

INFORMATION Redacted PURSUANT TO THE FREEDOM OF 8/17/12
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Follow Up

Report Open Date

07/16/2012

Report Closed Date

Report No : [REDACTED] 2012071614350

Full VIN : 1M86DMBA2CP [REDACTED]

Unit #: [REDACTED]

Make: MCI

Model: D4505

Model Year: 2012

Fleet No : MI-105

Mileage: 51,073

Engine: 2010 CUM ISX 11.9L

Transmission : Allison

Trans. Model: B-500

New Coach Delivery ? No

Delivery Date : 02/21/2012

Indian Trails

Caller:

Bob Erickson [Manager]
989-725-8380 Ext 230 Garage
800-292-3831--Office
989-725-5105-main

Contact:

Bob Erickson
(989) 725-8380

MCI Regional Information

Region: Michigan

Zone: Central

IMG Member ? No

Reported By : Jim Gabor

Type of Report : Technical Solution Manager

Unit #: [REDACTED]

Special FYI Comments

- FYI - Open Campaigns exist for this Coach

Caller Details

Caller is... External
Name: Bob Erickson
Phone: 989-725-8380 Ext 230 Garage
800-292-3831--Office
989-725-5105-main
Whom: Manager
Fax: 989-725-6185-Garage
517-725-9584--Office
989-723-9768-main
Email: berickson@indiantrails.com
Contact Type : Visit

Company Details

Company Name : Indian Trails
Account No : [REDACTED]
Parent Co. Name: Indian Trails
Parent Account No : [REDACTED]
Phone: 989-725-8380
Fax: 989-725-6185
Address : 1226 East Main Street--garage
City: Owosso
State/Prov. & Zip: MI 48867
Country:
Territory No :

Contact

Contact 1 Name: Bob Erickson
Contact 1 Phone: (989) 725-8380

Whom:

Title	Name	Title	Name
Regional Director	Jim Stibgen (847)909-3697	New Coach Sales Person	Richard DeYoung (847)274-1344
Parts Solution Mgr .	Jim Stibgen (847)909-3697	Used Coach Sales Person	

Technical Solution Mgr .	Jim Gabor; Dan Crespo (419)571-5918

Issue Details

Schematic Index :

Is Warranty Issue ?

Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category : 14. Driveshaft

MCI Sub-Category : 14.01 Propeller Shaft

Detected at : Post-Delivery

*<Please refer to Tab: DAR & Open
Customer Issues>*

Incident Date : 07/16/2012

Complaint: The capscrews which hold the Drive shaft to the carrier were sheared causing damage . The engine bell housing (Cummins ISX) is broken 100 %

ERSA Related Details

Is Coach

Out of Service ? No

Is Coach Down ? Yes

Coach Down Date : 07/16/2012

Issue Escalation Details

Escalate Issue ? No

Trouble Shooting DetailsNotes CommentsProblem Code Details

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction:

Recommendations :

Tread Details

Is Tread Report ? Yes

Incident Date : 07/16/2012

(as reported by Customer)

Tread Type : Field Report

Tread Category : 10. Power Train

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ? No

Does Operator have
test equipment ? No*This coach was reported down on: 07/16/2012*

Was Coach Towed ? No

COACH DOWN LOCATION :

Is Coach at MCI Location ? No

TOWING COMPANY :

Company Name :

Name of place :

Phone:

Mile marker ,
exit or cross street :

Fax:

Additional Phone :

Address :

Address :

City:

City or closest city :

State/Prov. & Zip:

State/Prov.:

Payment type discussed ?

Description of coach :

Comments
(re: location):**OUTSIDE REPAIR FACILITIES :****FACILITY 1#**

Facility Name :

FACILITY 2#

Facility Name :

Contact:

Contact:

Phone:

Phone:

Fax:

Fax:

Additional Phone :

Additional Phone :

Address :

Address :

City:

City:

State/Prov. & Zip:

State/Prov. & Zip:

Comment:

Comment:

Payment type discussed ? No

Payment type discussed ? No

Does the customer require an associate ,
from MCI, to come to customer location ? No

Does the customer require another coach ? No

Was After Hours Emergency Part Ordered? No

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

Follow-up? Yes

Requested by :

Assigned To :
[Assistance Request]Jim
Gabor/FieldService/MotorCoach

Requested on: 07/18/2012

Also Notify :

Follow-up Due Date : 07/20/2012

Follow-up Frequency : Every Monday

Instructions :

Comment DetailsJim Gabor, 8/13/2012 1:13:31 PM
Follow-Up requested by - Assigned to Jim Gabor
Follow-Up due date: 7/20/2012
Instructions sent:

Jim Gabor, 8/13/2012 1:13:31 PM

Talked with Bob Erickson and he stated the coach should be back up and in service by Wednesday August 15th.

Jim Gabor, 7/18/2012 4:36:19 PM
Follow-Up requested by - Assigned to Jim Gabor
Follow-Up due date: 7/20/2012
Instructions sent:

Jim Gabor, 7/18/2012 4:36:19 PM
Did investigation at the Owosso facility. checked the tightness of the U-Joint mounting straps on the slip end of the drive shaft and found 1 loose. 2 tight and one damaged to far to get a wrench on. Also found the capscrews which mount the engine flex plate to the transmission were all (12) backed out approximately 1/2 inch . Checked to see if the crankshaft was broken but the flywheel turned when the crankshaft was turned at the main crank pulley. The capscrews mounting the drive shaft hoop were sheared off on the curb side which allowed the drive shaft to come out of the coach. Will check capscrews on unit 12616 in the morning to see if they are tight.

Jim Gabor, 7/16/2012 2:03:49 PM
Please review customer and coach details to ensure information is correct.

Customer Name provided on submitted iForm: 'Indian Trails'.

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

Attachments :

https://c13056850.ssl.cf2.rackcdn.com/mci/12222/_data12222_tsm_service_report_form/field_157733354450044f552b48a.jpg

https://c13056850.ssl.cf2.rackcdn.com/mci/12222/_data12222_tsm_service_report_form/field_89578959150044f5592194.jpg

https://c13056850.ssl.cf2.rackcdn.com/mci/12222/_data12222_tsm_service_report_form/field_1375234250044f55ebb90.jpg

https://c13056850.ssl.cf2.rackcdn.com/mci/12222/_data12222_tsm_service_report_form/field_78188167850044f5697120.jpg

https://c13056850.ssl.cf2.rackcdn.com/mci/12222/_data12222_tsm_service_report_form/field_141795995550044f563c6db.jpg

https://c13056850.ssl.cf2.rackcdn.com/mci/12222/_data12222_tsm_service_report_form/field_95310025250044f570eda5.jpg

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

8/17/12

**CONFIDENTIAL INFORMATION OF MOTOR COACH INDUSTRIES INTERNATIONAL, INC.
MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 8**

8/17/12



**CONFIDENTIAL INFORMATION OF MOTOR COACH INDUSTRIES INTERNATIONAL, INC.
MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 8**



8/17/12

**CONFIDENTIAL INFORMATION OF MOTOR COACH INDUSTRIES INTERNATIONAL, INC.
MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 8**



8/17/12

**CONFIDENTIAL INFORMATION OF MOTOR COACH INDUSTRIES INTERNATIONAL, INC.
MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 8**

8/17/12

**CONFIDENTIAL INFORMATION OF MOTOR COACH INDUSTRIES INTERNATIONAL, INC.
MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 8**



8/17/12

**CONFIDENTIAL INFORMATION OF MOTOR COACH INDUSTRIES INTERNATIONAL, INC.
MCI DATA RESPONSE TO PE12-007 SUPPLEMENTAL REQUEST 8**

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

01/04/2006

Report Closed Date

01/04/2006 06:19 PM

Report No : [REDACTED] 20060104174538

Full VIN:

Unit # : [REDACTED]

Make: MCI

Model: J4500

Model Year: 2005

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date:

Preferred Charters , LLC

Caller:

Gregg Foss [Mechanic]
707-585-9110

MCI Regional Information

Region: California

Zone: F; G

IMG Member? No

Reported By: James McClain

Type of Report: Warranty

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Gregg Foss
 Phone: 707-585-9110
 Whom: Mechanic
 Fax: 707-327-6962
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Preferred Charters, LLC
 Account No:
 Parent Co. Name:
 Parent Account No:

Phone: 707-585-9110
 Fax: 707-584-4713

Address:
 City: Santa Rosa
 State/Prov. & Zip: CA 95407
 Country: USA

Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ? Yes

Warranty Claim No : [REDACTED]

Ladder Logic Index :

OnTrac Case #:

MCI Category: 11. Steering

MCI Sub-Category: 11. Steering

Detected at: Post-Delivery

ERSA Related Details

Is Coach
 Out of Service ? No

Is Coach Down ? No

<Please refer to Tab: DAR & Open Customer Issues>

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Power steering leak

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: fitting Leaking

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Will replace fitting

Recommendations : CCS Order 11R-8-18 19-10-1446

Tread Details

Is Tread Report ? No

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ?

Was "On Call" Tech called ?

Does Operator have test equipment ? No

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

Was Coach Towed ?

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

Contact:

FACILITY 2#

Facility Name :

Contact:

Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

09/11/2006

Report Closed Date

09/11/2006 01:07 PM

Report No : XXXXXXXXXX 20060911123929**Full VIN:** 2M9TRMPA35W0XXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** E4500/102EL3**Model Year:** 2005**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 11/09/2004

Geissler Bus Service

Caller:**Roger****715-568-4232**

MCI Regional Information

Region: Wisconsin**Zone:** H**IMG Member ?** No**Reported By:** Samuel Caudill**Type of Report :** Tech Support**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Roger
Phone: 715-568-4232
Whom:
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : Geissler Bus Service
Account No :
Parent Co. Name:
Parent Account No :
Phone: 715-568-4232
800-283-4234
Fax: 715-568-4239
Address:
City: Bloomer
State/Prov. & Zip: WI 54724
Country:
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?**

Undetermined

Ladder Logic Index :**OnTrac Case #:****MCI Category :** 11. Steering**MCI Sub-Category:** 11. Steering**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach**Out of Service ?** No**Is Coach Down ?** No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Has a power steering leak at the rear bulkhead connector.	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:			
Recommendations :		Gave him part number 19-10-1446.	
<u>Tread Details</u>			
Is Tread Report ?	Yes	Tread Type :	Complaint
Incident Date :	09/11/2006 (as reported by Customer)	Tread Category :	01. Steering System
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

12/09/2008

Report Closed Date

12/09/2008 06:58 PM

Report No : XXXXXXXXXX 20081209185348**Full VIN:** 1M8PDMPA1PP0XXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** 102DL3/D4500**Model Year:** 1993**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :**

EASTERN BUS COMPANY INC .

Caller:Nick Caudil CS parts
847-285-2268MCI Regional Information**Region:** New Jersey**Zone:** D**IMG Member ?** No**Reported By:** Boris Zenteno**Type of Report :** Parts**Unit #:** XXXXXXXXXXCaller Details

Caller is... External
Name: Nick Caudil CS parts
Phone: 847-285-2268
Whom:
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : EASTERN BUS COMPANY INC.
Account No :
Parent Co. Name:
Parent Account No :
Phone:
Fax:
Address: 406 32ND STREET
City: UNION CITY
State/Prov. & Zip: NJ 07087
Country: USA
Territory No :

Title	Name	Title	Name
Regional Director		New Coach Sales Person	
Parts Solution Mgr .	Stephen Cofta	Used Coach Sales Person	
Technical Solution Mgr .			

Issue Details**Schematic Index :****Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category : 02. Rear Axle
MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? Yes
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Need part number for tag lock plate and anvil/pin	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:		Both item worn out.	
Causal Part No .		12L-4-284	
Did any other parts fail as a result of the causal part failing ?		No	
Correction:		Provided part numbers, 12L-4-284 & 12L-4-193	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called?	No	<u>TOWING COMPANY:</u>	
Does Operator have test equipment ?	No	Company Name :	
<u>COACH DOWN LOCATION :</u>		Phone:	
Is Coach at MCI Location ?	No	Fax:	
Name of place :		Additional Phone :	
Mile marker , exit or cross street :		Address :	
Address:		City:	
City or closest city :		State/Prov. & Zip:	
State/Prov.:		Payment type discussed ?	
Description of coach :			
Comments (re: location):			
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	
Additional Phone :		Additional Phone :	

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

07/23/2007

Report Closed Date

07/23/2007 10:28 AM

Report No : XXXXXXXXXX 2007072393747**Full VIN:** 1M8PDMPA41PXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 2001**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 06/06/2001**Buckeye Charter - North****Caller:**

Dave Elling
419-222-2455
800-859-8324

MCI Regional Information**Region:** Ohio**Zone:** I**IMG Member ?** No**Reported By:** Raul Gonzalez**Type of Report :** Parts**Unit #:** XXXXXXXXXX**Caller Details****Company Details**

Caller is... External
Name: Dave Elling
Phone: 419-222-2455
800-859-8324
Whom:
Fax:
Email: buckeyec@wcoil.com
Contact Type : Phone

Company Name : Buckeye Charter - North
Account No :
Parent Co. Name:
Parent Account No :
Phone: 419-222-2455
800-859-8324
Fax: 419-222-3817
Address :
City: Lima
State/Prov. & Zip: OH 45804
Country:
Territory No :

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

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

Issue Details**Schematic Index :****Is Warranty Issue ?** Undetermined**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 11. Steering**MCI Sub-Category:** 11. Steering**Detected at :** Post-Delivery**ERSA Related Details**

Is Coach
Out of Service ?
Is Coach Down ?

<Please refer to Tab: DAR & Open
Customer Issues>

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: needed p/n for the tag axle steer locking plate

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: gave customer p/n 12I-4-297

Recommendations :

Tread Details

Is Tread Report ? No

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ? No

Does Operator have
test equipment ? No

Was Coach Towed ? No

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

Contact:

FACILITY 2#

Facility Name :

Contact:

Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

11/24/2008

Report Closed Date

11/26/2008 12:44 PM

Report No: XXXXXXXXXX 200811242010Full VIN: 1M85DMPA56PXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4005

Model Year: 2006

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 07/22/2005

Premier Coach Co.

Caller:

Greg [Mechanic]
802-654-7204MCI Regional Information

Region: Vermont

Zone: E

IMG Member? No

Reported By: Boris Zenteno

Type of Report: Tech Support

Unit #: XXXXXXXXXXCaller Details

Caller is... External
 Name: Greg
 Phone: 802-654-7204
 Whom: Mechanic
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: Premier Coach Co.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 802-655-4456
 Fax: 802-655-4213
 Address:
 City: Colchester
 State/Prov. & Zip: VT 05446
 Country:
 Territory No:

Title	Name	Title	Name
Regional Director		New Coach Sales Person	
Parts Solution Mgr.	Jeremy Bilodeau	Used Coach Sales Person	
Technical Solution Mgr.			

Issue Details

Schematic Index:

Is Warranty Issue ? No

Ladder Logic Index:

OnTrac Case #:

MCI Category: 02. Rear Axle
 MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
 Out of Service ? No
 Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint: Is 4L-22-55 the same valve as T04-1230?			
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:			
Causal Part No . 4L-22-55			
Did any other parts fail as a result of the causal part failing ? No			
Correction : No they are not the same valve.			
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ? No			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ? No			

ERSA Info

Are Passengers Onboard ?	No
Was "On Call" Tech called ?	No
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ? No
Name of place :	<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone :
City or closest city :	Fax :
State/Prov. :	Additional Phone :
Description of coach :	Address :
Comments (re: location):	City :
	State/Prov. & Zip:
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact :	Contact :
Phone :	Phone :

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up? No

Comment Details

Boris Zenteno, 11/24/2008 5:04:33 PM
 Follow-Up requested by CN=Boris Zenteno/OU=SalesService/O=MotorCoach - Assigned to
 Follow-Up due date: 11/25/2008
 Instructions sent:

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

[Status](#)[Report Open Date](#)[Report Closed Date](#)

Archived

11/21/2006

11/21/2006 05:38 PM

Report No: [REDACTED] 20061121173321

Full VIN:

Unit #: [REDACTED]

Make: MCI

Model: 102DL3/D4500

Model Year: 2003

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date: 10/16/2002

New Orleans Tours

Caller:

Keith Jones

504-592-1991

MCI Regional Information

Region: Louisiana

Zone: J

IMG Member? No

Reported By: Derreck Brown

Type of Report: Tech Support

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Keith Jones
 Phone: 504-592-1991
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: New Orleans Tours
 Account No:
 Parent Co. Name:
 Parent Account No:

Phone: 504-592-1991
 Fax: 504-592-0006

Address:
 City: New Orleans
 State/Prov. & Zip: LA 70125
 Country: USA

Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ?

