

PE12-007

MCI

4-27-2012

Response 2



Customer [REDACTED] State Iowa  
Contact [REDACTED] City Puyallup

UnitNo 45005 Make 102DL3  
Miles 230,000 Delivery 10/31/00  
VIN [REDACTED]  
Group 012.04 Rear Trailing Wheel Suspension  
Desc Other

Subject Tag axle steering  
Desc Coach wanders down road

Action Tag axle may not be locking up. To check speed sensor and locking cylinder. They think it's the caster cylinder not working.

Comments Will check when they can hold coach in.

Est'd Date of Resol 12/30/2001

Est'd Date of Resol 12/30/2001  
[REDACTED] [REDACTED] [REDACTED] [REDACTED]

Unit #: 48462

Make: MCI

Model: D4500/102DL3

Model Year: 1993

VIN: 131

Message

Engine: DDEC HP 12.7L

Transmission:

Vehicle Description:

Delivery Date:

### GROUND FORCE ONE

Caller:  
JASON [Mechanic]  
781-341-4148

Location:

Zone:

Multitenant: No

Reported By: Mission Creators

Type of Report: Test Report

### Special FYI Comments

- ANOTHER REPORT WAS GENERATED FOR THIS VIN WITHIN THE LAST 24 HOURS

### Caller Details

Caller Is... Internal

Name:

Phone:

Whom: Mechanic

Fax:

Email:

Contact Type: Phone

### Contact

Contact 1 Name:

Contact 1 Phone:

Whom:

### Company Details

Company Name:

Account No:

Parent Co. Name:

Parent Account No:

Phone:

Fax:

Address:

City:

State/Zip:

Country:

Product Line:

### MCI Regional Information

Region:

Zone:

| Title                   | Name | Title                   | Name |
|-------------------------|------|-------------------------|------|
| Regional Director       |      | New Coach Sales Person  |      |
| Parts Solution Mgr.     |      | Used Coach Sales Person |      |
| Technical Solution Mgr. |      |                         |      |

3443-1372-2

No

Caller Login Index:

OnTrac Case #:

MCI Category: 14, Driveshaft

MCI Sub-Category: 14, Driveshaft

Defected at: Post-Delivery

Incident Date:

Description: DRIVE SHAFT UNIVERSAL JOINT IS HITTING THE TAG AXLE WHEN THERE IS NO AIR IN THE SUSPENSION

Signature: [Signature]

Notes / Comments:

Problem Code Details:

Code Type:

Code:

Was it repaired?

Did any other parts fail as a result of the causal part failing ?

Correction: DON'T DRIVE THE BUS WITH NO AIR IN THE SUSPENSION

Recommendations:

Date Noted:

Service / Correction Details:

Were FCPs discussed with customer ?

FCP Discussion Comments:

Additional Info:

Are Passengers Onboard ?

Was "On Call" Tech called ?

Does Operator have

test equipment ?

Service Location Details:

Name of place:

Mile marker,  
exit or cross street:

Address:

City or closest city:

State/Prov.:

Description of coach:

Comments

(re: location):

ERSA Related Details:

Is Coach

Out of Service ?

Is Coach Down ?

Is the Escalation Details

Escalation Details ?

Service Company:

TOYANG COMPANY

Company Name:

Phone:

Fax:

Additional phone:

Address:

City:

State/Prov. & Zip:

Payment type / amount ?

DATE: 07/10/2010 14:04:54

**FACILITY 21**

Facility Name:

Contact:

Phone:

Fax:

Additional Phone:

Address:

City:

State/Prov. & Zip:

Comment:

Payment type discussed? No

Does the customer require an associate from MCI, to come to customer location?

Does the customer require on-site coach? No

Was After Hours Emergency Part Ordered?

