60001 to 61433 ( Figure 5 ), proceed to have the repairs required by MCI FCP 382 performed to install rivets in the roof bows.  
Re-install the sidewall mouldings. Close the parcel rack doors.*



**Figure 5. Parcel rack / sidewall aluminum extrusion fasteners.**

*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:***

A specialized huck pneudraulic rivet tool is required in order to properly perform the procedures in this bulletin.

A labor allowance of 3.5 hours will be granted for the procedure of installing the rivets in the parcel rack / sidewall aluminum extrusion on E / J series coaches.

The necessary parts will be provided at no cost to you.

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.

This program will end on September 21, 2012.

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

<b>CONTACT INFORMATION</b>	
<b>CUSTOMER NAME:</b> <hr/> (PLEASE PRINT)	
<b>FCP INFORMATION – ONE FORM PER UNIT</b>	
<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> <hr/>	
	<b>DATE</b> __ / __ / __
<b>TITLE: (Please Print)</b> _____	
<b>SIGNATURE:</b> <hr/>	
<b>COMMENTS:</b>  	

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