

Latch Failure – Starquest Split-Sash Passenger Windows

Tech Tip #18-0616



Side Windows will NOT Properly Latch

It has been found in some instances that the top sash rail fabrication for the latch spring insertion and stop did not punch the tab deep enough. This allows the spring to eventually roll over the top of the tab which prevents the latch from functioning properly to engage the side rails.

If this occurs, the following field fix will address the issue:

Part #10059751 KIT, REPAIR, WINDOW LATCH

Note: This fix can also be used when the tab is broken.

ALL of our Service Updates can be found on the New York Bus Sales website Or at the New York Head Mechanic website



First remove spring by using a pick or small tool to catch spring and pull out from the side toward the inside of the window. (FIGURE #1)

Second, after removing the spring, slide the latch back toward the center of the sash until the tabs on the latch line up with the notches in the aluminum vent top rail. Latch should lift out easily once the tabs line up with the notch holes.



FIGURE #1



FIGURE #2

ALL of our Service Updates can be found on the <u>New York Bus Sales website</u> Or at the <u>New York Head Mechanic website</u>



After removing the latch place the tab replacement/adapter (FIGURE #3) in the aluminum vent top rail as shown in FIGURE #4.

NOTE: The tab replacement/adapters are marked with a "L" for left hand side and a "R" for the right hand side.

After inserting the tab replacement/adapter, reinstall the replacement latch provided (both are labeled "L" for left hand side and "R" for right hand side) by lining the tabs on the latch up with the notches on the aluminum. Once the latch is in the track (FIGURE #5) slide it toward the outside of the sash/vent in order to reinstall the spring. (FIGURE#6)

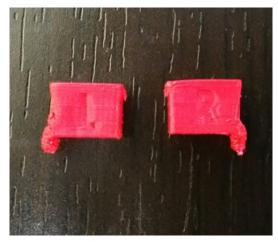


FIGURE #3

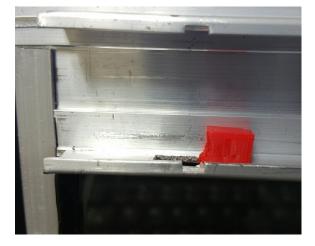


FIGURE #4



FIGURE #5



FIGURE #6

ALL of our Service Updates can be found on the New York Bus Sales website Or at the New York Head Mechanic website



Once spring is fully installed it should look like the latch pictured in FIGURE #7

NOTE: In FIGURE #7 the latch was cut out so you can see how the spring should be placed up inside the aluminum and not sticking out.

After completion of the installation of the tab replacement/ adapter, be sure to check the operation of the latch to ensure proper function.

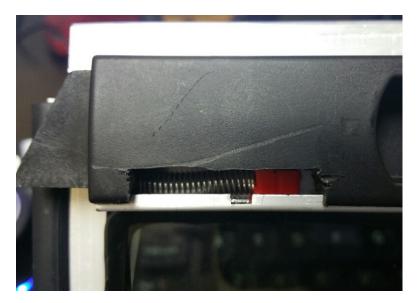


FIGURE #7

ALL of our Service Updates can be found on the New York Bus Sales website Or at the New York Head Mechanic website



CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY QUESTIONS

SERVICE

Chittenango: 800-962-5768 Daryl Wallace or Brian Lamaitis

Rochester: 800-463-3232 Dave Schaub

Albany: 866-8671100 Ben Reiling

Middletown: 845-609-7070 Marc Matjec

Warranty: 800-962-5768 Morgan Jenkins Customer Service Representatives

Eastern Region: Gary Bigness 845-500-3707

Central Region: JJ Richmond 315-559-3999

Western Region: Mike Panzica 716-908-3186

PARTS

Director of Parts Jim Hogan jhogan@newyorkbussales.com 607-227-5794

Chittenango: 800-962-5768 Gari McQuade gmcquade@newyorkbussales.com Bill Cox bcox@newyorkbussales.com John Lewin jlewin@newyorkbussales.com Dave Grant dgrant@newyorkbussales.com

Albany: 866-867-1100 Sean Conway sconway@newyorkbussales.com Pat Murphy pmurphy@newyorkbussales.com

Rochester: 800-463-3232 Steve Hibbard shibbard@newyorkbussales.com

ALL of our Service Updates can be found on the <u>New York Bus Sales website</u> Or at the <u>New York Head Mechanic website</u>