AUDIT - Post ERSA Call Customer Feedback (FOR ERSA ONLY)

**How'd We Do?**

Comments:

**Comments**

Do not include this report in the "Multiple Reports by MCI Category" summary email

Attachments:

AUDIT - Post Call Customer Feedback

Edit History

Full VIN: 1M8PDMPA6R [REDACTED]  
Unit #: 46115  
Color: MC  
Model: 1978 Dodge T  
Model Year: 1978  
Fleet No:  
Mileage:  
Engine: DEEC 680 370400430 HP 12.7L  
Transmission:  
New Coach Delivery ? No  
Extrav. Equip: 01710

#### VCI Regional Information

Region: New York

Zone: E

IMQ Member ? No

Bois d'Arc

Paris

Unit #: 46115

#### Caller Details

Caller Is...  
Name:  
Phone:

Whom:

Fax:

Email:

Contact Type: Phone

#### Contact

Contact 1 Name:

Contact 1 Phone:

Whom:

| Title                   | Name          | Title                   | Name |
|-------------------------|---------------|-------------------------|------|
| Regional Director       |               | New Coach Sales Person  |      |
| Parts Solution Mgr.     | Jeremy Blodau | Used Coach Sales Person |      |
| Technical Solution Mgr. |               |                         |      |

#### Company Details

Company Name: [REDACTED]  
Account No:  
Parent Co. Name:  
Parent Account No:

Phone: 8458320432

Fax:

Address:

City: Dover Plains

State/Prov. & Zip: NY

Country:

Territory No:

#### Issue Details

Schematic Index:  
Is Warranty Issue ? Undetermined

Is OnTrac Case ?

MCI Category: 02. Rear Axle  
MCI Sub-Category: 02.17 Steering & Tyres

Detected at: Post-Delivery

#### ESBA Related Details

Is Coach  
Out of Service ? No

Is Coach Down ?

*Please refer to Tab: DAR & Open  
Container Issues*

Issue Escalation Details

Escalate Issue? ☐

Incident Date:

Complaint:  Need part number for tie rod on top axle steering

~~PROBLEM SUMMARY~~

Problem Code Details

Notes/Comments:

Code Type:

Cause:  Bond by driveline that came out

Causal Part No.:  2L-6-189

Did any other parts fail as a result of the causal part failing? ☐

Correction:  Provided 2L-6-129

Recommendations:

~~Customer Satisfaction~~

Were FCPs discussed with customer? ☐

~~Passenger Info~~

Are Passengers Onboard? ☐

Was "On Call" Tech called? ☐

Does Operator have  
test equipment? ☐

~~Location Description & Access~~

Area of place:

Alt: marker,  
lot or cross street:

Address:

City or closest city:

State/Prov.:

Description of coach:

Comments  
(re: location):

Was Coach Moved? ☐

~~Coach & Operator~~

Company Name:

Phone:

Fax:

Additional Phone:

Address:

City:

State/Prov. & Zip:

Operator's e-mail address:

**OUTSIDE REPAIR FACILITIES:**

**FACILITY 1/**

Facility Name:

Contact:

Phone:

Fax:

Additional Phone:

**FACILITY 2/**

Facility Name:

Contact:

Phone:

Fax:

Additional Phone:



|                                                                                            |                                    |
|--------------------------------------------------------------------------------------------|------------------------------------|
| <b>Customer:</b>                                                                           | <b>At Cross:</b>                   |
| <b>State:</b>                                                                              | <b>City:</b>                       |
| <b>State/Prov. &amp; Zip:</b>                                                              | <b>State/Prov. &amp; Zip:</b>      |
| <b>Comment:</b>                                                                            | <b>Comment:</b>                    |
| <b>Payment type discussed ?</b> No                                                         | <b>Payment type discussed ?</b> No |
| <b>Does the customer require an associate from MCI, to come to customer location ?</b> Yes |                                    |
| <b>Does the customer require the associate ?</b> No                                        |                                    |
| <b>was After Hours Emergency Part Ordered?</b> No                                          |                                    |

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**AUDIT - Post ERSA Call Customer Feedback (FOR ERSA ONLY)**

**Follow Up Details**

**Follow-up?** No

**Comment Details**

☐ Do not include this report in the "Multiple Reports by MCI Category" summary email

**Comments:**

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**AUDIT - Post Call Customer Feedback**