Undetermined

Ladder Logic Index:

OnTrac Case #:

MCI Category: 03. Body

MCI Sub-Category: 03. Body

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Customer needed valve for entrance door to coach	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:		Parts referenced vendor pn and came up with 4I-22-55	
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :		Told her it was ss to T04-1234 and that it was the correct pn but IRMA just wanted to argue about it, also looked it up on LM parts to confirm it	
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?		
Was "On Call" Tech called ?		
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?
Name of place :		<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :		Company Name :
Address :		Phone :
City or closest city :		Fax :
State/Prov. :		Additional Phone :
Description of coach :		Address :
Comments (re: location):		City :
		State/Prov. & Zip :
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>
Facility Name :		Facility Name :
Contact :		Contact :

Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

05/14/2007

Report Closed Date

05/14/2007 07:27 PM

Report No: XXXXXXXXXX 20070514184332Full VIN: 1M8PDMRA63PXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 2003

Fleet No:

Mileage:

Engine: DDEC S60 370 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 09/02/2005

Hudson Transit Lines , Inc.

Caller:

Greg Ceiley [Parts]
800-631-8405x1520MCI Regional Information

Region: New Jersey

Zone: D

IMG Member? No

Reported By: Boris Zenteno

Type of Report: Parts

Unit #: XXXXXXXXXXCaller Details

Caller is... External
 Name: Greg Ceiley
 Phone: 800-631-8405x1520
 Whom: Parts
 Fax:
 Email: greg.ceiley@coachusa.com
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Hudson Transit Lines, Inc.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 201-529-3666
 800-631-8405
 Fax: 201-529-0221
 Address:
 City: Mahwah
 State/Prov. & Zip: NJ 07430
 Country:
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 03.10 Entrance door controls

MCI Sub-Category: 03.10 Entrance door controls

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ? Yes

Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		What is the part # for entrance door control valve - 4L-22-55 is the valve	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:		Valve has failed	
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:		Located, with Jim McClanes help, 4L-22-396.	
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?		
Was "On Call" Tech called ?		
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?
Is Coach at MCI Location ?	No	<u>TOWING COMPANY :</u>
Name of place :		Company Name :
Mile marker , exit or cross street :		Phone:
Address :		Fax:
City or closest city :		Additional Phone :
State/Prov.:		Address :
Description of coach :		City:
Comments (re: location):		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>
Facility Name :		Facility Name :
Contact:		Contact:

Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

12/14/2007

Report Closed Date

12/14/2007 09:03 AM

Report No: [REDACTED] 2007121485045Full VIN: 1M8PDMRA93P[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: D4500/102DL3

Model Year: 2003

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date: 10/25/2002

STATE OF MARYLAND

Caller:

John

Veolia Transport [Mechanic]

301-575-1313

MCI Regional Information

Region:

Zone:

IMG Member ? No

Reported By: Terry Bowersox

Type of Report: Tech Support

Unit #: [REDACTED]Caller Details

Caller is... External
 Name: John
 Veolia Transport
 Phone: 301-575-1313
 Whom: Mechanic
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: STATE OF MARYLAND
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address: FERGUSON'S CHARTER BUS
 46 S. FRANKLINTOWN ROAD
 BALTIMORE
 MD
 21223
 City: MARK WILLIAMS MARK
 State/Prov. & Zip: WILLIAMS
 Country:
 Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ? No

Ladder Logic Index:

OnTrac Case #:

MCI Category: 03. Body
 MCI Sub-Category: 03.10 Entrance door controls

ERSA Related Details

Is Coach
 Out of Service ?

Detected at : Post-Delivery
<Please refer to Tab: DAR & Open Customer Issues>

Incident Date :

Complaint: Door opens, will NOT close, either switch. I/O, circuits operating normal

Is Coach Down ?

[Issue Escalation Details](#)

Escalate Issue ? No

Trouble Shooting Details

Notes Comments

Problem Code Details

Code Type :

Cause: Possible door solenoid 4L-22-55 or output circuit

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Moudule A4 output #1 @ 28mV..... Replace moduel

Recommendations : Advised for diagnostics

Tread Details

Is Tread Report ? No

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ? No

Does Operator have test equipment ? No

COACH DOWN LOCATION :

Name of place :

Mile marker , exit or cross street :

Address:

City or closest city :

State/Prov.:

Description of coach :

Comments (re: location):

Was Coach Towed ? No

TOWING COMPANY:

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

FACILITY 2#

Facility Name :

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

12/11/2007

Report Closed Date

12/11/2007 09:31 AM

Report No : [REDACTED] 200712119840**Full VIN :** 1M8PDMRA23P0[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4500/102DL3**Model Year:** 2003**Fleet No :****Mileage:****Engine:** DDEC S60 370 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 07/03/2003

Suburban Transit

Caller:Jerry Czyz [Parts]
732-249-1100

MCI Regional Information

Region: New Jersey**Zone:** D**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Jerry Czyz
Phone: 732-249-1100
Whom: Parts
Fax:
Email: jerry.czyz@coachusa.com
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Suburban Transit
Account No :
Parent Co. Name:
Parent Account No :
Phone: 732-249-1100
Fax: 732-828-0277
Address :
City: New Brunswick
State/Prov. & Zip: NJ 08901
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category : 03. Body
MCI Sub-Category: 03.10 Entrance door controls

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs part# door valve		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :	Gave part# 4I-22-55		
<u>Tread Details</u>			
Is Tread Report ?	No		
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?	No		

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No	<u>TOWING COMPANY:</u>	
Does Operator have test equipment ?	No	Company Name :	
<u>COACH DOWN LOCATION :</u>		Phone:	
Name of place :		Fax:	
Mile marker , exit or cross street :		Additional Phone :	
Address :		Address :	
City or closest city :		City:	
State/Prov.:		State/Prov. & Zip:	
Description of coach :		Payment type discussed ?	
Comments (re: location):			
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

02/15/2006

Report Closed Date

02/15/2006 06:31 PM

Report No : XXXXXXXXXX 20060215182945**Full VIN:** 1M8PDMPA7XPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission:****New Coach Delivery ?** No**Delivery Date:**

Bama Tours

Caller:Albert Watts
251-653-1401

MCI Regional Information

Region: Alabama**Zone:** B**IMG Member ?** No**Reported By:** Gilles Gueret**Type of Report :** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Albert Watts
Phone: 251-653-1401
Whom:
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : Bama Tours
Account No :
Parent Co. Name:
Parent Account No :
Phone: 251-653-1401
Fax: 251-653-1437
Address :
City: Theodore
State/Prov. & Zip: AL 36582
Country:
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** Undetermined**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 04. Brakes/Air System**MCI Sub-Category:** 04. Brakes/Air System**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach**Out of Service ?****Is Coach Down ?**

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs part # for air solenoid		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :	gave # 4L-22-55		
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone :
City or closest city :	Fax :
State/Prov. :	Additional Phone :
Description of coach :	Address :
Comments (re: location):	City :
	State/Prov. & Zip :
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact :	Contact :
Phone :	Phone :
Fax :	Fax :
Additional Phone :	Additional Phone :
Address :	Address :

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

02/14/2006

Report Closed Date

02/14/2006 08:29 AM

Report No : [REDACTED] 200602147366

Full VIN:

Unit #: [REDACTED]

Make: MCI

Model: 102DL3/D4500

Model Year: 2001

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date:

**Rick
NJT**

Caller:

Nancy Wilson
CSP, Schaumburg [Parts]
9999999999MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: Terry Bowersox

Type of Report: Parts

Unit #: [REDACTED]

Caller DetailsCompany Details

Caller is... External
 Name: Nancy Wilson
 CSP, Schaumburg
 Phone: 9999999999
 Whom: Parts
 Fax:
 Email:
 Contact Type: Phone

Company Name: Rick
 NJT
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone:
 Fax:
 Address:
 City:
 State/Prov. & Zip:
 Country:
 Territory No :

Contact

Contact 1 Name:

Contact 1 Phone:

Whom:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category : 04. Brakes/Air System

MCI Sub-Category: 04. Brakes/Air System

ERSA Related DetailsIs Coach
Out of Service ?

Detected at : Post-Delivery
<Please refer to Tab: DAR & Open Customer Issues>
 Incident Date :
 Complaint: 4L-22-55 valve replaced by T04-1234 not fitting application

Is Coach Down ?
[Issue Escalation Details](#)
 Escalate Issue ? No

Trouble Shooting Details**Problem Code Details**Notes Comments

Code Type :

Cause: Nancy found E-Mail excluding NJT door application

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: To use 4L-22-396 for NJT door

Recommendations :

Tread Details

Is Tread Report ? No

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ?
 Was "On Call" Tech called ?
 Does Operator have
 test equipment ? No

COACH DOWN LOCATION :

Name of place :
 Mile marker ,
 exit or cross street :
 Address :
 City or closest city :
 State/Prov.:
 Description of coach :
 Comments
 (re: location):

Was Coach Towed ?

TOWING COMPANY:

Company Name :
 Phone:
 Fax:
 Additional Phone :
 Address :
 City:
 State/Prov. & Zip:
 Payment type discussed ?

OUTSIDE REPAIR FACILITIES :**FACILITY 1#**

Facility Name :

FACILITY 2#

Facility Name :

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

04/03/2007

Report Closed Date

04/03/2007 04:07 PM

Report No: XXXXXXXXXX 2007040316645Full VIN: 1M8PDMPA8VPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1997

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 07/22/97

Viveiros

Caller:

Manuel

905-451-2074

MCI Regional Information

Region: Ontario

Zone: M

IMG Member? No

Reported By: Ryan Leslie

Type of Report: Tech Support

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: Manuel
 Phone: 905-451-2074
 Whom:
 Fax: 905-451-1775
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Viveiros
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 905-451-2074
 Fax: 905-451-1775
 Address:
 City: Brampton
 State/Prov. & Zip: ON L6V-2S2
 Country: Canada
 Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ?

Undetermined

Ladder Logic Index:

OnTrac Case #:

MCI Category: 04. Brakes/Air System

MCI Sub-Category: 04. Brakes/Air System

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>	
Incident Date :	Escalate Issue ? No
Complaint: Replaced the old tag lock valves 4L-22-55 with T04-1234 but they don't fit	
<u>Trouble Shooting Details</u>	<u>Problem Code Details</u>
<u>Notes Comments</u>	Code Type:
Cause:	
Causal Part No .	
Did any other parts fail as a result of the causal part failing ? No	
Correction: Faxed him SB2739 giving him all the part #'s needed and explaining how to do it so they will fit.	
Recommendations :	
<u>FCP / Campaign Details</u>	
Were FCPs discussed with customer ? No	

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone:
City or closest city :	Fax:
State/Prov.:	Additional Phone :
Description of coach :	Address :
Comments (re: location):	City:
	State/Prov. & Zip:
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

09/20/2007

Report Closed Date

09/20/2007 09:47 AM

Report No : [REDACTED] 200709209121**Full VIN :** 1M8PDMPA05P[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4500/102DL3**Model Year:** 2005**Fleet No :****Mileage:** 586,776**Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 11/19/2004

Ontario Northland

Caller:Gerald Laplante [Driver]
705-472-4500 ext. 370

MCI Regional Information

Region: Ontario**Zone:** M**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Gerald Laplante
Phone: 705-472-4500 ext. 370
Whom: Driver
Fax:
Email: glaplante@ontc.on.ca
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Ontario Northland
Account No :
Parent Co. Name:
Parent Account No :
Phone: 705-472-4500
Fax: 705-472-6535
Address :
City: North Bay
State/Prov. & Zip: ON P1B 8L3
Country: Canada
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?**

No

Ladder Logic Index :**OnTrac Case #:****MCI Category :** 04. Brakes/Air System**MCI Sub-Category:** 04. Brakes/Air System**Detected at:** Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach**Out of Service ?** No**Is Coach Down ?** No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Needs new part# for tag axel valves has 4I-22-55	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave new part# T04-1234	
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No	<u>TOWING COMPANY:</u>	
Does Operator have test equipment ?	No	Company Name :	
<u>COACH DOWN LOCATION :</u>		Phone:	
Name of place :		Fax:	
Mile marker , exit or cross street :		Additional Phone :	
Address :		Address :	
City or closest city :		City:	
State/Prov.:		State/Prov. & Zip:	
Description of coach :		Payment type discussed ?	
Comments (re: location):			
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

10/09/2007

Report Closed Date

10/09/2007 05:10 PM

Report No : XXXXXXXXXX 20071009164312**Full VIN:** 1M8PDMPAXPPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1993**Fleet No:****Mileage:****Engine:** S-60**Transmission :****New Coach Delivery ?** No**Delivery Date :** 01/01/93

Post Road Stages Inc .

Caller:

Todd Collins

860-644-1531

MCI Regional Information

Region: Connecticut**Zone:** E**IMG Member ?** No**Reported By:** Ryan Leslie**Type of Report :** Tech Support**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Todd Collins
Phone: 860-644-1531
Whom:
Fax:
Email: todd.collins@sbcglobal.net
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : Post Road Stages Inc.
Account No :
Parent Co. Name:
Parent Account No :
Phone: 860-644-1531
Fax: 860-644-5874
 860-644-4674
Address:
City: South Windsor
State/Prov. & Zip: CT 06074
Country:
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?**

Undetermined

Ladder Logic Index :**OnTrac Case #:****MCI Category :****MCI Sub-Category:** 04. Brakes/Air System**Detected at:** Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach**Out of Service ?****Is Coach Down ?**

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Has valve 4L-22-55 been replaced by T04-1234		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :		yes	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No		
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone :	
Address :		Fax :	
City or closest city :		Additional Phone :	
State/Prov. :		Address :	
Description of coach :		City :	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

10/27/2005

Report Closed Date

10/27/2005 10:26 AM

Report No : [REDACTED] 2005102710937**Full VIN:** 1M8PDMPA1TP0[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1996**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 05/06/97

Creative Mobile Interiors

Caller:**Mitch****614-539-4676**

MCI Regional Information

Region: Ohio**Zone:** I**IMG Member ?** No**Reported By:** Carlos Ponce**Type of Report :** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Mitch
Phone: 614-539-4676
Whom:
Fax:
Email:
Contact Type : Verbal

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : Creative Mobile Interiors
Account No :
Parent Co. Name:
Parent Account No :
Phone: 614-539-4600
Fax: 614-801-1008
Address :
City: Grove City
State/Prov. & Zip: OH 43123
Country:
Territory No :

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

Issue Details

Schematic Index :
Is Warranty Issue ?

Ladder Logic Index :
OnTrac Case #:

MCI Category : 04.20 Air Lines
MCI Sub-Category: 04.20 Air Lines

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>	
Incident Date :	Escalate Issue ? No
Complaint: They was looking for the part number for the damp vave for the tag axel in the d13	
<u>Trouble Shooting Details</u>	<u>Problem Code Details</u>
<u>Notes Comments</u>	Code Type:
Cause: he has I problem with that pneumatic valve	
Causal Part No .	
Did any other parts fail as a result of the causal part failing ? No	
Correction: I give the part numbe 4L-22-55 for the Domp valve	
Recommendations :	
<u>FCP / Campaign Details</u>	
Were FCPs discussed with customer ? No	

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone:
City or closest city :	Fax:
State/Prov.:	Additional Phone :
Description of coach :	Address:
Comments (re: location):	City:
	State/Prov. & Zip:
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address:	Address:

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

11/02/2007

Report Closed Date

11/02/2007 04:16 PM

Report No : XXXXXXXXXX 2007110216144Full VIN: 1M8PDMPAXTPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1996

Fleet No:

Mileage: 700,000

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 12/20/99

Cardinal Coach Lines

Caller:
chris
403-669-7731
403-531-3918

MCI Regional Information

Region: Alberta
Zone: K
IMG Member? No
Reported By: Ryan Leslie
Type of Report: Parts

Unit #: XXXXXXXXXXCaller DetailsCompany Details

Caller is... External
Name: chris
Phone: 403-669-7731
403-531-3918

Whom:
Fax:
Email:
Contact Type: Phone

Company Name: Cardinal Coach Lines
Account No :
Parent Co. Name:
Parent Account No :

Phone:
Fax:
Address:
City: Calgary
State/Prov. & Zip: AB
Country: Canada

Contact

Contact 1 Name:
Contact 1 Phone:

Territory No :

Whom:

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

Issue Details

Schematic Index :
Is Warranty Issue ? Undetermined

Ladder Logic Index :
OnTrac Case #:

MCI Category: 04. Brakes/Air System

MCI Sub-Category: 04.22 Misc. Valves

Detected at: Post-Delivery

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

*<Please refer to Tab: DAR & Open
Customer Issues>*

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Need tag axle valve part #

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: 4L-22-55 which has been replaced by T04-1234. Gaskets 4L-22-321 still available for 4L-22-55, also sent him a copy of SB 2739

Recommendations :

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No
Was "On Call" Tech called ? No
Does Operator have
test equipment ? No

Was Coach Towed ? No

COACH DOWN LOCATION :

Name of place :
Mile marker,
exit or cross street :
Address :
City or closest city :
State/Prov.:
Description of coach :
Comments
(re: location):

TOWING COMPANY:

Company Name :
Phone:
Fax:
Additional Phone :
Address :
City:
State/Prov. & Zip:
Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :
Contact:
Phone:
Fax:

FACILITY 2#

Facility Name :
Contact:
Phone:
Fax:

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

03/06/2009

Report Closed Date

03/06/2009 07:59 PM

Report No: XXXXXXXXXX 2009030619520Full VIN: 1M8PDMPA3RP0XXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: 102DL3/D4500

Model Year: 1994

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 06/06/94

Mercer Motor Coach , Inc.

