



# Service Bulletin No. 382

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

**Customer Complaint:**

Motor Coach Industries, Inc. ( "MCI " ) has become aware that certain coaches between the range of, and including, VINS 60001 to 61433 may not have had the screws installed as required by MCI's prior campaign, FCP 203. As a result, the potential exists for the parcel racks to not be fastened as securely as intended by MCI's original design.

**Cause:**

The screws were to have been installed pursuant to MCI's prior campaign, FCP 203, and therefore any coach with the screws missing would indicate that FCP 203 had not been performed with respect to that coach.

**Corrective Action:**

MCI will repair the affected coaches by installing rivets in the roof bows of the coach.

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 61433				
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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		19-13-255	Rivet ( specialized rivet tool req'd )

**Service Procedure:**

**! WARNING**

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Turn the main battery disconnect switch to the OFF position.
2. Chock both sides of the tires.

- Using masking tape, label the position of the the vinyl ceiling panel covers, the aisle light lens cover and the speaker grills for re-installation.
- Carefully remove and retain the vinyl ceiling panel covers, the aisle light lens covers and the speaker grills ( refer to Figure 1 ).

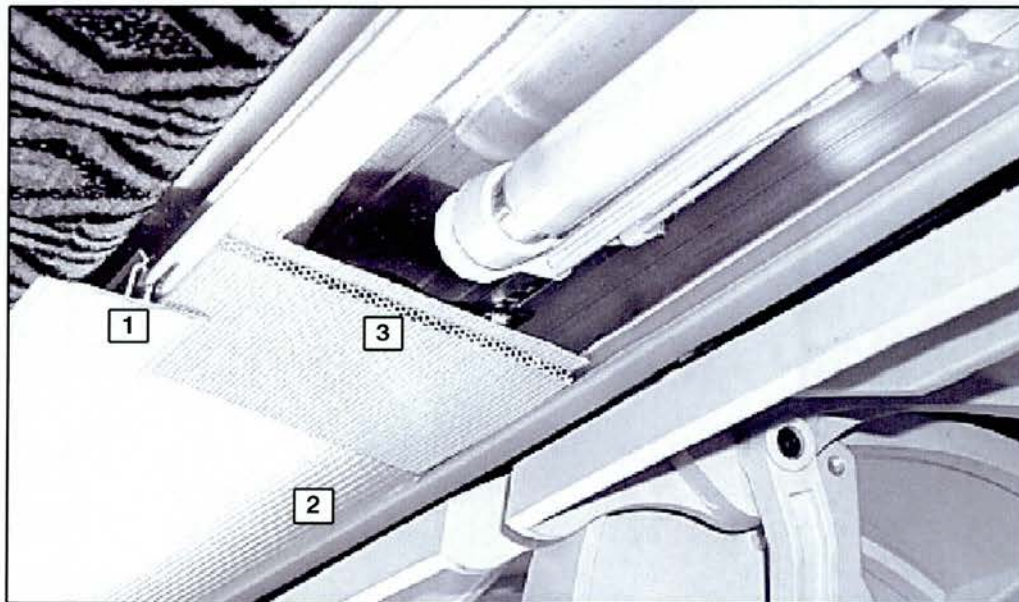


Figure 1.

<u>ITEM</u>	<u>DESCRIPTION</u>
1	Vinyl ceiling panel cover
2	Aisle light lens cover
3	Speaker grill

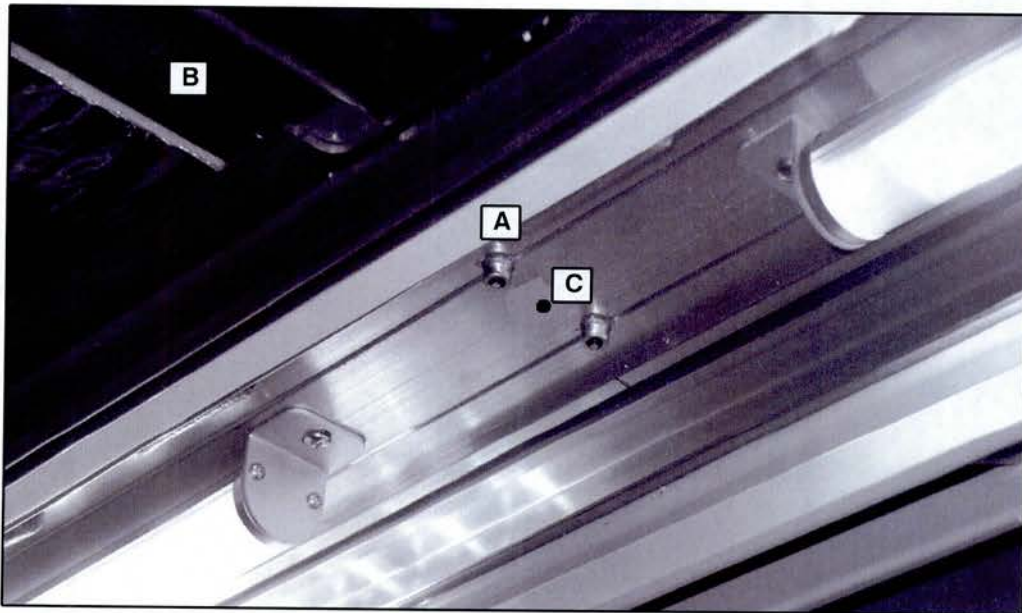
- Locate the existing rivets securing the aluminum extrusion to the roof bow steel tube ( refer to Figure 2 ).
- Using a 9/32 drill bit, drill a hole centered between the existing rivets through the aluminum extrusion and the roof bow steel tube ( refer to Figures 2 and 3).



Figure 2. Reference photo.



7. Using the new rivet, p/n 19-13-255, rivet the aluminum extrusion to the roof bow stainless steel tube.



**Figure 3.**

<b>ITEM</b>	<b>DESCRIPTION</b>
<b>A</b>	<b>Existing rivet</b>
<b>B</b>	<b>Roof bow tube wall</b>
<b>C</b>	<b>Drilled hole centered between the existing rivets</b>

8. Repeat Steps 5. to 7. to **all** remaining existing mounting hardware on the aluminum extrusion on both the roadside and curbside of the coach.

9. Re-install the the vinyl ceiling panel cover, the aisle light lens cover , the speaker grill and the fluorescent light ( if applicable ).

*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 1.0 hour will be granted for the procedure of installing the rivets in the roof bows on affected 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

CONTACT INFORMATION	
CUSTOMER NAME: _____ <small>(PLEASE PRINT)</small>	
FCP INFORMATION – ONE FORM PER UNIT	
FCP#: _____	Coach Model _____ Model Year _____
COACH SERIAL #: <small>(At least the last 5 digits)</small>	DATE COMPLETED __ / __ / __
MILEAGE:	
<b>IMPORTANT: TO RECEIVE CREDIT FOR ANY ALLOWABLE LABOR CHARGES, THIS VERIFICATION FORM MUST BE RETURNED TO MCI UPON COMPLETION OF THE FCP.</b>	
SUBMITTED BY: <small>(Please Print)</small> _____ DATE __ / __ / __	
TITLE: <small>(Please Print)</small> _____	
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