**Edit History**

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Response 5

RESPONSE TO REQUEST 5

| Part number     | Part number       | Part number    | Part number       | Drive shaft<br>part numbers | U-joint part<br>number | Tie Rod tube<br>End | Additions  | Additions  |
|-----------------|-------------------|----------------|-------------------|-----------------------------|------------------------|---------------------|------------|------------|
| <b>Hardware</b> | <b>Valve</b>      | <b>Bushing</b> | <b>Cylinder</b>   | 14L-1-262                   | 14L-1-144              | 2L-6-189            | 02-07-1042 | 11-08-1125 |
| 19-01-1679      | 04-22-1212        | 121-4-115      | 12-04-1077        | 14L-1-261                   | 14L-1-146              | 2L-6-599            | 02-07-1048 | 11-08-1126 |
| 19-01-1764      | 41-22-55          | <b>Dowel</b>   | 121-4-302         | 14L-1-260                   | 14-01-1030             | 2L-6-600            | 04-20-1038 | 11-08-1149 |
| 19-01-2024      | <b>Bracket</b>    | 121-4-161      | 121-4-307         | 14L-1-259                   | 14-01-1015             | 2L-6-629            | 04-20-1039 | 11-08-1150 |
| 19-10-1337      | 04-22-1213        | <b>Pin</b>     | 121-4-308         | 14L-1-258                   | <b>Yoke/Flange</b>     | 2L-6-638            | 04-20-1136 | 11-08-1151 |
| 19-10-144       | 121-4-123         | 121-4-162      | 121-4-309         | 14L-1-248                   | 02-01-6052             | 2L-6-639            | 04-22-1211 | 12-03-1059 |
| 19-10-1966      | 121-4-201         | 121-4-193      | 121-4-335         | 14L-1-247                   | 02-01-1036             | 2L-6-472            | 04-22-1237 | 12-03-1153 |
| 19-10-233       | <b>lock plate</b> | <b>Clevis</b>  | <b>Strap</b>      | 14L-1-245                   | 141-1-123              | 2L-6-187            | 11-06-1001 | 12-04-1092 |
| 19-10-267       | 12-04-1120        | 121-4-163      | 121-4-203         | 14L-1-244                   | 141-1-151              | 2L-6-188            | 11-07-1000 | 12L-4-110  |
| 19-10-275       | 12-04-1121        | <b>Tube</b>    | <b>Spring</b>     | 14L-1-243                   | 141-1-224              | <b>D ZF</b>         | 11-07-1005 | 12L-4-177  |
| 19-10-44        | 12-04-1122        | 121-4-178      | 121-4-204         | 14L-1-242                   | 141-1-72               | 14-01-1026          | 11-07-1006 | 12L-4-312  |
| 19-10-443       | 121-4-116         | 121-4-179      | 121-4-330         | 14L-1-236                   | 141-1-74               | 14-01-1027          | 11-07-1014 | 12L-4-313  |
| 19-11-1085      | 121-4-191         | <b>Clamp</b>   | <b>Suspension</b> | 14L-1-235                   | 141-1-215              | 14-01-1028          | 11-08-1034 |            |
| 19-11-1087      | 121-4-192         | 121-4-108      | 121-4-260         | 14L-1-234                   | <b>Loop</b>            | 14-01-1029          | 11-08-1036 |            |
| 19-11-1088      | <b>Plate</b>      | 121-4-121      | 121-4-264         | 14L-1-226                   | 14L-1-166              | 141-1-165           | 11-08-1106 |            |
| 19-11-1089      | 121-3-75          | 121-4-124      | <b>Switch</b>     | 14L-1-225                   | <b>Boss</b>            | 141-1-166           | 11-08-1116 |            |
| 19-1-1355       | 121-4-111         | 121-4-150      | 121-4-305         | 14L-1-221                   | 121-4-334              | 19-03-0634          | 12L-4-331  |            |
| 19-2-121        | 121-4-117         | 121-4-90       | 121-4-306         | 14L-1-220                   | <b>latch</b>           | 19-1-268            | 14-01-1005 |            |
| 19-2-193        | 121-4-284         | <b>Pin</b>     | <b>Hoses</b>      | 14L-1-213                   | 121-4-185              | 19-1-306            | 14L-1-249  |            |
| 19-2-24         | 121-4-297         | 121-4-326      | 04-20-1427        | 14L-1-197                   | 121-4-186              | 19-2-284            | 14L-1-263  |            |
| 19-2-63         | 121-4-333         | 121-4-328      | 04-20-1428        | 14L-1-196                   | 121-4-187              | 19-2-9              | 14L-1-264  |            |
| 19-2-82         | 121-4-95          | 121-4-73       | 41-20-166         | 14L-1-195                   | 121-4-188              | 19-3-114            | 14L-1-97   |            |
| 19-3-111        | 121-4-96          | <b>Channel</b> | 41-20-259         | 14L-1-188                   | 121-4-189              | 19-3-366            | 14L-1-98   |            |
| 19-3-442        | <b>Gusset</b>     | 121-4-112      | 41-20-260         | 14L-1-173                   | 121-4-202              | 19-3-37             | 2L-6-632   |            |
| 121-4-329       | 121-4-100         | 121-4-285      | 41-20-333         | 14L-1-172                   | 121-4-84               | 14L-1-166           | 11-08-1117 |            |
| 121-4-94        | 121-4-113         | 121-4-69       | 41-20-258         | 14L-1-168                   | 121-4-85               |                     | 11-08-1118 |            |
| <b>Housing</b>  | 121-4-197         | 121-4-70       | <b>Spacer</b>     | 14L-1-160                   | 121-4-81               | <b>Tube</b>         | 11-08-1119 |            |
| 121-4-102       |                   |                | 121-4-327         | 14-01-1026                  | 121-4-82               | 121-4-63            | 11-08-1120 |            |
| 121-4-180       |                   |                | 121-4-299         | 14-01-1011                  | 121-4-83               |                     | 11-08-1123 |            |
|                 |                   |                |                   | 14-01-1010                  |                        |                     | 11-08-1124 |            |