Caller:

Johnny [Owner]
928-425-4642MCI Regional Information

Region: Arizona

Zone: G

IMG Member? No

Reported By: Boris Zenteno

Type of Report: Tech Support

Unit #: XXXXXXXXXXCaller Details

Caller is... External
 Name: Johnny
 Phone: 928-425-4642
 Whom: Owner
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Mercer Motor Coach, Inc.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 928-425-4642
 Fax: 928-425-9729
 Address:
 City: Globe
 State/Prov. & Zip: AZ 85501
 Country:
 Territory No:

Title	Name	Title	Name
Regional Director	Dent Shuey	New Coach Sales Person	Dave Dorr
Parts Solution Mgr.	Gary Pugsley	Used Coach Sales Person	Marshall Deems
Technical Solution Mgr.	Frank Cantwell		

Issue Details

Schematic Index :

Is Warranty Issue ?

No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 04. Brakes/Air System

MCI Sub-Category: 04.22 Misc. Valves

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ? Yes

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Need connector for 4L-22-55	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:		Not in bag.	
Causal Part No .		T04-1234	
Did any other parts fail as a result of the causal part failing ?		No	
Correction:		Conference Don Foley, we discuss and he will ship 07-19-1155	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?	No
Is Coach at MCI Location ?	No	<u>TOWING COMPANY:</u>
Name of place :		Company Name :
Mile marker , exit or cross street :		Phone:
Address:		Fax:
City or closest city :		Additional Phone :
State/Prov.:		Address:
Description of coach :		City:
Comments (re: location):		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>
Facility Name :		Facility Name :
Contact:		Contact:
Phone:		Phone:
Fax:		Fax:
Additional Phone :		Additional Phone :

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

05/19/2006

Report Closed Date

05/19/2006 11:31 AM

Report No : XXXXXXXXXX 2006051911828**Full VIN:** 1M8PDMTA2TPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1996**Fleet No:****Mileage:****Engine:** DDEC S60 330/350/365 HP 11.1L**Transmission:****New Coach Delivery ?** No**Delivery Date:****Caller:**

Rapp [Parts]

843-234-2268

MCI Regional Information**Region:****Zone:****IMG Member ?** No**Reported By:** James Solsbury**Type of Report :** Tech Support**Unit #:** XXXXXXXXXXCaller Details

Caller is... External
Name: Rapp
Phone: 843-234-2268
Whom: Parts
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/Prov. & Zip:
Country:
Territory No :

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

Issue Details**Schematic Index :****Is Warranty Issue ?** Undetermined**Ladder Logic Index :****OnTrac Case #:****MCI Category:** 11. Steering**MCI Sub-Category:** 11. Steering

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Air leak at tag caster valve at back of bus	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :		I faxed copu of SB-2739	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up? No

Comment Details

Gilles Gueret, 5/19/2006 3:05:30 PM
Requested part # for valve gave # 4L-22-55

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

10/28/2005

Report Closed Date

10/31/2005 06:30 PM

Report No : [REDACTED] 20051031182310**Full VIN:** 1M8SDMRA63P [REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4000/102D3**Model Year:** 2003**Fleet No:****Mileage:****Engine:** DDEC S60 370 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :**

PINELLAS-SUNCOAST TA

Caller:**Mike**

727-530-9921

MCI Regional Information**Region:** Florida**Zone:** A**IMG Member ?** No**Reported By:** Gilles Gueret**Type of Report :** Tech Support**Unit #:** [REDACTED]Caller Details

Caller is... External
Name: Mike
Phone: 727-530-9921
Whom:
Fax:
Email: rsweeney@psta.net
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:Company Details

Company Name : PINELLAS-SUNCOAST TA
Account No :
Parent Co. Name:
Parent Account No :
Phone: 727-530-9921
Fax: 727-533-4448
Address : 14840 49th St. South
City: Clearwater
State/Prov. & Zip: FL 33762
Country: USA
Territory No :

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

Issue Details**Schematic Index :****Is Warranty Issue ?** Yes**Warranty Claim No :** [REDACTED]**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 12. Suspension**MCI Sub-Category:** 12. Suspension**Detected at :** Post-DeliveryERSA Related Details**Is Coach****Out of Service ?** No**Is Coach Down ?**

<Please refer to Tab: DAR & Open Customer Issues>

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Ordered a replacement valve and received different valve

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Advised valve 4L-22-55 superceded by T03-1234 read info off AS400

Recommendations :

Tread Details

Is Tread Report ? No

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ?

Was "On Call" Tech called ?

Does Operator have test equipment ? No

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

Was Coach Towed ?

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

Contact:

FACILITY 2#

Facility Name :

Contact:

Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

01/06/2006

Report Closed Date

01/06/2006 02:53 PM

Report No : XXXXXXXXXX 2006010614812**Full VIN:** 1M8PDMPA0VP0XXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1997**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :**

Alaska Coach Tours

Caller:
Steven
907.957.1362

MCI Regional Information

Region: Alaska**Zone:** F**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Steven
Phone: 907.957.1362
Whom:
Fax: 907.523.0946
Email: doug@alaskacoachtours.com
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Alaska Coach Tours
Account No :
Parent Co. Name:
Parent Account No :

Phone: 907-586-7433
Fax: 907-463-5500

Address :
City: Juneau
State/Prov. & Zip: AK 99801
Country: USA

Territory No :

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

Issue Details

Schematic Index :
Is Warranty Issue ? Undetermined

Ladder Logic Index :
OnTrac Case #:

MCI Category : 12. Suspension
MCI Sub-Category: 12. Suspension

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs Part# Tag lock solenoid		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part# 4I-22-55	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?		Was Coach Towed ?	
Was "On Call" Tech called ?			
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone :	
Address :		Fax :	
City or closest city :		Additional Phone :	
State/Prov. :		Address :	
Description of coach :		City :	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

01/26/2006

Report Closed Date

01/26/2006 01:31 PM

Report No: XXXXXXXXXX 20060126121652Full VIN: 1M8PDMPA1XPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

Olson Transportation

Caller:

Ed [Parts]

847.336.0720

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: Terry Bowersox

Type of Report: Parts

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: Ed
 Phone: 847.336.0720
 Whom: Parts
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: Olson Transportation
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address:
 City:
 State/Prov. & Zip:
 Country:
 Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ?

No

Ladder Logic Index:

OnTrac Case #:

MCI Category: 12. Suspension

MCI Sub-Category: 12. Suspension

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		4L-22-55 valves replaced by T04-1234. How to wire up ??	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :		Wire to Wire, 1, 2, 3, per AS400 EIC comments	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone:	
City or closest city :		Fax:	
State/Prov.:		Additional Phone :	
Description of coach :		Address:	
Comments (re: location):		City:	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	
Additional Phone :		Additional Phone :	
Address:		Address:	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

01/25/2006

Report Closed Date

01/25/2006 01:49 PM

Report No: XXXXXXXXXX 20060125133728Full VIN: 1M8PDPYA7XPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 470/500 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

MUSIC CITY COACH

Caller:

Eddy W/ Bus truck Repair
505-863-7482

MCI Regional Information

Region: Tennessee

Zone: B

IMG Member? No

Reported By: James McClain

Type of Report: Tech Support

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: Eddy W/ Bus truck Repair
 Phone: 505-863-7482
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: MUSIC CITY COACH
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address: 1330 GATEWAY DRIVE
 City: GALLATIN
 State/Prov. & Zip: TN 37066
 Country: USA
 Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ?

Undetermined

Ladder Logic Index:

OnTrac Case #:

MCI Category: 12. Suspension

MCI Sub-Category: 12. Suspension

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		There are 2 valves Is engine comp leaking What are they	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		For Tag Steer Tag Lock Needs Part# 4L-22-55 will order part	
Incident Date :		Tread Type :	
01/25/2006		Complaint	
(as reported by Customer)		Tread Category :	
		04. Service Brake System, Air	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone:	
City or closest city :		Fax:	
State/Prov.:		Additional Phone :	
Description of coach :		Address:	
Comments (re: location):		City:	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

03/21/2006

Report Closed Date

03/21/2006 07:42 PM

Report No : XXXXXXXXXX 20060321194026

Full VIN:

Unit #: XXXXXXXXXX

Make: MCI

Model: 102DL3/D4500

Model Year: Other

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date:

Western Bus Parts And Service Ltd .

Caller:

Mark Smith
604-980-4844

MCI Regional Information

Region: British Columbia

Zone: K

IMG Member? No

Reported By: James McClain

Type of Report: Tech Support

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: Mark Smith
 Phone: 604-980-4844
 Whom:
 Fax: 604-817-0235
 Email: mark@westernbus.ca
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Western Bus Parts And Service Ltd.
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone: 604-980-4844
 Fax: 604-980-4443
 Address:
 City: North Vancouver
 State/Prov. & Zip: BC V7P 2V5
 Country: Canada
 Territory No :

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

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category : 12. Suspension

MCI Sub-Category: 12. Suspension

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ? No

Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Ordered part# 4L-22-55 Got T04 #		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:	No Vin#		
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?	No		
Correction :			
Recommendations :	Needs to do SB 2779 Split Valves Then it will work		
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?	No		

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone :
City or closest city :	Fax :
State/Prov. :	Additional Phone :
Description of coach :	Address :
Comments (re: location):	City :
	State/Prov. & Zip :
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact :	Contact :
Phone :	Phone :
Fax :	Fax :
Additional Phone :	Additional Phone :
Address :	Address :

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

06/12/2006

Report Closed Date

06/12/2006 11:18 AM

Report No: [REDACTED] 2006061211529**Full VIN:** 1M8PDMPA3XP [REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission:****New Coach Delivery ?** No**Delivery Date:** 09/30/98AA Truck & Auto Repair .**Caller:**

Randy

Dave [Mechanic]

703-550-5571

MCI Regional Information**Region:** Virginia**Zone:** C**IMG Member ?** No**Reported By:** James McClain**Type of Report:** Tech Support**Unit #:** [REDACTED]Caller Details

Caller is... External
Name: Randy
 Dave
Phone: 703-550-5571
Whom: Mechanic
Fax: 703-550-5585
Email: AATRUCK@AOL.COM
Contact Type: Phone

Company Details

Company Name: AA Truck & Auto Repair .
Account No :
Parent Co. Name:
Parent Account No :
Phone: 703-550-5571
Fax: 703-550-5585
Address:
City: Lorton
State/Prov. & Zip: VA 07304-2801
Country: USA
Territory No :

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

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

Issue Details**Schematic Index :****Is Warranty Issue ?**

No

Ladder Logic Index :**OnTrac Case #:****MCI Category :** 12. Suspension**MCI Sub-Category:** 12. Suspension**Detected at:** Post-DeliveryERSA Related Details**Is Coach****Out of Service ?** No**Is Coach Down ?** No

*<Please refer to Tab: DAR & Open
Customer Issues>*

Issue Escalation Details

Escalate Issue ? No

Incident Date :

Complaint: Tag Axel Valves Leaking At Gasket Between The 2 Ordered new valve its way differant

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction:

Recommendations : Gave Infi On Valve Used to be 4L-22-55 Now T04-1234 Need one more valve And do SB 2739 Will be OK Then Faxed Bulletin

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ?

Was "On Call" Tech called ?

Does Operator have test equipment ? No

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

Was Coach Towed ?

TOWING COMPANY:

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

Contact:

Phone:

Fax:

FACILITY 2#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up? No

Comment Details

Terry Bowersox, 6/13/2006 2:37:54 PM
Advised to recheck plumbing config. Both old and NEW solenoids ports are marked 1, 2, 3, etc.... match old ports to new ports.

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

02/20/2007

Report Closed Date

02/20/2007 04:06 PM

Report No : [REDACTED] 2007022016524**Full VIN:** 1M8SDMSA8SP[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4000/102D3**Model Year:** 1995**Fleet No:****Mileage:****Engine:** CUM M-11 370 HP 11.0L**Transmission:****New Coach Delivery ?** No**Delivery Date:**

Green Tortoise

Caller:

Lyle

415-722-0471

MCI Regional Information

Region: California**Zone:** F; G**IMG Member ?** No**Reported By:** Gilles Gueret**Type of Report:** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Lyle
Phone: 415-722-0471
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name: Green Tortoise
Account No:
Parent Co. Name:
Parent Account No:
Phone: 415-956-7500
Fax: 415-956-4900
Address:
City: San Francisco
State/Prov. & Zip: CA 94133
Country: USA
Territory No:

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

Issue Details

Schematic Index:**Is Warranty Issue ?**

Undetermined

Ladder Logic Index:**OnTrac Case #:****MCI Category:** 12. Suspension**MCI Sub-Category:** 12. Suspension**Detected at:** Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach**Out of Service ?****Is Coach Down ?**

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs a part # for air valve		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:		Gave part # 4L-22-55 based on discription	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone:
City or closest city :	Fax:
State/Prov.:	Additional Phone :
Description of coach :	Address:
Comments (re: location):	City:
	State/Prov. & Zip:
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address:	Address:

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

01/15/2008

Report Closed Date

01/15/2008 03:01 PM

Report No: [REDACTED] 20080115113459

Full VIN: 1M8PDMPA3PP [REDACTED]

Unit #: [REDACTED]

Make: MCI

Model: D4500/102DL3

Model Year: 1993

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 06/06/93

**1st Baptist Church @
Mlaker Transportation , Inc**

Caller:

Mike [Mechanic]
814-479-2515MCI Regional Information

Region: Georgia

Zone: A

IMG Member? No

Reported By: Boris Zenteno

Type of Report: Tech Support

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Mike
 Phone: 814-479-2515
 Whom: Mechanic
 Fax: 814-479-2197
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: 1st Baptist Church@
Mlaker Transportation, Inc
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone:
 Fax:
 Address:
 City: Newnan
 State/Prov. & Zip: GA
 Country:
 Territory No :

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

Issue Details

Schematic Index :
 Is Warranty Issue ? No

Ladder Logic Index :
 OnTrac Case #:

MCI Category: 12. Suspension
 MCI Sub-Category: 12.01.01 Tag Axle unload
 Detected at: Post-Delivery

ERSA Related Details

Is Coach
 Out of Service ? No
 Is Coach Down ? No

<Please refer to Tab: DAR & Open Customer Issues>

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Need info on how to install 4L-22-55 on tag axle lift system.

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: Old valve is leaking, old valve NSV and new valve is different.

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Fax info send by TB to custoemr .

Recommendations :

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called? No

Does Operator have test equipment ? No

COACH DOWN LOCATION :

Was Coach Towed ? No

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :

FACILITY 2#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

09/24/2008

Report Closed Date

09/26/2008 11:52 AM

Report No : [REDACTED] 20080924143437**Full VIN:** 1M8SDMPAXVP[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** 102D3/D4000**Model Year:** 1997**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 06/06/97

Southeastern Stages , Inc.

Caller:Emmitt Arnold [Owner]
404-591-2750

MCI Regional Information

Region: Georgia**Zone:** A**IMG Member ?** No**Reported By:** Boris Zenteno**Type of Report :** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Emmitt Arnold
Phone: 404-591-2750
Whom: Owner
Fax:
Email: emmittarnold@southeasternstages.com
Contact Type : Phone

Contact

Contact 1 Name:**Contact 1 Phone:****Whom:**

Company Details

Company Name : Southeastern Stages, Inc.
Account No :
Parent Co. Name:
Parent Account No :
Phone: 404-591-2750
Fax: 404-591-2786
Address :
City: Atlanta
State/Prov. & Zip: GA 30315
Country:
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?**

No

Ladder Logic Index :**OnTrac Case#:**

MCI Category : 12. Suspension
MCI Sub-Category: 12.04 Rear Trailing Wheel Suspension

Detected at : Post-Delivery

ERSA Related Details

Is Coach Out of Service ? No
Is Coach Down ?

<Please refer to Tab: DAR & Open [Issue Escalation Details](#)
Customer Issues>

Escalate Issue ? No

Incident Date :

Complaint: Need part number for upper plate.

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: Unkwon at this time.

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Emitt send pictures to Lois Brewer , who forward to me. Left voice mesaage with Emitt to call me to confirmed part.