| Words       | Words                     | Words                     | Words       | Words           | Words           |
|-------------|---------------------------|---------------------------|-------------|-----------------|-----------------|
| Drive shaft | u joint                   | brake Line<br>(rear axle) | crossmember | ras             | truss           |
| Driveshaft  | yoke                      | brakeline                 | cylinder    | rear axle steer | universal joint |
| Driveline   | Flange                    | clamp                     | latch       | roller          | valve           |
| Drive line  | Propeller                 | clevis                    | lock        | strap           |                 |
| Ujoint      | accumulator               | collar                    | manifold    | tie rod         |                 |
| u-joint     | brake hose<br>(rear axle) | cross member              | pin         | tongue          |                 |

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MCI DATA RESPONSE TO PE12-007

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PE12-007

**REQUEST NUMBER TEN DATA**

PE12-007

## REQUEST NUMBER TEN DATA

PE12-007

REQUEST NUMBER TEN DATA

1. [REDACTED]

2. [REDACTED]

3. [REDACTED]

4. [REDACTED]

5. [REDACTED]

6. [REDACTED]

7. [REDACTED]

8. [REDACTED]

9. [REDACTED]

10. [REDACTED]

11. [REDACTED]

12. [REDACTED]

13. [REDACTED]

14. [REDACTED]

15. [REDACTED]

16. [REDACTED]

17. [REDACTED]

18. [REDACTED]

19. [REDACTED]

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21. [REDACTED]

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27. [REDACTED]

28. [REDACTED]

29. [REDACTED]

30. [REDACTED]

31. [REDACTED]

32. [REDACTED]

33. [REDACTED]

34. [REDACTED]

35. [REDACTED]

36. [REDACTED]

37. [REDACTED]

38. [REDACTED]

39. [REDACTED]

40. [REDACTED]

MCI DATA RESPONSE TO PE12-007

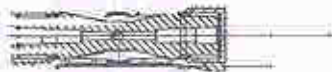
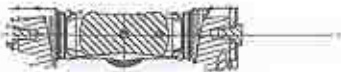
PE12-007

REQUEST NUMBER TEN DATA

PE12-007

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MCI DATA RESPONSE TO PE12-007

PE12-007  
REQUEST NUMBER TEN DATA





PE12-007

REQUEST NUMBER TEN DATA

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PE12-007

## REQUEST NUMBER TEN DATA

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PE12-007

REQUEST NUMBER TEN DATA

See also [request number nine](#) in this series.