Recommendations :

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No
Was "On Call" Tech called ? No
Does Operator have test equipment ? No

Was Coach Towed ? No

COACH DOWN LOCATION :

TOWING COMPANY:

Name of place :
Mile marker ,
exit or cross street :
Address :
City or closest city :
State/Prov. :
Description of coach :
Comments
(re: location):

Company Name :
Phone :
Fax :
Additional Phone :
Address :
City :
State/Prov. & Zip :
Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

FACILITY 2#

Facility Name :
Contact :
Phone :
Fax :
Additional Phone :

Facility Name :
Contact :
Phone :
Fax :
Additional Phone :

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Follow Up Details

Follow-up? No

Comment Details

Boris Zenteno, 9/26/2008 8:52:35 AM
Follow-up Completed

Boris Zenteno, 9/26/2008 8:52:11 AM
Emmett called and left voice message that the part he needs is the large "U" shaped. Part # 12L-4-73.

Boris Zenteno, 9/24/2008 4:28:29 PM
Follow-Up requested by CN=Boris Zenteno/OU=SalesService/O=MotorCoach - Assigned to
Follow-Up due date: 9/25/2008
Instructions sent:

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

07/08/2008

Report Closed Date

07/08/2008 02:43 PM

Report No : XXXXXXXXXX 20080708125432**Full VIN:** 1M8PDMPA3RFXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1994**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 06/06/94

Precious Cargo Transportation

Caller:**Bill [Mechanic]**
440-543-9272

MCI Regional Information

Region: Ohio**Zone:** I**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Bill
Phone: 440-543-9272
Whom: Mechanic
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Precious Cargo Transportation
Account No :
Parent Co. Name:
Parent Account No :
Phone: 440-543-9272
Fax: 440-564-8064
Address :
City: Newbury
State/Prov. & Zip: OH 44065
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category : 12. Suspension
MCI Sub-Category: 12.05 Shock Absorbers and Links

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Needs clamp part# rear tie rod Bracket clamp	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part#s 12L4-171 12L-4-285	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called ?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?
		No
Name of place :		<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :		Company Name :
Address :		Phone :
City or closest city :		Fax :
State/Prov. :		Additional Phone :
Description of coach :		Address :
Comments (re: location):		City :
		State/Prov. & Zip :
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		
Facility Name :		
Contact :		
Phone :		
Fax :		
Additional Phone :		
Address :		
<u>FACILITY 2#</u>		
Facility Name :		
Contact :		
Phone :		
Fax :		
Additional Phone :		
Address :		

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

08/17/2006

Report Closed Date

08/17/2006 05:17 PM

Report No : XXXXXXXXXX 20060817162829Full VIN: 1M8TRMPA6YPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: E4500/102EL3

Model Year: 2000

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

EXECUTIVE COACH INC

Caller:

Jed [Parts]

Little's Diesel

MCI Regional Information

Region: California

Zone: F; G

IMG Member? No

Reported By: Terry Bowersox

Type of Report: Tech Support

Unit #: XXXXXXXXXXCaller Details

Caller is... External
 Name: Jed
 Phone: Little's Diesel
 Whom: Parts
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: EXECUTIVE COACH INC
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address: need current address
 City: ARCADIA
 State/Prov. & Zip: CA 91007
 Country: USA
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 12. Suspension

MCI Sub-Category: 12. Suspension

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint: Tag axle upper "V" link bolts came out. ** SEE COMMENTS **			
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Recommended replace axle structure assy	
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone:	
City or closest city :		Fax:	
State/Prov.:		Additional Phone :	
Description of coach :		Address:	
Comments (re: location):		City:	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up? No

Comment Details

Terry Bowersox, 8/17/2006 5:18:09 PM

Stated "V" link bolts came out of axle structure, AFTER 'wollering' holes out excessivley. Repair parts 12-03-1031 and 12-03-1032 not available seperatly. Recommended entire structure assy 12-03-1153. Conferenced w/ John Hollis, also needs additional damaged parts.

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

05/20/2008

Report Closed Date

09/09/2010 08:32 AM

Report No: XXXXXXXXXX 2008052015228Full VIN: 1M8PDMPA71PXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: 102DL3/D4500

Model Year: 2001

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 11/14/2000

PAUL REVERE TRANSPORTATION

Caller:

Alexis Bias / MCI SCHAMBURG
800-428-7626MCI Regional Information

Region: Massachusetts

Zone: Eastern

IMG Member? No

Reported By: Boris Zenteno

Type of Report: Parts

Unit #: XXXXXXXXXXCaller Details

Caller is... External
 Name: Alexis Bias/ MCI SCHAMBURG
 Phone: 800-428-7626
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: PAUL REVERE
TRANSPORTATION
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone:
 Fax:
 Address: 100 EASTERN AVENUE
 City: CHELSEA
 State/Prov. & Zip: MA 02150
 Country: USA
 Territory No :

Title	Name	Title	Name
Regional Director	Jim Stibgen	New Coach Sales Person	Roy Furo
Parts Solution Mgr .	Stephen Cofta	Used Coach Sales Person	Randy Wilcox
Technical Solution Mgr .	Jim Stibgen		

Issue Details

Schematic Index :

Is Warranty Issue ? Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category: 12. Suspension
 MCI Sub-Category: 12.04 Rear Trailing Wheel
 Suspension

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
 Out of Service ? Yes
 Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint: Need part number for tag axle truss assembly.			
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause: Heavy corrotion, cause assembly to buckle and collapse.			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction: Provided 12L-4-177			
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?	Yes	Tread Type :	Complaint
Incident Date :	05/20/2008 (as reported by Customer)	Tread Category :	16. Structure
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ? No
Is Coach at MCI Location ?	No	<u>TOWING COMPANY:</u>
Name of place :		Company Name :
Mile marker , exit or cross street :		Phone:
Address:		Fax:
City or closest city :		Additional Phone :
State/Prov.:		Address :
Description of coach :		City:
Comments (re: location):		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>

Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

08/06/2008

Report Closed Date

08/06/2008 07:51 PM

Report No : XXXXXXXXXX 20080806194832Full VIN: 1M8TRMPA13PXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: 102EL3/E4500

Model Year: 2003

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 12/03/2003

Crestline Coach Tours Inc .

Caller:

Fran cotter CS Parts [MCI Employee]
847-285-2255

MCI Regional Information

Region: Florida

Zone: A

IMG Member? No

Reported By: Boris Zenteno

Type of Report: Tech Support

Unit #: XXXXXXXXXXCaller Details

Caller is... External
Name: Fran cotter CS Parts
Phone: 847-285-2255
Whom: MCI Employee
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name: Crestline Coach Tours Inc.
Account No:
Parent Co. Name:
Parent Account No:
Phone: 352-427-3847
Fax: 352-236-4031
Address:
City: Ocala
State/Prov. & Zip: FL 34474
Country: USA
Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 15. Wheels
MCI Sub-Category: 15.06 Front and Tag Axle Disc
Brake and Hub

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? Yes
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint: Need axle part number to locate damaged axle parts.			
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause: LH wheel bearing failure.			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction: Provided 02-07-1042			
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ? No
Is Coach at MCI Location ?	No	<u>TOWING COMPANY :</u>
Name of place :		Company Name :
Mile marker, exit or cross street :		Phone:
Address:		Fax:
City or closest city :		Additional Phone :
State/Prov.:		Address:
Description of coach :		City:
Comments (re: location):		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>
Facility Name :		Facility Name :

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

12/28/2005

Report Closed Date

12/28/2005 11:05 AM

Report No : [REDACTED] 20051228105538**Full VIN:** 1M8PDMPA52P[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4500/102DL3**Model Year:** 2002**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission:****New Coach Delivery ?** No**Delivery Date:**

MCI Fleet Support

Caller:Nick Caudill [Parts]
847-285-2000

MCI Regional Information

Region: Illinois**Zone:** I**IMG Member ?** No**Reported By:** James McClain**Type of Report:** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Nick Caudill
Phone: 847-285-2000
Whom: Parts
Fax:
Email: nick.caudill@mcicoach.com
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: MCI Fleet Support
Account No:
Parent Co. Name:
Parent Account No:
Phone: 847-285-2000
Fax: 847-285-2200
Address:
City: Schaumburg
State/Prov. & Zip: IL 60173
Country: USA
Territory No:

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 04. Brakes/Air System**MCI Sub-Category:** 04. Brakes/Air System**Detected at:** Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach**Out of Service ?** No**Is Coach Down ?** No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs Part#		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gaver Drawing # For axel brake down 2I-6-632	
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip :	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

11/07/2006

Report Closed Date

11/07/2006 04:34 PM

Report No: [REDACTED] 20061107113757Full VIN: 1M8PDMRA4SF[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: D4500/102DL3

Model Year: 1995

Fleet No:

Mileage:

Engine: DDEC S60 370 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

ESCOT

Caller:

Greg Drozdowski [Mechanic]
727-526-9086

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: James Solsbury

Type of Report: Tech Support

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Greg Drozdowski
 Phone: 727-526-9086
 Whom: Mechanic
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: ESCOT
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address:
 City:
 State/Prov. & Zip:
 Country:
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category: 11. Steering

MCI Sub-Category: 11. Steering

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Bus tracking to right on a hi crown road.	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :		I helped customer to identify Tag bushing 12I-4-115	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

12/09/2008

Report Closed Date

12/09/2008 06:58 PM

Report No: XXXXXXXXXX 20081209185348**Full VIN:** 1M8PDMPA1PPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** 102DL3/D4500**Model Year:** 1993**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission:****New Coach Delivery ?** No**Delivery Date:**

EASTERN BUS COMPANY INC .

Caller:Nick Caudil CS parts
847-285-2268

MCI Regional Information

Region: New Jersey**Zone:** D**IMG Member ?** No**Reported By:** Boris Zenteno**Type of Report :** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Nick Caudil CS parts
Phone: 847-285-2268
Whom:
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : EASTERN BUS COMPANY INC.
Account No :
Parent Co. Name:
Parent Account No :
Phone:
Fax:
Address: 406 32ND STREET
City: UNION CITY
State/Prov. & Zip: NJ 07087
Country: USA
Territory No :

Title	Name	Title	Name
Regional Director		New Coach Sales Person	
Parts Solution Mgr .	Stephen Cofta	Used Coach Sales Person	
Technical Solution Mgr .			

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category : 02. Rear Axle
MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? Yes
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Need part number for tag lock plate and anvil/pin	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:		Both item worn out.	
Causal Part No .		12L-4-284	
Did any other parts fail as a result of the causal part failing ?		No	
Correction:		Provided part numbers, 12L-4-284 & 12L-4-193	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called?	No	<u>TOWING COMPANY:</u>	
Does Operator have test equipment ?	No	Company Name :	
<u>COACH DOWN LOCATION :</u>		Phone:	
Is Coach at MCI Location ?	No	Fax:	
Name of place :		Additional Phone :	
Mile marker , exit or cross street :		Address :	
Address:		City:	
City or closest city :		State/Prov. & Zip:	
State/Prov.:		Payment type discussed ?	
Description of coach :			
Comments (re: location):			
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	
Additional Phone :		Additional Phone :	

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

05/15/2007

Report Closed Date

05/15/2007 11:56 AM

Report No : XXXXXXXXXX 20070515114435**Full VIN:** 1M8PDMPA51PXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 2001**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 10/15/2000

C & J Trailways

Caller:**Ozzie [Mechanic]****603-742-7420**

MCI Regional Information

Region: New Hampshire**Zone:** E**IMG Member ?** No**Reported By:** Samuel Caudill**Type of Report :** Tech Support**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Ozzie
Phone: 603-742-7420
Whom: Mechanic
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : C & J Trailways
Account No :
Parent Co. Name:
Parent Account No :
Phone: 603-430-1100
Fax: 603-433-8960
Address :
City: Portsmouth
State/Prov. & Zip: NH 03801
Country:
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** Undetermined**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 14. Driveshaft**MCI Sub-Category:** 14. Driveshaft**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach**Out of Service ?** No**Is Coach Down ?** No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Customer is looking for the part number for the yoke.		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave customer part number 14L-1-144.	
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone:	
City or closest city :		Fax:	
State/Prov.:		Additional Phone :	
Description of coach :		Address:	
Comments (re: location):		City:	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

04/23/2008

Report Closed Date

04/23/2008 11:21 AM

Report No : XXXXXXXXXX 20080423102023**Full VIN:** 1M8TRMPA2YPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** E4500/102EL3**Model Year:** 2000**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission:****New Coach Delivery ?** No**Delivery Date:** 06/30/2000

H & R TOURS

Caller:Ray Robbins [Mechanic]
336-416-3315

MCI Regional Information

Region: North Carolina**Zone:** C**IMG Member ?** No**Reported By:** James McClain**Type of Report:** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Ray Robbins
Phone: 336-416-3315
Whom: Mechanic
Fax: 336-367-4966
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name: H & R TOURS
Account No: 324259
Parent Co. Name:
Parent Account No:
Phone: 336-367-3966
Fax:
Address: PO BOX 266
City: BOONEVILLE
State/Prov. & Zip: NC 27011
Country: USA
Territory No:

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category: 14. Driveshaft
MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Drive shaft has to mutch play needs part# info	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part# 14L-1-144 U Joints 14L-1-245 shaft assembly	
<u>Tread Details</u>			
Is Tread Report ?	Yes	Tread Type :	Complaint
Incident Date :	04/23/2008 (as reported by Customer)	Tread Category :	10. Power Train
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called ?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?	No
Name of place :	<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :	Company Name :	
Address :	Phone :	
City or closest city :	Fax :	
State/Prov. :	Additional Phone :	
Description of coach :	Address :	
Comments (re: location):	City :	
	State/Prov. & Zip:	
	Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>	
Facility Name :	Facility Name :	

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

09/16/2008

Report Closed Date

09/16/2008 09:33 AM

Report No : XXXXXXXXXX 200809168585**Full VIN :** 1M86DMPA37PXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4505**Model Year:** 2007**Fleet No:****Mileage:** 114,180**Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 11/01/2006**Carl R. Bieber, Inc.****Caller:**David Okraska [Mechanic]
610-683-7333**MCI Regional Information****Region:** Pennsylvania**Zone:** D**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Warranty Parts**Unit #:** XXXXXXXXXX**Caller Details**

Caller is... External
Name: David Okraska
Phone: 610-683-7333
Whom: Mechanic
Fax: 484-824-1281
Email: dave@biebertourways.com
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:**Company Details**

Company Name : Carl R. Bieber, Inc.
Account No :
Parent Co. Name:
Parent Account No :
Phone: 610-683-7333
Fax: 610-683-5384
Address:
City: Kutztown
State/Prov. & Zip: PA 19530
Country: USA
Territory No :

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

Issue Details**Schematic Index :** N/A**Ladder Logic Index :** 07-18-1115**Is Warranty Issue ?** Yes**OnTrac Case #:****Warranty Claim No :** XXXXXXXXXX

MCI Category : 14. Driveshaft
MCI Sub-Category : 14.01 Propeller Shaft

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Detected at : Post-Delivery
<Please refer to Tab: DAR & Open Customer Issues> [Issue Escalation Details](#)
 Escalate Issue ? No

Incident Date :

Complaint: This coach has a banging on drive shaft MCI Engineering is involved with this coach U joint has failed

Trouble Shooting DetailsNotes CommentsProblem Code Details

Code Type :

Cause: Misalignment of drive shaft

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Working on a fix through Engineering

Recommendations : CCS Order Part# 14L-1-144

Tread Details

Is Tread Report ? Yes

Tread Type : Complaint

Incident Date : 09/16/2008
(as reported by Customer)

Tread Category : 10. Power Train

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called? No

Does Operator have
test equipment ? NoCOACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

Was Coach Towed ? No

TOWING COMPANY:

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :FACILITY 1#FACILITY 2#

Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up? No

Comment Details

James McClain, 9/16/2008 2:49:29 PM

Contacted MCI Engineering on this issue they are working on this issue contacted Steve Marion on this issue

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

03/11/2006

Report Closed Date

03/21/2006 06:13 PM

Report No: [REDACTED] 20060311154141

Full VIN: 1M8TRMPA0XP [REDACTED]

Unit #: [REDACTED]

Make: MCI

Model: E4500/102EL3

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

COACH USA, INC.

Caller:

Dispatch

713-670-3229

Contact:

Carlos, driver

832-969-4095

MCI Regional Information

Region: Texas

Zone: J

IMG Member ? No

Reported By: Pat O'Connell

Type of Report : ERSA

Unit #: [REDACTED]

Caller DetailsCompany Details

Caller is... External
 Name: Dispatch
 Phone: 713-670-3229
 Whom:
 Fax:
 Email:
 Contact Type : Phone

Company Name : COACH USA, INC.
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone: 713-670-3229
 Fax:
 Address :
 City: Houston
 State/Prov. & Zip: TX
 Country: USA
 Territory No :

Contact

Contact 1 Name: [REDACTED]
 Contact 1 Phone: [REDACTED]
 Whom:

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

Issue Details

Schematic Index :
 Is Warranty Issue ? Undetermined

Ladder Logic Index :
 OnTrac Case#:

MCI Category : 08. Engine
 MCI Sub-Category: 08. Engine

ERSA Related Details

Is Coach
 Out of Service ?

Detected at :	Post-Delivery <i><Please refer to Tab: DAR & Open Customer Issues></i>	Is Coach Down ?	
Incident Date :	03/11/2006	Escalate Issue ?	No
Complaint:	oil gasket busted lost some oil		

Trouble Shooting DetailsNotes Comments**Problem Code Details**

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction :

Recommendations :

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ?

Does Operator have test equipment ? No

COACH DOWN LOCATION :

Name of place : Service Plaza

Mile marker, exit or cross street : 1st plaza on the fl turnpike jsut off i 75

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments (re: location):

Was Coach Towed ? Yes

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address:

City:

State/Prov. & Zip:

Payment type discussed ? Yes

OUTSIDE REPAIR FACILITIES :**FACILITY 1#**

Facility Name :

Contact:

Phone:

Fax:

FACILITY 2#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

ERSA - Customer Follow Up

Follow up with Customer in : <Never>

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)**Follow Up Details**

Follow-up? No

Comment Details

Charleen Cull, 3/21/2006 5:13:24 PM
 Called Tommy to get update. They replaced the driveshaft, the pinion seal, strap kits, yoke and deflector on axle end.
 Coach has been repaired. OK to close.

Charleen Cull, 3/21/2006 5:12:16 PM
 Called dispatch, they think coach is fixed but not sure.

Charleen Cull, 3/21/2006 5:04:17 PM
 Called [REDACTED] he's not with coach anymore. Told me to call dispatch @ 713-670-3229.

Charleen Cull, 3/21/2006 5:02:08 PM
 Follow-up Completed

Charleen Cull, 3/20/2006 10:38:27 PM
 Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports
 Follow-Up due date: 3/21/2006
 Instructions sent: get status on coach

Charleen Cull, 3/20/2006 10:38:12 PM
 Tommy called me back about an hour ago, stated he was in Chicago & couldn't give me an update. Thanked him for calling me. ERSA to follow up Tuesday.

Charleen Cull, 3/20/2006 5:38:29 PM
 Called Tommy, got voice mail, left message.

Charleen Cull, 3/19/2006 9:50:48 AM
 Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports
 Follow-Up due date: 3/20/2006
 Instructions sent: get status on coach

Charleen Cull, 3/19/2006 9:49:48 AM
Follow-up Completed

Charleen Cull, 3/19/2006 7:58:16 AM
Below is email from Tommy Clark regarding damages to coach. Tommy is going to goodwill the repairs.

Charleen-do NOT pay the wrecker bill until we get this resolved.

I spoke to David today @ 5:13 p/m and ask for history on the tow they performed on Sunday the 11th. David said they were called out to the Okahumpa Service Plaza and the tow driver disconnected the drive shaft and tied it up and gave the driver a ride back. I informed David that there is a problem because when we looked at the coach and the drive shaft was missing and the yoke was broken. Then end caps and bolts were in the luggage bay. Below is a list of what it will take to repair this coach for the drive shaft.

14L-1-245	Driveshaft	\$1007.85	
14L-1-146	Strap Kit	\$9.55	
14L-1-146	Strap Kit	\$9.55	
D2-01-1036	Yoke	\$218.60	
Labor-2 hours		\$170.00	
Freight			\$100.00

Total = \$1515.55

Tommy Clark
Customer Service Manager
3718 LB Mcleod Rd.
Orlando, FL. 32805
Ph. 407.246.1414
Fx. 407.246.1417

Pat O'Connell, 3/17/2006 4:22:38 PM
Tommy called and he said that he is going to goodwill the drive shaft and yoke and fix this coach .

Pat O'Connell, 3/16/2006 5:11:26 PM
Tommy called back and said that Melody was not able to get in touch with Revis himself yet. Ersu follow up Friday

Pat O'Connell, 3/16/2006 4:57:06 PM
Called Tommy Clark and got his voice mail, left a message for him

Charleen Cull, 3/15/2006 8:16:32 PM
Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports
Follow-Up due date: 3/16/2006
Instructions sent: call Tommy Clark to see if they have talked with Steve Rivas re: towing damage & lost driveshaft

Charleen Cull, 3/15/2006 7:48:48 PM
Called Rivas, spoke with David, advised him of circumstances. He said we would need to speak with Steve Rivas tomorrow morning after 9am eastern standard time regarding the driveshaft and the damage. He said Steve was out of town & wouldn't be back before tomorrow. He went on to say that he would leave a message for both Steve & Beth to give them a heads up.

Charleen Cull, 3/15/2006 7:42:05 PM
Tommy Clark called in & asked which towing company towed the coach, said there was a problem. He said that the driveshaft is no where on the coach, they found the end caps in the baggage compartment & that's all. He said that from the way it appeared, the coach flopped around & tore up stuff, yoke on axle is damaged. He asked me to call the towing company & find out about the driveshaft & advise them of the damage. Told him I would. He asked me to send him the response via email to him.

Charleen Cull, 3/15/2006 4:02:06 PM

Called Melanie at Orlando, got voice mail, left message requesting she call me back, Will try again later if she doesn't return my call.

Charleen Cull, 3/15/2006 3:58:56 PM

Follow-up Completed

Charleen Cull, 3/14/2006 10:08:19 PM

Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports

Follup-Up due date: 3/15/2006

Instructions sent: call Orlando around 5pm to get status on coach

Charleen Cull, 3/14/2006 8:15:48 PM

JC called in & wanted to know if coach was ready. Conferenced Charlie McCarron in on line. Coach won't be ready before tomorrow evening. Charlie said that they fixed one blown gasket and replaced the alternator but they found the rocker box cover gasket was blown, too.

Charleen Cull, 3/14/2006 8:11:53 PM

Follow-up Completed

Charleen Cull, 3/13/2006 9:04:04 PM

Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports

Follup-Up due date: 3/14/2006

Instructions sent: call Orlando Tuesday to get update on coach.

Charleen Cull, 3/13/2006 9:03:30 PM

Follow-up Completed

Charleen Cull, 3/13/2006 9:03:26 PM

Called Chris in dispatch, he doesn't know anything as of yet. ERSA to follow up Tuesday.

Charleen Cull, 3/13/2006 9:00:57 PM

Called [REDACTED] to follow up. He's not with the coach & doesn't know anything.

Pat O'Connell, 3/11/2006 9:02:52 PM

Follow-Up requested by CN=Pat O'Connell/OU=ServiceParts/O=MotorCoach - Assigned to ERSA Call Reports

Follup-Up due date: 3/13/2006

Instructions sent: call mci orlando and see if they have gotten to this coach.

Pat O'Connell, 3/11/2006 9:01:20 PM

[REDACTED] called back about 30 mins ago and said they are at Orlando MCI now. Tommy Clark said that they will not be able to get to it until Monday and [REDACTED] said ok. Ersas to follow up monday morning

Pat O'Connell, 3/11/2006 8:11:24 PM

Carlos called back and the coach is in tow.

Pat O'Connell, 3/11/2006 7:11:42 PM

Called [REDACTED] to follow up and got his voice mail, left a message and the 800 number.

Pat O'Connell, 3/11/2006 6:31:30 PM

Called [REDACTED] to see if tow truck has arrived..he said no I called Revis towing and the dispatcher said they should be there in about 15 to 20 minutes...Ersa to follow up in about 30 minutes

Pat O'Connell, 3/11/2006 5:22:49 PM

[REDACTED] called back and said his boss ok tow , called Revis towing and spoke with David , conferenced him in with [REDACTED], they made arrangements. This is going to MCI Orlando . Ersas to follow up later..

Pat O'Connell, 3/11/2006 5:03:40 PM

Beth called back and said they would do it for \$200.00 an hour. and maybe they could do it in 6 hours. I called [REDACTED] and told him he said he was going to call his boss and call me back

Pat O'Connell, 3/11/2006 4:56:39 PM

Calling Revis Towing & Recovery 746 NW 30th Ave, Ocala, FL 352-622-6977 , spoke with Beth she said it was \$250.00 per hour and she said it was about 7 hours, told her I would call the company back and let them know.

Pat O'Connell, 3/11/2006 4:23:18 PM

Called Hughes towing in Orlando they are tied up today.

Pat O'Connell, 3/11/2006 3:45:57 PM

Called [REDACTED] and got the information told him I would search and get back with him

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

Attachments :

[attachment "email from Tommy Clark" deleted by Charleen Cull/FieldService/MotorCoach]

[AUDIT - Post Call Customer Feedback](#)[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

02/17/2006

Report Closed Date

02/17/2006 10:45 AM

Report No: XXXXXXXXXX 200602171023Full VIN: 1M8PDMRAXXPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 370 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

Greyhound Lines , Inc.

Caller:

Wade

314-231-7853

MCI Regional Information

Region: Missouri

Zone: H

IMG Member ? No

Reported By: James McClain

Type of Report: Parts

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: Wade
 Phone: 314-231-7853
 Whom:
 Fax:
 Email: dhasame@greyhound.com
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: Greyhound Lines, Inc.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 314-231-7853
 Fax: 314-231-8143
 Address:
 City: St. Louis
 State/Prov. & Zip: MO 63106
 Country:
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 14. Driveshaft

MCI Sub-Category: 14. Driveshaft

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ? No

Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Needs Part#s For Yokes Trans & Rear Diff	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave Part#s29541109 14L-1-123	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip :	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

01/31/2008

Report Closed Date

01/31/2008 11:42 AM

Report No : XXXXXXXXXX 20080131113515**Full VIN:** 1M8PDMPA1WPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1998**Fleet No:****Mileage:** 900,000**Engine:** S-60**Transmission :****New Coach Delivery ?** No**Delivery Date :** 06/03/98

TLC Charters & Tours LLC

Caller:**Steve****419-476-2888**

MCI Regional Information

Region: Ohio**Zone:** I**IMG Member ?** No**Reported By:** Samuel Caudill**Type of Report :** Tech Support**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Steve
Phone: 419-476-2888
Whom:
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : TLC Charters & Tours LLC
Account No :
Parent Co. Name:
Parent Account No :
Phone: 419 - 476 - 2888
Fax:
Address :
City: Toledo
State/Prov. & Zip: OH 43612
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?**

Undetermined

Ladder Logic Index :**OnTrac Case #:**

MCI Category : 14. Driveshaft
MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Customer is looking for slip yoke and spline.		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Part # 14L-1-123.	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No		
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone:	
Address:		Fax:	
City or closest city :		Additional Phone :	
State/Prov.:		Address:	
Description of coach :		City:	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	
Additional Phone :		Additional Phone :	
Address:		Address:	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

05/09/2008

Report Closed Date

05/09/2008 02:27 PM

Report No: XXXXXXXXXX 200805091405Full VIN: 1M8PDMPA5VPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1997

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 06/06/96

Star of America Bus Lines

Caller:
Glen
317-634-9293

MCI Regional Information

Region: Indiana

Zone: I

IMG Member? No

Reported By: Roberto Rose

Type of Report: Parts

Unit #: XXXXXXXXXXCaller Details

Caller is... External
Name: Glen
Phone: 317-634-9293
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Star of America Bus Lines
Account No:
Parent Co. Name:
Parent Account No:
Phone: 317-244-1344
Fax: 812-876-9397
Address:
City: Bloomington
State/Prov. & Zip: IN 47404
Country: USA
Territory No:

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

Issue Details

Schematic Index :
Is Warranty Issue ? Undetermined

Ladder Logic Index :
OnTrac Case #:

MCI Category: 14. Driveshaft
MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Wants part # for yoke		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :	Gave part # 14L-1-123		
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No		
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone :	
Address :		Fax :	
City or closest city :		Additional Phone :	
State/Prov. :		Address :	
Description of coach :		City :	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

StatusReport Open DateReport Closed Date

Archived

04/25/2006

Report No : [REDACTED] 20060425171652Full VIN: 1M8PDMPA3RF[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: 102DL3/D4500

Model Year: 1994

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

Mercer Motor Coach , Inc.

Caller:
JOHNNY [Parts]
928-425-4642

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: Michael Stephenson

Type of Report: Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
Name: JOHNNY
Phone: 928-425-4642
Whom: Parts
Fax: 602-284-8931
Email: colmercerc@hotmail.com
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name: Mercer Motor Coach, Inc.
Account No:
Parent Co. Name:
Parent Account No:
Phone: 928-425-4642
Fax: 928-425-9729
Address:
City: Globe
State/Prov. & Zip: AZ 85501
Country:
Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 14. Driveshaft
MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>	
Incident Date :	Escalate Issue ? No
Complaint: PART NUMBER FOR DRIVE SHAFT YOKE ON THE TRANS SIDE	
<u>Trouble Shooting Details</u>	<u>Problem Code Details</u>
<u>Notes Comments</u>	Code Type:
Cause:	
Causal Part No .	
Did any other parts fail as a result of the causal part failing ? No	
Correction : GAVE PART NUMBER 14L-1-151	
Recommendations :	
<u>FCP / Campaign Details</u>	
Were FCPs discussed with customer ? No	

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone :
City or closest city :	Fax :
State/Prov. :	Additional Phone :
Description of coach :	Address :
Comments (re: location):	City :
	State/Prov. & Zip :
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact :	Contact :
Phone :	Phone :
Fax :	Fax :
Additional Phone :	Additional Phone :
Address :	Address :

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

01/16/2008

Report Closed Date

05/13/2010 11:36 AM

Report No: [REDACTED] 20080116125514

Full VIN: 1M86DMPA57P [REDACTED]

Unit #: [REDACTED]

Make: MCI

Model: D4505

Model Year: 2007

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 12/27/2006

Trans-Bridge Lines, Inc.

Caller:

Sergio

201-868-8994

MCI Regional Information

Region: TRANS-BRIDGE LINES, INC.

Zone: FOCUS

IMG Member? No

Reported By: Raul Gonzalez

Type of Report: Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Sergio
 Phone: 201-868-8994
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: Trans-Bridge Lines, Inc.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address:
 City:
 State/Prov. & Zip:
 Country:
 Territory No:

Title	Name	Title	Name
Regional Director	Dan Besserer	New Coach Sales Person	Greg Lukas
Parts Solution Mgr.	Steve Marion	Used Coach Sales Person	Walter Sturdivant
Technical Solution Mgr.	Steve Marion		

Issue Details

Schematic Index :

Is Warranty Issue ?

Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category: 12. Suspension
 MCI Sub-Category: 12.04 Rear Trailing Wheel
 Suspension

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint: needed p/n for the correct p/n for the tag lock cylinder			
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction: gave p/n according to vehicle bom 12-04-1077			
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No		
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone :	
Address :		Fax :	
City or closest city :		Additional Phone :	
State/Prov. :		Address :	
Description of coach :		City :	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

01/31/2008

Report Closed Date

01/31/2008 09:58 AM

Report No: [REDACTED] 200801319398Full VIN: 1M86DMPA57P[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: D4505

Model Year: 2007

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 08/17/2006

Premier Coach Co., Inc.

Caller:

Mo [Parts]

802-655-4456

MCI Regional Information

Region: Vermont

Zone: E

IMG Member? No

Reported By: James McClain

Type of Report: Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Mo
 Phone: 802-655-4456
 Whom: Parts
 Fax:
 Email: gerritdesran@hotmail.com
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: Premier Coach Co., Inc.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 802-655-4456
 Fax: 802-655-4213
 Address:
 City: Colchester
 State/Prov. & Zip: VT 05446
 Country: USA
 Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ?

No

Ladder Logic Index:

OnTrac Case #:

MCI Category: 02. Rear Axle
 MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
 Out of Service ? No
 Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Ordered part 12L-4-307 Dont Fit Needs info	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		That part No longer servicable Needs part# 12L-4-331 Per EIC Comments in AS400 By Vin#	
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No
Was "On Call" Tech called ?	No
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	
Name of place :	
Mile marker , exit or cross street :	
Address :	
City or closest city :	
State/Prov.:	
Description of coach :	
Comments (re: location):	
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact:	Contact:
	Was Coach Towed ? No
	<u>TOWING COMPANY:</u>
	Company Name :
	Phone:
	Fax:
	Additional Phone :
	Address :
	City:
	State/Prov. & Zip:
	Payment type discussed ?

Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

01/22/2009

Report Closed Date

01/22/2009 10:59 AM

Report No : [REDACTED] 20090122105341Full VIN: 1M8PDMPA7RF[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: 102DL3/D4500

Model Year: 1994

Fleet No:

Mileage: 94,554

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date : 08/13/99

Indian Trails

Caller:

Debbie [Parts]

989-725-8380-garage

MCI Regional Information

Region: Michigan

Zone: I

IMG Member? No

Reported By: Terry Bowersox

Type of Report: Warranty Parts

Unit #: [REDACTED]Caller Details

Caller is... External
 Name: Debbie
 Phone: 989-725-8380-garage
 Whom: Parts
 Fax:
 Email: chief@indiantrails.com
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: Indian Trails
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 989-725-8380
 Fax: 989-725-6185
 Address:
 City: Owosso
 State/Prov. & Zip: MI 48867
 Country:
 Territory No:

Title	Name	Title	Name
Regional Director	Dent Shuey	New Coach Sales Person	Richard DeYoung
Parts Solution Mgr.	Tim Sullivan	Used Coach Sales Person	Don Carini
Technical Solution Mgr.	Jim Gabor		

Issue Details

Schematic Index :

Is Warranty Issue ? Yes

Warranty Claim No : [REDACTED]

Ladder Logic Index :

OnTrac Case #:

MCI Category: 02. Rear Axle
 MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery

ERSA Related Details

Is Coach
 Out of Service ?
 Is Coach Down ?