**PE12-007**  
**REQUEST NUMBER TEN DATA**

DAG

DYNAMIC ANALYSIS GROUP LLC

REQUEST NUMBER TEN DATA

MCI DATA RESPONSE TO PE12-007

PE12-007

**REQUEST NUMBER TEN DATA**

DATE: 01/25/2012 10:00:00 AM

TIME: 01/25/2012 10:00:00 AM

USER: [REDACTED]

IP: [REDACTED]

HOST: [REDACTED]

PORT: [REDACTED]

PROXY: [REDACTED]

AGENT: [REDACTED]

REQUEST: [REDACTED]

RESPONSE: [REDACTED]

STATUS: [REDACTED]

REASON: [REDACTED]

ERROR: [REDACTED]

MESSAGE: [REDACTED]

DETAILS: [REDACTED]

LOG: [REDACTED]

TRACE: [REDACTED]

DEBUG: [REDACTED]

INFO: [REDACTED]

WARN: [REDACTED]

ERROR: [REDACTED]

FATAL: [REDACTED]

CRITICAL: [REDACTED]

EMERGENCY: [REDACTED]

DEBUG: [REDACTED]

INFO: [REDACTED]

WARN: [REDACTED]

ERROR: [REDACTED]

FATAL: [REDACTED]

CRITICAL: [REDACTED]

EMERGENCY: [REDACTED]

DEBUG: [REDACTED]

INFO: [REDACTED]

WARN: [REDACTED]

ERROR: [REDACTED]

FATAL: [REDACTED]

CRITICAL: [REDACTED]

EMERGENCY: [REDACTED]

DEBUG: [REDACTED]

INFO: [REDACTED]

WARN: [REDACTED]

ERROR: [REDACTED]

FATAL: [REDACTED]

CRITICAL: [REDACTED]

EMERGENCY: [REDACTED]

DEBUG: [REDACTED]

INFO: [REDACTED]

WARN: [REDACTED]

ERROR: [REDACTED]

FATAL: [REDACTED]

**MCI DATA RESPONSE TO PE12-007**





## REQUEST NUMBER TEN DATA

PE12-007

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MCI DATA RESPONSE TO PE12-007



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PE12-007

REQUEST NUMBER TEN DATA

MCI DATA RESPONSE TO PE12-007

PE12-007

REQUEST NUMBER TEN DATA

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PE12-007

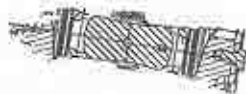
REQUEST NUMBER TEN DATA



MCI DATA RESPONSE TO PE12-007

PE12-007

REQUEST NUMBER TEN DATA



# SECTION 10

PE12-007

## MAINTENANCE

### REQUEST NUMBER TEN DATA

#### 12 - DRIVESHAFT

LUBRICATE DRIVESHAFT ASSEMBLY

CHECK & FILL FRONT BEARING (OIL LOUD)

CHECK & FILL REAR BEARING (OIL LOUD)

LUBRICATE WHEEL BEARINGS (GREASE LOUD)

INSPECT WHEEL BEARINGS & SEALS

REPAIR A/C COMPRESSOR ASSEMBLY

LUBRICATE A/C COMPRESSOR MOUNT

INSPECT CONDENSER FAN & MOTOR

INSPECT HVAC BLOWER MOTOR ASSEMBLY

CHECK COMPRESSOR OIL

PE12-007

REQUEST NUMBER TEN DATA

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# SECTION 10

## DRIVE

## MAINTENANCE

PE12-007

### REQUEST NUMBER TEN DATA

arrow on the tight end and slip joint end must align at the joining areas. This will align the tight end and

assemblies may be soaked in cleaning solution to soften

the differential and transmission half round vokes.

the slip joint dust cap. telescope the drive together at the

move one end of the cross  
wand beyond the outside of the driveshaft voke.