<Please refer to Tab: DAR & Open
Customer Issues>

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Tag lock cylinder leaking

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause:

Causal Part No . 12L-4-307

Did any other parts fail as a result of the causal part failing ? No

Correction: CCS Claim [REDACTED]

Recommendations :

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called? No

Does Operator have
test equipment ? No

Was Coach Towed ? No

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :

FACILITY 2#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

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

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

05/08/2006

Report Closed Date

05/08/2006 12:14 PM

Report No: XXXXXXXXXX 2006050812746

Full VIN:

Unit #: XXXXXXXXXX

Make: MCI

Model: 102DL3/D4500

Model Year: 2004

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date : 04/26/2004

Loudoun County (VA)

Caller:

Norman George [Mechanic]
540-338-5026MCI Regional Information

Region: Virginia

Zone: C

IMG Member? No

Reported By: Michael Stephenson

Type of Report: Parts

Unit #: XXXXXXXXXXSpecial FYI Comments

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

Caller Details

Caller is... External
 Name: Norman George
 Phone: 540-338-5026
 Whom: Mechanic
 Fax: 540-336-8527
 Email: ngeorge@veoliatransportation.com
 Contact Type: Phone

Company Details

Company Name: Loudoun County (VA)
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone: 703-737-8624
 Fax: 703-737-8513
 Address:
 City: Purcellville
 State/Prov. & Zip: VA
 Country:
 Territory No :

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

No

Ladder Logic Index :

OnTrac Case #:

ERSA Related Details

MCI Category : 11. Steering
MCI Sub-Category : 11. Steering
Detected at : Post-Delivery
<Please refer to Tab: DAR & Open Customer Issues>
Incident Date :
Complaint: LOOKING FOR PART NUMBER FOR TAG LOCK CYCLINDER

Is Coach Out of Service ?
Is Coach Down ?
[Issue Escalation Details](#)
Escalate Issue ? No

Trouble Shooting Details**Notes Comments****Problem Code Details****Code Type :****Cause:****Causal Part No .****Did any other parts fail as a result of the causal part failing ?** No**Correction:** GAVE PART NUMBER 12L-4-307**Recommendations :****Tread Details****Is Tread Report ?** No**FCP / Campaign Details****Were FCPs discussed with customer ?** No**ERSA Info****Are Passengers Onboard ?****Was "On Call" Tech called ?****Does Operator have test equipment ?** No**COACH DOWN LOCATION :****Name of place :****Mile marker ,
exit or cross street :****Address:****City or closest city :****State/Prov.:****Description of coach :****Comments
(re: location):****OUTSIDE REPAIR FACILITIES :****Was Coach Towed ?****TOWING COMPANY:****Company Name :****Phone:****Fax:****Additional Phone :****Address:****City:****State/Prov. & Zip:****Payment type discussed ?**

FACILITY 1#

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 ? No

Does the customer require another coach ? No

Was After Hours Emergency Part Ordered? No

FACILITY 2#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Comment:

Payment type discussed ? No

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**Attachments :****AUDIT - Post Call Customer Feedback**Edit History

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

01/20/2006

Report Closed Date

01/20/2006 12:49 PM

Report No: XXXXXXXXXX 20060120124443Full VIN: 1M8PDMMA3PPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1993

Fleet No:

Mileage:

Engine: CAT 3176 10.3L 325/350 HP

Transmission:

New Coach Delivery ? No

Delivery Date:

Sunshine Tours , Inc.

Caller:
Jim Blankenship
540-674-9517

MCI Regional Information

Region: Virginia

Zone: C

IMG Member? No

Reported By: Richard Cunningham

Type of Report: Tech Support

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
Name: Jim Blankenship
Phone: 540-674-9517
Whom:
Fax: 336-210-6992
Email: jimb@gosunshinetours.com
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Sunshine Tours, Inc.
Account No:
Parent Co. Name:
Parent Account No:
Phone: 540-674-9517
Fax: 540-674-6195
Address:
City: Dublin
State/Prov. & Zip: VA 24084
Country:
Territory No:

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

Issue Details

Schematic Index :
Is Warranty Issue ? Undetermined

Ladder Logic Index :
OnTrac Case #:

MCI Category: 02. Rear Axle
MCI Sub-Category: 02. Rear Axle

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Tag axle latch 12I-4-309 ,308		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		look @ TAG STEER ELECTRICAL DIAGRAM	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip :	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

03/12/2008

Report Closed Date

03/12/2008 09:15 AM

Report No : XXXXXXXXXX 200803129758**Full VIN:** 1M8PDMTA6TPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1996**Fleet No:****Mileage:** 248,545**Engine:** S-60**Transmission :****New Coach Delivery ?** No**Delivery Date :** 05/08/96

Optimum Ride

Caller:
Jeff Cloud
506-433-6634

MCI Regional Information

Region: Ontario
Zone: M
IMG Member ? No
Reported By: Samuel Caudill
Type of Report : Tech Support

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
Name: Jeff Cloud
Phone: 506-433-6634
Whom:
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : Optimum Ride
Account No :
Parent Co. Name:
Parent Account No :
Phone:
Fax:
Address : P.O. BOX 1017
 791 WEBBER AVE.
 PETERBOROUGH
 ON K9J 7A5
 CAN
City:
State/Prov. & Zip:
Country:
Territory No :

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

Issue Details

Schematic Index :
Is Warranty Issue ? Undetermined

Ladder Logic Index :
OnTrac Case #:

MCI Category : 02. Rear Axle
MCI Sub-Category: 02.06 Trailing Axle L.H. & R. H.

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

Issue Escalation Details

<i>Customer Issues></i>	
Incident Date :	Escalate Issue ? No
Complaint: Customer is looking for the part number for the tag steering cylinder.	
<u>Trouble Shooting Details</u>	<u>Problem Code Details</u>
<u>Notes Comments</u>	Code Type:
Cause:	
Causal Part No .	
Did any other parts fail as a result of the causal part failing ? No	
Correction :	
Recommendations : Part # 12L-4-309	
<u>FCP / Campaign Details</u>	
Were FCPs discussed with customer ? No	

ERSA Info

Are Passengers Onboard ?	No
Was "On Call" Tech called ?	No
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ? No
Name of place :	<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone :
City or closest city :	Fax :
State/Prov. :	Additional Phone :
Description of coach :	Address :
Comments (re: location):	City :
	State/Prov. & Zip :
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact :	Contact :
Phone :	Phone :
Fax :	Fax :
Additional Phone :	Additional Phone :
Address :	Address :

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

06/15/2007

Report Closed Date

06/15/2007 12:54 PM

Report No : XXXXXXXXXX 20070615124328**Full VIN:** 1M8PDMPA9XPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission:****New Coach Delivery ?** No**Delivery Date:** 03/08/99

Prestige Transportation Systems , Inc.

Caller:Ron Owens; FSM
816.308.5820

MCI Regional Information

Region: Kansas**Zone:** H**IMG Member ?** No**Reported By:** Terry Bowersox**Type of Report:** Tech Support**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Ron Owens; FSM
Phone: 816.308.5820
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Prestige Transportation Systems, Inc.
Account No:
Parent Co. Name:
Parent Account No:
Phone: 316-263-9141
Fax: 316-263-1369
Address:
City: Wichita
State/Prov. & Zip: KS 67211
Country:
Territory No:

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

Issue Details

Schematic Index:**Is Warranty Issue ?** Yes**Warranty Claim No:****Ladder Logic Index:****OnTrac Case #:****MCI Category:** 11. Steering**MCI Sub-Category:** 11. Steering**Detected at:** Post-Delivery

ERSA Related Details

**Is Coach
Out of Service ?****Is Coach Down ?**

<Please refer to Tab: DAR & Open Customer Issues>

Issue Escalation Details

Escalate Issue ? No

Incident Date :

Complaint: Restoring Tag Steer to operation, 12L-4-331 lock cylinder not clearing plate

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: Wrong cylinder assy

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Replace with earlier pin assy

Recommendations : Coach used 12L-4-309 assy

Tread Details

Is Tread Report ? No

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ? No

Does Operator have test equipment ? No

COACH DOWN LOCATION :

Was Coach Towed ?

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

Contact:

FACILITY 2#

Facility Name :

Contact:

Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

02/06/2006

Report Closed Date

02/06/2006 06:00 PM

Report No : [REDACTED] 20060206175743**Full VIN:** 1M8PDMPA4SP[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1995**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :**

Odyssey Tours and Charter

Caller:

Ali Hajati [Mechanic]

714-985-9555

MCI Regional Information

Region: California**Zone:** F; G**IMG Member ?** No**Reported By:** Gilles Gueret**Type of Report :** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Ali Hajati
Phone: 714-985-9555
Whom: Mechanic
Fax:
Email: rentalcoach@sbcglobal.net
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Odyssey Tours and Charter
Account No :
Parent Co. Name:
Parent Account No :
Phone: 714-985-9555
Fax: 714-985-9588
Address :
City: Placentia
State/Prov. & Zip: CA 92870
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** Undetermined**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 12. Suspension**MCI Sub-Category:** 12. Suspension**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach**Out of Service ?****Is Coach Down ?**

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs part # for tag lock cylinder		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :	Gave part # 12L-4-309		
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?		Was Coach Towed ?	
Was "On Call" Tech called ?			
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone :	
Address :		Fax :	
City or closest city :		Additional Phone :	
State/Prov. :		Address :	
Description of coach :		City :	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

03/17/2009

Report Closed Date

03/18/2009 11:41 AM

Report No: 6046020090317 XXXXXXXXXXFull VIN: 1M8TRMPA8XP XXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: 102EL3/E4500

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 10/02/98

Crossroads Travel

Caller:

Jim Willard [Mechanic]
417-781-9222MCI Regional Information

Region: Missouri

Zone: H

IMG Member? No

Reported By: Donna Reed

Type of Report: After-hour Technical Support

Unit #: XXXXXXXXXXCaller Details

Caller is... External
 Name: Jim Willard
 Phone: 417-781-9222
 Whom: Mechanic
 Fax:
 Email: crst@cablone.net
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Crossroads Travel
 Account No: RXL00-21546208
 Parent Co. Name: Marx of Joplin Mo., Inc.
 Parent Account No:
 Phone: 417-781-9222
 417-781-9333
 Fax: 417-781-9333
 Address: 285 East Easter Road
 City: Joplin
 State/Prov. & Zip: MO 64801
 Country:
 Territory No:

Title	Name	Title	Name
Regional Director	Dent Shuey	New Coach Sales Person	Aram Nikitas
Parts Solution Mgr.	Todd Kassel	Used Coach Sales Person	Bob Dethloff
Technical Solution Mgr.	Dan Crespo		

Issue Details

Schematic Index:

Is Warranty Issue ? Undetermined

Ladder Logic Index:

OnTrac Case #:

MCI Category: 02. Rear Axle
 MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
 Out of Service ?
 Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Tag tires are steering to LH about 15'.	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:		Centering cylinder has failed. When drain plug remove oil was found.	
Causal Part No .		11-06-1001	
Did any other parts fail as a result of the causal part failing ?		No	
Correction:		Need to replace centering cylinder . Also E-mail service book for RASS System .	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called ?	Yes	Technician: Boris Zenteno
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ? No
Name of place :		<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :		Company Name :
Address :		Phone:
City or closest city :		Fax:
State/Prov.:		Additional Phone :
Description of coach :		Address:
Comments (re: location):		City:
		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>
Facility Name :		Facility Name :
Contact:		Contact:
Phone:		Phone:
Fax:		Fax:
Additional Phone :		Additional Phone :
Address:		Address:

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

ERSA - Customer Follow Up

Follow up with Customer in : <Never>

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)**Follow Up Details**

Follow-up? No

Comment DetailsBoris Zenteno, 3/18/2009 8:39:18 AM
Follow-up Completed

Donna Reed, 3/17/2009 9:07:45 PM
Follow-Up requested by CN=Donna Reed/OU=FieldService/O=MotorCoach - Assigned to Boris Zenteno
Follow-Up due date: 3/19/2009
Instructions sent: follow up and add notes

Donna Reed, 3/17/2009 9:07:45 PM
Jim called for tech conf on Boris.

☐ Do not include this report in the "Multiple Reports by MCI Category" summary email**Attachments :**[AUDIT - Post Call Customer Feedback](#)[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

07/11/2006

Report Closed Date

07/11/2006 04:05 PM

Report No : XXXXXXXXXX 20060711154831**Full VIN:** 1M8TRMPA1XPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** E4500/102EL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :**

Premier Highway Services

Caller:
William Pierson
907-344-3342

MCI Regional Information

Region: Alaska**Zone:** F**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: William Pierson
Phone: 907-344-3342
Whom:
Fax:
Email: premierhwy@touralaska.net
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Premier Highway Services
Account No :
Parent Co. Name:
Parent Account No :
Phone: 907-344-3342
Fax: 907-344-3352
Address :
City: Anchorage
State/Prov. & Zip: AK 99502
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 11. Steering**MCI Sub-Category:** 11. Steering**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Ordered part# 11-06-1002 Not Right	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Needs part# 11-06-1001 will order Also Gave Ras Pump New Part# T25-1015 will order from parts	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip :	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

03/24/2008

Report Closed Date

03/24/2008 03:39 PM

Report No: [REDACTED] 2008032415362Full VIN: 1M8TRMPA3XP[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: E4500/102EL3

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date : 09/18/98

Dattco, Inc.

Caller:

Jim Gallant
800-229-4879 ext 768
860-229-4878

MCI Regional Information

Region: Connecticut

Zone: E

IMG Member ? No

Reported By: Ryan Leslie

Type of Report : Parts

Unit #: [REDACTED]Caller DetailsCompany Details

Caller is... External
Name: Jim Gallant
Phone: 800-229-4879 ext 768
860-229-4878

Whom:
Fax:
Email: jimg@dattco.com
Contact Type : Phone

Company Name : Dattco, Inc.
Account No :
Parent Co. Name:
Parent Account No :

Phone: 860-229-4878
Fax: 860-826-1115

Address:
City: New Britain
State/Prov. & Zip: CT 06051
Country:

Contact

Contact 1 Name:
Contact 1 Phone:

Territory No :

Whom:

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

Issue Details

Schematic Index :

Is Warranty Issue ? Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category : 11. Steering
MCI Sub-Category: 11.07 Power Steering

Detected at : Post-Delivery

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

*<Please refer to Tab: DAR & Open
Customer Issues>*

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Wasn't too sure what he was looking for but from his description it sounded like the RAS centering cylinder rod end assembly

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type:

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: 11-06-1010 from assembly 11-06-1001. I faxed him a picture to confirm the part #.

Recommendations :

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No
Was "On Call" Tech called ? No
Does Operator have
test equipment ? No

Was Coach Towed ? No

COACH DOWN LOCATION :

Name of place :
Mile marker ,
exit or cross street :
Address :
City or closest city :
State/Prov. :
Description of coach :
Comments
(re: location):

TOWING COMPANY:

Company Name :
Phone :
Fax :
Additional Phone :
Address :
City :
State/Prov. & Zip :
Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :
Contact :
Phone :
Fax :

FACILITY 2#

Facility Name :
Contact :
Phone :
Fax :

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

04/10/2006

Report Closed Date

04/10/2006 09:06 AM

Report No : [REDACTED] 200604108489Full VIN: 1M8PDMTA9SP[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: D4500/102DL3

Model Year: 1995

Fleet No:

Mileage:

Engine: DDEC S60 330/350/365 HP 11.1L

Transmission:

New Coach Delivery ? No

Delivery Date:

MCI Fleet Support

Caller:

Pam Roney [Parts]
847-285-2000

MCI Regional Information

Region: Illinois

Zone: I

IMG Member? No

Reported By: James McClain

Type of Report: Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Pam Roney
 Phone: 847-285-2000
 Whom: Parts
 Fax:
 Email: pam.roney@mcicoach.com
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: MCI Fleet Support
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 847-285-2000
 Fax: 847-285-2200
 Address:
 City: Schaumburg
 State/Prov. & Zip: IL 60173
 Country: USA
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 02. Rear Axle

MCI Sub-Category: 02. Rear Axle

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ? No

Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs Tie Rod Assembly part#		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave Info Part# 2L-6-189	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?		Was Coach Towed ?	
Was "On Call" Tech called ?			
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone :	
Address :		Fax :	
City or closest city :		Additional Phone :	
State/Prov. :		Address :	
Description of coach :		City :	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

10/22/2008

Report Closed Date

10/22/2008 04:25 PM

Report No: XXXXXXXXXX 20081022162239Full VIN: 1M8PDMPA5RP0XXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: 102DL3/D4500

Model Year: 1994

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date : 06/06/94

JTR Transportation .

Caller:

Mitch [Mechanic]
845-832-0587
845-832-0432

MCI Regional Information

Region: New York

Zone: E

IMG Member ? No

Reported By: Boris Zenteno

Type of Report : Parts

Unit #: XXXXXXXXXXCaller DetailsCompany Details

Caller is... External
Name: Mitch
Phone: 845-832-0587
845-832-0432
Whom: Mechanic
Fax:
Email:
Contact Type : Phone

Company Name : JTR Transportation.
Account No :
Parent Co. Name:
Parent Account No :
Phone: 8458320432
Fax:
Address :
City: Dover Plains
State/Prov. & Zip: NY
Country:
Territory No :

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Title	Name	Title	Name
Regional Director		New Coach Sales Person	
Parts Solution Mgr .	Jeremy Bilodeau	Used Coach Sales Person	
Technical Solution Mgr .			

Issue Details

Schematic Index :

Is Warranty Issue ?

Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category : 02. Rear Axle
MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ?

*<Please refer to Tab: DAR & Open
Customer Issues>*

[Issue Escalation Details](#)

Incident Date :

Escalate Issue ? No

Complaint: Need part number for tie rod on tag axle steering.

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: Bent by driveline that came off.

Causal Part No . 2L-6-189

Did any other parts fail as a result of the causal part failing ? No

Correction: Provided 2L-6-189.

Recommendations :

[FCP / Campaign Details](#)

Were FCPs discussed with customer ? No

[ERSA Info](#)

Are Passengers Onboard ? No
Was "On Call" Tech called? No
Does Operator have
test equipment ? No

Was Coach Towed ? No

[COACH DOWN LOCATION :](#)

Name of place :
Mile marker ,
exit or cross street :
Address :
City or closest city :
State/Prov.:
Description of coach :
Comments
(re: location):

[TOWING COMPANY:](#)

Company Name :
Phone:
Fax:
Additional Phone :
Address :
City:
State/Prov. & Zip:
Payment type discussed ?

[OUTSIDE REPAIR FACILITIES :](#)

[FACILITY 1#](#)

Facility Name :
Contact:
Phone:
Fax:
Additional Phone :

[FACILITY 2#](#)

Facility Name :
Contact:
Phone:
Fax:
Additional Phone :

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

10/20/2006

Report Closed Date

10/20/2006 02:16 PM

Report No : [REDACTED] 2006102095758

Full VIN:

Unit #: [REDACTED]

Make: MCI

Model: 102DL3/D4500

Model Year: 1996

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date:

Hudson Transit Lines , Inc.

Caller:

Gregg Ceiley at Hudson transit [Mechanic]
800-631-8405 ex 1520

MCI Regional Information

Region: New Jersey

Zone: D

IMG Member? No

Reported By: James Solsbury

Type of Report: Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Gregg Ceiley at Hudson transit
 Phone: 800-631-8405 ex 1520
 Whom: Mechanic
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Hudson Transit Lines, Inc.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 201-529-3666
 800-631-8405
 Fax: 201-529-0221
 Address:
 City: Mahwah
 State/Prov. & Zip: NJ 07430
 Country:
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category : 01. Front Axle

MCI Sub-Category: 01. Front Axle

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>	
Incident Date :	Escalate Issue ? No
Complaint: needs correct part number for tie rod ends.	
<u>Trouble Shooting Details</u>	<u>Problem Code Details</u>
<u>Notes Comments</u>	Code Type:
Cause:	
Causal Part No .	
Did any other parts fail as a result of the causal part failing ? No	
Correction: BoB Capstrick is attempting to find correct part numbers .	
Recommendations : Capstick says 2I-6-599 LH,, 600-RH. whole assy 2I-6-629	
<u>FCP / Campaign Details</u>	
Were FCPs discussed with customer ? No	

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone :
City or closest city :	Fax :
State/Prov. :	Additional Phone :
Description of coach :	Address :
Comments (re: location):	City :
	State/Prov. & Zip:
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact :	Contact :
Phone :	Phone :
Fax :	Fax :
Additional Phone :	Additional Phone :
Address :	Address :

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

04/02/2008

Report Closed Date

04/02/2008 12:01 PM

Report No : [REDACTED] 20080402115536**Full VIN:** 1M8PDMPA8XP[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission:****New Coach Delivery ?** No**Delivery Date:** 05/23/2000

Cherokee Boys Club Bus Service

Caller:Donnie [Mechanic]
828-497-5761

MCI Regional Information

Region: North Carolina**Zone:** C**IMG Member ?** No**Reported By:** James McClain**Type of Report:** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Donnie
Phone: 828-497-5761
Whom: Mechanic
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Cherokee Boys Club Bus Service
Account No:
Parent Co. Name:
Parent Account No:
Phone: 828-497-9101 - 828-497-9102 -
 828-497-9103
Fax: 828-497-5420
Address:
City: Cherokee
State/Prov. & Zip: NC 28179
Country: USA
Territory No:

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category: 02. Rear Axle
MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

<i>Customer Issues></i>		<u>Issue Escalation Details</u>	
Incident Date :		Escalate Issue ?	No
Complaint:	Tie rod bent needs part#		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:			
Recommendations :	Gave part# 2L-6-188 RH 2L-6-187 LH		
Incident Date :	04/02/2008 (as reported by Customer)	Tread Type :	Complaint
		Tread Category :	01. Steering System
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ? No
Name of place :		<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :		Company Name :
Address :		Phone:
City or closest city :		Fax:
State/Prov.:		Additional Phone :
Description of coach :		Address :
Comments (re: location):		City:
		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>
Facility Name :		Facility Name :
Contact:		Contact:
Phone:		Phone:
Fax:		Fax:

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

01/29/2006

Report Closed Date

01/29/2006 07:32 PM

Report No: [REDACTED] 20060129153114Full VIN: 1M8PDMPA7VP[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: D4500/102DL3

Model Year: 1997

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

Monsey New Square Trails Corp .

Caller:

Benny [Owner]
800-354-7026

MCI Regional Information

Region: New York

Zone: E

IMG Member? No

Reported By: Charleen Cull

Type of Report: ERSA

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Benny
 Phone: 800-354-7026
 Whom: Owner
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Monsey New Square Trails Corp.
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone: 845-354-7026
 Fax: 845-354-9454
 Address:
 City: Spring Valley
 State/Prov. & Zip: NY 10977
 Country: USA
 Territory No :

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

Issue Details

Schematic Index :

Is Warranty Issue ? Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category: 01. Front Axle

MCI Sub-Category: 01. Front Axle

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ? No	
Incident Date :			
Complaint: broken tie-rod, needs to locate the part			
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ? No			
Correction :			
Recommendations :			
Incident Date : 01/29/2006 (as reported by Customer)		Tread Type : Complaint Tread Category : 01. Steering System	

FCP / Campaign Details

Were FCPs discussed with customer ?	No

ERSA Info

Are Passengers Onboard ?	No	Was "On Call" Tech called ?	No
Does Operator have test equipment ?	No		
<i>This coach was reported to be down on 1/29/2006</i>		Was Coach Towed ?	
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :	inner harbor	Company Name :	
Mile marker , exit or cross street :		Phone:	
Address:		Fax:	
City or closest city :	Baltimore	Additional Phone :	
State/Prov.:	MD	Address:	
Description of coach :		City:	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

ERSA - Customer Follow Up

Follow up with Customer in : <Never>

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)**Follow Up Details**

Follow-up? No

Comment Details

Pat O'Connell, 1/29/2006 7:32:50 PM

Called Benny and he said that the coach is up and running and they are on the way home ... ok to close ticket

Pat O'Connell, 1/29/2006 7:10:29 PM

Called to follow up and the man answered said Benny stepped out , call back in 10 mins

Charleen Cull, 1/29/2006 5:06:28 PM

Benny called in & stated his mechanic is trying to fix the problem without getting another tie-rod. However, if he isn't successful, he's going to meet Irvine to try & match up the tie-rod. ERSA to follow up in about an hour or so.

Charleen Cull, 1/29/2006 4:35:18 PM

Finally located a company that had tie-rods in stock, Crysta. Spoke with Irvine who checked for part# 2L-6-188. He said he didn't find that part but stated if our customer could bring the part with him, they could always match it up. Conferenced Benny in on line, Benny took Irvine's phone# 617-782-8076 and will have his mechanic call Irvine back. Irvine said they had to hurry though as they close shop at 6pm. Benny to call ERSA back with an update.

Charleen Cull, 1/29/2006 4:14:54 PM

Called Benny to give update.

Charleen Cull, 1/29/2006 3:36:13 PM

Told Benny I'd try to locate a place where he can get the part, he has a mechanic at the coach, just needs the part.

☐ Do not include this report in the "Multiple Reports by MCI Category" summary email**Attachments :**[AUDIT - Post Call Customer Feedback](#)

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

04/02/2008

Report Closed Date

04/02/2008 12:01 PM

Report No : [REDACTED] 20080402115536**Full VIN:** 1M8PDMPA8XP[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 05/23/2000

Cherokee Boys Club Bus Service

Caller:Donnie [Mechanic]
828-497-5761

MCI Regional Information

Region: North Carolina**Zone:** C**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Donnie
Phone: 828-497-5761
Whom: Mechanic
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : Cherokee Boys Club Bus Service
Account No :
Parent Co. Name:
Parent Account No :
Phone: 828-497-9101 - 828-497-9102 -
 828-497-9103
Fax: 828-497-5420
Address :
City: Cherokee
State/Prov. & Zip: NC 28179
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category : 02. Rear Axle
MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

<i>Customer Issues></i>		<u>Issue Escalation Details</u>	
Incident Date :		Escalate Issue ?	No
Complaint:	Tie rod bent needs part#		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:			
Recommendations :	Gave part# 2L-6-188 RH 2L-6-187 LH		
Incident Date :	04/02/2008 (as reported by Customer)	Tread Type :	Complaint
		Tread Category :	01. Steering System
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ? No
Name of place :		<u>TOWING COMPANY :</u>
Mile marker , exit or cross street :		Company Name :
Address :		Phone:
City or closest city :		Fax:
State/Prov.:		Additional Phone :
Description of coach :		Address :
Comments (re: location):		City:
		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>
Facility Name :		Facility Name :
Contact:		Contact:
Phone:		Phone:
Fax:		Fax:

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

05/12/2006

Report Closed Date

05/12/2006 10:08 AM

Report No : XXXXXXXXXX 200605129576**Full VIN:** 1M8PDMRA0XPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :**

GREYHOUND LINES , INC-ICS

Caller:John [Mechanic]
804-254-5990

MCI Regional Information

Region: Texas**Zone:** J**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: John
Phone: 804-254-5990
Whom: Mechanic
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : GREYHOUND LINES, INC-ICS
Account No :
Parent Co. Name:
Parent Account No :
Phone:
Fax:
Address : ACCOUNTS PAYABLE
 PO BOX 660362
 DALLAS
 TX 75266-0362
 USA
City:
State/Prov. & Zip:
Country:
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 14. Driveshaft**MCI Sub-Category:** 14. Driveshaft**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach**Out of Service ?** No**Is Coach Down ?** No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs drive shaft Gaurd part#		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part# 14L-1-166 Gaurd	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?		Was Coach Towed ?	
Was "On Call" Tech called ?			
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone :	
Address :		Fax :	
City or closest city :		Additional Phone :	
State/Prov. :		Address :	
Description of coach :		City :	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up? No

Comment Details

Gilles Gueret, 5/12/2006 4:09:30 PM
William called asked same exact question again gave part #'s

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

05/12/2006

Report Closed Date

05/12/2006 10:08 AM

Report No : XXXXXXXXXX 200605129576Full VIN: 1M8PDMRA0XPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 370 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

GREYHOUND LINES, INC-ICS

Caller:

John [Mechanic]
804-254-5990

MCI Regional Information

Region: Texas

Zone: J

IMG Member? No

Reported By: James McClain

Type of Report: Parts

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: John
 Phone: 804-254-5990
 Whom: Mechanic
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: GREYHOUND LINES, INC-ICS
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address: ACCOUNTS PAYABLE
 PO BOX 660362
 DALLAS
 TX 75266-0362
 USA
 City:
 State/Prov. & Zip:
 Country:
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 14. Driveshaft

MCI Sub-Category: 14. Driveshaft

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ? No

Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs drive shaft Gaurd part#		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part# 14L-1-166 Gaurd	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip :	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up? No

Comment Details

Gilles Gueret, 5/12/2006 4:09:30 PM
William called asked same exact question again gave part #'s

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

06/20/2007

Report Closed Date

06/20/2007 01:31 PM

Report No : XXXXXXXXXX 20070620132936**Full VIN:** 1M8TRMPA7WPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** E4500/102EL3**Model Year:** 1998**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 02/09/98

Discovery Coach

Caller:

Nick Caudill; CSP

Chuck

920-459-2968

MCI Regional Information

Region: Wisconsin**Zone:** H**IMG Member ?** No**Reported By:** Terry Bowersox**Type of Report :** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Nick Caudill; CSP
 Chuck
Phone: 920-459-2968
Whom:
Fax: 920-459-2973
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : Discovery Coach
Account No :
Parent Co. Name:
Parent Account No :
Phone: 920-459-2960
 800-444-2960
Fax: 920-459-2970
Address :
City: Sheboygan
State/Prov. & Zip: WI 53081
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?**

No

Ladder Logic Index :**OnTrac Case #:****MCI Category :** 02.06 Trailing Axle L.H. & R. H.**MCI Sub-Category:** 02.06 Trailing Axle L.H. & R. H.**Detected at :** Post-Delivery

ERSA Related Details

Is Coach**Out of Service ?****Is Coach Down ?**

*<Please refer to Tab: DAR & Open
Customer Issues>*

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Tie Rod assy, received 02-07-1060 ASSY, told needed ARMS for kit. What PN for arms ??

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Orig. axle appears to have been an 02-07-1024. New arms required for drop change

Recommendations :

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No
Was "On Call" Tech called? No
Does Operator have
test equipment ? No

Was Coach Towed ?

COACH DOWN LOCATION :

Name of place :
Mile marker ,
exit or cross street :
Address :
City or closest city :
State/Prov.:
Description of coach :
Comments
(re: location):

TOWING COMPANY:

Company Name :
Phone:
Fax:
Additional Phone :
Address :
City:
State/Prov. & Zip:
Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :
Contact:
Phone:
Fax:
Additional Phone :

FACILITY 2#

Facility Name :
Contact:
Phone:
Fax:
Additional Phone :

Address:		Address:	
City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

08/31/2008

Report Closed Date

09/03/2008 05:19 PM

Report No: [REDACTED] 200808311133Full VIN: 1M8TRMPA9WP[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: 102EL3/E4500

Model Year: 1998

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 07/03/98

Discovery Tours L.L.C.

Caller:

Armando (own) 360-388-7916

Doug (mech) 907-632-6511

MCI Regional Information

Region: Washington

Zone: F

IMG Member? No

Reported By: Pat O'Connell

Type of Report: ERSA

Unit #: [REDACTED]Caller Details

Caller is... External

Name: Armando (own) 360-388-7916

Phone: Doug (mech) 907-632-6511

Whom:

Fax:

Email:

Contact Type: Phone

Contact

Contact 1 Name:

Contact 1 Phone:

Whom:

Company Details

Company Name: Discovery Tours L.L.C.

Account No:

Parent Co. Name:

Parent Account No:

Phone: 360-736-7883

Fax: 360-807-0639

Address:

City: Centralia

State/Prov. & Zip: WA 98531

Country: USA

Territory No: 3

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

Issue Details

Schematic Index:

Is Warranty Issue ?

Undetermined

Ladder Logic Index:

OnTrac Case #:

MCI Category: 02. Rear Axle

MCI Sub-Category: 02.07 Steerable Tag

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ? No	
Incident Date :	08/31/2008		
Complaint:	Parts needed ro emergency repair, tag wheel came off		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause: tag wheel came off			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction: repaired and replaced parts .			
Recommendations :			
Incident Date :	08/31/2008	Tread Type :	Complaint
(as reported by Customer)		Tread Category :	20. Wheels
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Technician: Sam Caudill
Was "On Call" Tech called ?	Yes	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ? No
Name of place :		<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :		Company Name :
Address:		Phone:
City or closest city : Anchorage		Fax:
State/Prov.: Ak		Additional Phone :
Description of coach :		Address:
Comments (re: location):		City:
		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		
Facility Name :	PREMIERE ALASKA TOURS	
Contact:		
Phone:	907-279-0001	
Fax:		
Additional Phone :		
<u>FACILITY 2#</u>		
Facility Name :		
Contact:		
Phone:		
Fax:		
Additional Phone :		

Address:	1900 PREMIER CT	Address:	
City:	ANCHORAGE	City:	
State/Prov. & Zip:	AK 99502	State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

ERSA - Customer Follow Up

Follow up with Customer in :	<Never>

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

Follow Up Details

Follow-up?	No

Comment Details

Pat O'Connell, 9/3/2008 5:19:52 PM
Follow-up Completed

Pat O'Connell, 9/3/2008 5:00:04 PM
Called Doug to get the status on the coach, He said that coach has been repaired and back on the road.