PCI 12-007  
REQUEST NUMBER TEN DATA

MCI DATA RESPONSE TO PCI 12-007





PI 12-007  
REQUEST NUMBER TWO DATA

RECEIVED BY REQUEST TWO PI 12-007

PE12-007  
REQUEST NUMBER TEN DATA

MCT DATA RESPONSE TO PE12-007



PE12-007

REQUEST NUMBER TEN DATA

REQUEST NUMBER TEN DATA PE12-007





PE12-007  
REQUEST NUMBER IEN DATA



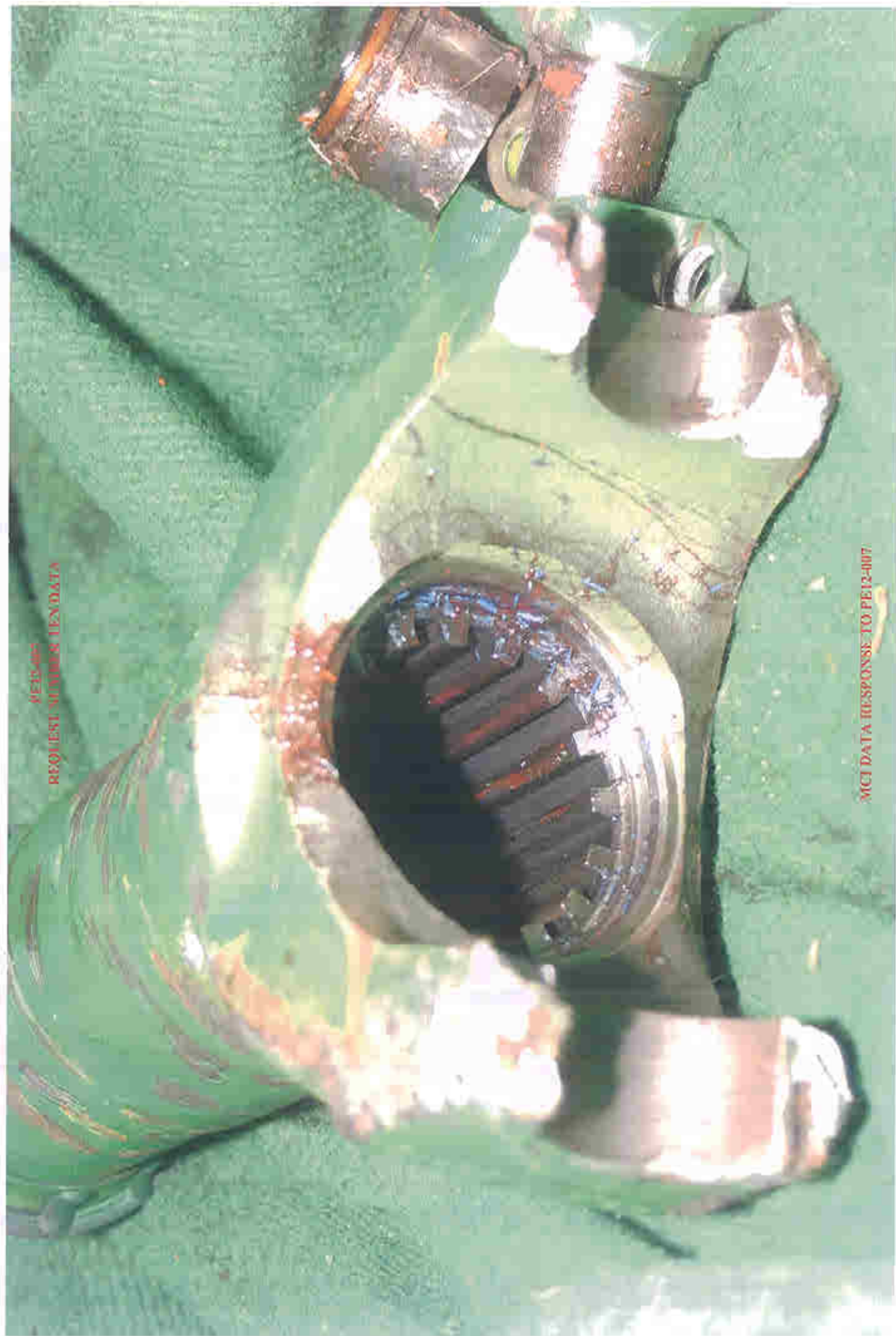
MCI DATA RESPONSE TO PE12-007



VALVE DATA RESPONSE TO 30121007

PE12-007  
REQUEST UNDER REVIEW

MCI DATA RESPONSE TO PE12-007





PE12-007  
REQUEST NUMBER TEN DATA

MCIDATA RESPONSE TO PE12-007



REF ID: A6124017  
REQUEST NUMBER: 115424

ALL DATA SUBJECT TO PERMITS