Pat O'Connell, 9/3/2008 4:44:17 PM
Called Armando to follow up , no answer, no voice mail.

Charleen Cull, 9/2/2008 3:56:12 PM
Doug called back, was looking for 02-07-1039, looked at both orders, not on there, looked at the excel list of parts to order, it's on there but "do not order" was in the description, gave that info to Doug, told him it doesn't say why not to order. H thanked me for the info & said he'd work something out.

Charleen Cull, 9/2/2008 3:43:27 PM
Called Doug back & gave him the info Brian gave to me. Doug will check to see what did come & will call me back.

Charleen Cull, 9/2/2008 3:37:23 PM
Called Tom Cole who told me to contact Brian Burden. Called Brian who stated that one courier was going to pick up both orders & deliver to the customer. Brian told me to call Doug back & have him go thru the packages. There would be 2 pkgs from Blackwood, about 14x14, the one from Louisville would be a long package. Thanked him for the info.

Charleen Cull, 9/2/2008 3:32:33 PM
Called Doug to see if he had received the parts, he received the shipment from Louisville, asked me about the Blackwood shipment, told him I'd have to contact Blackwood to get a tracking# & would call him back.

Charleen Cull, 9/2/2008 3:30:07 PM
FYI...Marshall Deems called in earlier today around 11am, I was working on another coach down. He was wanting an update, told him that parts were shipped from both the Louisville warehouse & from Blackwood, told him what parts were ordered. He was impressed with what ERSA had been able to accomplish in getting the parts to the customer, stated he was going to call the customer & wanted a heads up before he did.

Branden Hatfield, 9/2/2008 2:33:52 PM

The parts have just arrived, Doug has not had a chance to look through and make sure that everything is there and in tact. I told him ERSA would call back in about an hour, to get status.

Branden Hatfield, 9/2/2008 2:30:39 PM

Called Armando, and he said the parts have yet to arrive. I told him I would call Doug, the mechanic, and get more info.

Pat O'Connell, 9/1/2008 10:58:29 PM

Armando called and wanted to know if they can pick the parts up at the airport. I called AIT and they said that they are closed at the airport and they should be delivered to the customer early in the morning,

Charleen Cull, 9/1/2008 12:16:20 PM

Tim Nash called in for an update, gave him an update based on the notes. Tim will call the customer to see if further assistance is needed from his end. ERSA to follow up with customer later today to see if they received the parts.

Dean Urbano, 8/31/2008 10:57:32 PM

Follow-Up requested by CN=Dean Urbano/OU=ServiceParts/O=MotorCoach - Assigned to ERSA Call Reports

Follup-Up due date: 9/2/2008

Instructions sent: Follow up for status of delivery on Tuesday

Dean Urbano, 8/31/2008 9:57:37 PM

I called Armando and advised him that the parts are on their way. He was extremely appreciative and grateful for the efforts of everyone at MCI.

Dean Urbano, 8/31/2008 9:50:56 PM

I spoke with Armando and Susan @ Discovery Charters who stated that they needed the parts there on Monday, period. According to the customer, they are spending \$5k each day that the coach is down accommodating their passengers with hotel rooms etc. After Tuesday, the rooms are no longer available. I explained that the cost for shipping would be exorbitant. The customer responded by stating that they can not afford any delay whatsoever and cost for parts and shipping is not a factor.

I spent a better part of the afternoon coordinating efforts to get the customer the parts needed. This includes working with Doug @ Preferred Charter in Anchorage, AK whom is performing the repairs, Armando @ Discovery Tours in Seattle whom the coach belongs to, Brian Burden in Traffic, Nate Wynn in the Louisville Warehouse and Tom Cole - Parts Supervisor @ Blackwood, New Jersey.

The list of parts required was compiled by Doug and Sam Caudill totaling (18) different items in varying quantities. From this list I discussed with Doug parts availability and location. I worked with Nate Wynn to have the parts available in Louisville, picked, packed, shipped and bound for a flight leaving Cincinnati, OH on Monday @ 8:45 AM.

The remaining (8) parts that were not available in Louisville were available in various MCI warehouses and service centers I further discussed these parts with Doug and was able to determine which parts were absolutely critical and which parts could be done without. This reduced the remaining parts needed to (6). (1) of the remaining parts was absolutely critical and was key in deciding which warehouse would bare the burden of shipping the remaining items. Factors included location, ability to reach someone at that warehouse, and ability to have the parts expedited immediately. This key part was only available from locations 15 (Newcastle) and 84 (Blackwood). Realizing the difficulty in attempting to work with Newcastle and export customs, the most logical warehouse was Blackwood.

After numerous calls and voice messages I was able to reach Tom Cole - Parts Supervisor @ Blackwood and he agreed to go to the warehouse to pick, pack and ship the orders. Brian Burden arranged a courier to retrieve the parts from the facility.

I deleted the parts that were to ship from Blackwood from the original order and emailed a copy of them to Tom Cole so he could create an order on his end. I spoke with Tom @ 9:43 PM and the package is on its way.

The one issue with the parts delivery is on the Anchorage side. According to Traffic, the office/department at Anchorage Airport will be closed on Monday. Although the parts will arrive Monday @ 5-6 PM they will not be able to retrieve them until Tuesday morning. I communicated this with Armando earlier and he understood.

A PDF Copy of the original AS400 order is attached to the service report below and a copy of my Excel spreadsheet with parts and notes is attached as well.

Complete Parts List

PART #	DESCRIPTION
01-01-1018	KEY-UPPER
01-01-1019	KEY-LOWER
01-01-1021	PLATE-TORQUE,RH
01-01-1022	CAPSCREW
01-01-1023	WASHER-FLAT
01-01-1024	NUT-LOCK
01-01-1053	SCREW-CAP
02-07-1029	KNUCKLE ASM-RH
02-07-1035	ARM-TIE ROD
02-07-1060	ROD ASM-END & TIE
02-07-1044	END ASM-TIE ROD,LH,STRAIGHT
02-07-1045	END ASM-TIE ROD,RH,STRAIGHT
11-06-1010	END ASM-ROD END,CYLINDER
15-02-1014	NUT-WHEEL BEARING,INNER
15C-2-16	LOCKRING
15C-2-17PK	NUT-OUTER,5/PACK PK=5 PCS.
15C-2-18	LOCK
15C-2-8	WASHER-HARDEN

01-01-1021, 01-01-1023, 02-07-1044, 02-07-1045 shipped from Blackwood.

Pat O'Connell, 8/31/2008 1:46:15 PM
Armando's account number 1004423.

Pat O'Connell, 8/31/2008 1:40:23 PM
Sam the tech is here now calling Doug to verify part numbers and answer questions he has.

Pat O'Connell, 8/31/2008 1:39:43 PM
Armando gave me the number to call Doug the mechanic where the coach is. Doug gave me a list of part numbers.

- 1.) 15C-2-18 LOCK
- 2.) 15C-2-16 LOCK RING
- 3.) 15C-2-17 PK
- 4.) 15-02-1014
- 5.) 01-01-1021 PLATE AND NOT IN STOCK IN 07
- 6.) 01-01-1022 CAP SCREW (8)
- 7.) 01-01-1023 NOT IN STOCK (8)
- 8.) 01-01-1024 LOCK NUT (8)
- 9.) 01-01-1053 (8) NOT IN STOCK
- 10.) 15C-2-8 (8)

Pat O'Connell, 8/31/2008 1:10:19 PM
Called Sam back and he is on the way in now to locate part numbers.

Pat O'Connell, 8/31/2008 1:08:23 PM
Armando needs a right tag steering knuckle/spindle with both upper and lower steering arms still attached and caliper mount still attached. King Pin with all hardware. Spindle nut, spindle jam nut, spindle lock washer, and spindle lock ring and caliper mounting bolts. Right tag tie rod end for the center link including the collar to tighten it up with

Pat O'Connell, 8/31/2008 12:57:46 PM
Sam is going to call Richard about the parts and call me back.

Pat O'Connell, 8/31/2008 11:15:04 AM
Called Armando and conferenced him in with Sam,

Pat O'Connell, 8/31/2008 11:05:36 AM
Armando called and said he has a coach down in Anchorage Ak and that he needs parts.

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

Attachments :



Discovery Order 083108.pdf



Discovery Order 083108.xls

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

12/15/2008

Report Closed Date

12/15/2008 11:41 AM

Report No: [REDACTED] 20081215113942

Full VIN: 1M83JMPA61P[REDACTED]

Unit #: [REDACTED]

Make: MCI

Model: J4500

Model Year: 2001

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date : 06/19/2001

Hotard Coaches , Inc.

Caller:

Diana; CSP

Jim

504-944-0253

800-535-7787

504-944-0962

800-647-3957

800-553-4895

MCI Regional Information

Region: Louisiana

Zone: J

IMG Member ? No

Reported By: Terry Bowersox

Type of Report : Parts

Unit #: [REDACTED]

Caller DetailsCompany Details

Caller is... External
 Name: Diana; CSP
 Jim
 Phone: 504-944-0253
 800-535-7787
 504-944-0962
 800-647-3957
 800-553-4895

Whom:

Fax:

Email:

Contact Type : Phone

Company Name : Hotard Coaches, Inc.

Account No :

Parent Co. Name:

Parent Account No :

Phone: 504-944-0253
 800-553-4895
 504-944-0962
 Fax: 504-944-8650
 504-942-5737

Address:

City: New Orleans

State/Prov. & Zip: LA 70122

Country:

Territory No:

Contact

Contact 1 Name:

Contact 1 Phone:

Whom:

Title	Name	Title	Name
Regional Director		New Coach Sales Person	
Parts Solution Mgr .	Mark Santoyo	Used Coach Sales Person	
Technical Solution Mgr .			

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category : 02. Rear Axle MCI Sub-Category : 02.07 Steerable Tag Detected at : Post-Delivery <i><Please refer to Tab: DAR & Open Customer Issues></i> Incident Date : Complaint: Looking for CLAMP only for tag axle tie rod		ERSA Related Details Is Coach Out of Service ? Is Coach Down ? Issue Escalation Details Escalate Issue ? No
<u>Trouble Shooting Details</u> <u>Notes Comments</u>		<u>Problem Code Details</u> Code Type :
Cause: Causal Part No . 02-07-1043 Did any other parts fail as a result of the causal part failing ? No		
Correction: Not available seperatly thru Service Parts Recommendations : Buy whole tie rod assy, 02-07-1060		
Tread Details Is Tread Report ? No		
FCP / Campaign Details Were FCPs discussed with customer ? No		

[ERSA Info](#)

Are Passengers Onboard ? No Was "On Call" Tech called ? No Does Operator have test equipment ? No	Was Coach Towed ? No
<u>COACH DOWN LOCATION :</u> Name of place : Mile marker , exit or cross street : Address : City or closest city : State/Prov.: Description of coach : Comments	<u>TOWING COMPANY:</u> Company Name : Phone: Fax: Additional Phone : Address : City: State/Prov. & Zip: Payment type discussed ?

(re: location):

OUTSIDE REPAIR FACILITIES :**FACILITY 1#**

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 ? No

Does the customer require another coach ? No

Was After Hours Emergency Part Ordered? No

FACILITY 2#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :

Address:

City:

State/Prov. & Zip:

Comment:

Payment type discussed ? No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)**Follow Up Details**

Follow-up?

Comment Details☐ Do not include this report in the "Multiple Reports by MCI Category" summary email**Attachments :**[AUDIT - Post Call Customer Feedback](#)[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

08/23/2006

Report Closed Date

08/23/2006 01:00 PM

Report No : XXXXXXXXXX 20060823124345**Full VIN:** 1M8TRMPA7WPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** E4500/102EL3**Model Year:** 1998**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 05/22/98

AMERICA ASIA EXPRESS

Caller:Moses [Mechanic]
323-720-1941

MCI Regional Information

Region: California**Zone:** F; G**IMG Member ?** No**Reported By:** Samuel Caudill**Type of Report :** Tech Support**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Moses
Phone: 323-720-1941
Whom: Mechanic
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : AMERICA ASIA EXPRESS
Account No :
Parent Co. Name:
Parent Account No :
Phone:
Fax:
Address : 117 EAST GARVEY AVENUE
City: MONTEREY PARK
State/Prov. & Zip: CA 91755
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** Undetermined**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 01. Front Axle**MCI Sub-Category:** 01. Front Axle**Detected at:** Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach**Out of Service ?** No**Is Coach Down ?** No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Needed part number for front brake hose	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave him part number for front brake hose 04-20-1136.	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip :	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

02/02/2006

Report Closed Date

02/02/2006 03:05 PM

Report No : [REDACTED] 20060202144832

Full VIN:

Unit #: [REDACTED]

Make: MCI

Model: 102EL3/E4500

Model Year: 2003

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date:

Lamoille Valley Transport

Caller:

Joel Prive [Parts]
802-888-2103

MCI Regional Information

Region: Vermont

Zone: E

IMG Member? No

Reported By: Terry Bowersox

Type of Report: Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Joel Prive
 Phone: 802-888-2103
 Whom: Parts
 Fax:
 Email: lisa@lvt.org
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Lamoille Valley Transport
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 802-888-2103
 Fax: 802-888-2094
 Address:
 City: Morrisville
 State/Prov. & Zip: VT 03161
 Country:
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category: 04. Brakes/Air System

MCI Sub-Category: 04. Brakes/Air System

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Difference in 04-20-1136 and 1039 brake hoses ??	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:			
Recommendations :		1 is straight on both ends, 1 has 45 on 1 end.	
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone:	
City or closest city :		Fax:	
State/Prov.:		Additional Phone :	
Description of coach :		Address:	
Comments (re: location):		City:	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

03/08/2007

Report Closed Date

03/08/2007 06:01 PM

Report No : XXXXXXXXXX 20070308174725

Full VIN:

Unit #: XXXXXXXXXX

Make: MCI

Model: J4500

Model Year: 2005

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date : 03/20/2005

Peter Pan Bus Lines Inc

Caller:

Larry Bellack [Mechanic]
201-866-6001

MCI Regional Information

Region: New Jersey

Zone: D

IMG Member ? No

Reported By: Boris Zenteno

Type of Report : Warranty

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: Larry Bellack
 Phone: 201-866-6001
 Whom: Mechanic
 Fax: 201-725-2688
 Email: larry@peterpanbus.com
 Contact Type : Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name : Peter Pan Bus Lines Inc
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone: 201-866-6001
 Fax: 413-733-5043
 Address :
 City: Secaucus
 State/Prov. & Zip: NJ 07094
 Country:
 Territory No :

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

Issue Details

Schematic Index :

Is Warranty Issue ? Yes

Warranty Claim No : XXXXXXXXXX

Ladder Logic Index :

OnTrac Case #:

MCI Category : 04. Brakes/Air System

MCI Sub-Category: 04. Brakes/Air System

Detected at : Post-Delivery

ERSA Related Details

Is Coach
 Out of Service ? Yes

Is Coach Down ?

<Please refer to Tab: DAR & Open
Customer Issues>

Issue Escalation Details

Escalate Issue ? No

Incident Date :

Complaint: Brake applied air leak around LH front axle

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: LH front brake hose is leaking at the crimp end

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Have created CCS claim and will have hose assembly replace .

Recommendations :

Tread Details

Is Tread Report ? Yes

Tread Type : Complaint

Incident Date : 03/08/2007
(as reported by Customer)

Tread Category : 04. Service Brake System, Air

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ?

Was "On Call" Tech called ?

Does Operator have
test equipment ? No

Was Coach Towed ?

COACH DOWN LOCATION :

Is Coach at MCI Location ? No

TOWING COMPANY :

Name of place :

Company Name :

Mile marker,
exit or cross street :

Phone:

Address:

Fax:

City or closest city :

Additional Phone :

State/Prov.:

Address:

Description of coach :

City:

Comments
(re: location):

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

FACILITY 2#

Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up? No

Comment Details

Ryan Leslie, 3/9/2007 10:15:56 AM
CCS claim # [REDACTED]

Ryan Leslie, 3/9/2007 10:15:02 AM
Wrong part was sent with the first order. CUsomer needed 04-20-1136

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

08/22/2007

Report Closed Date

08/22/2007 02:38 PM

Report No: [REDACTED] 20070822121855Full VIN: 1M83JMPA63P[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: J4500

Model Year: 2003

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date : 04/03/2003

Great American Bus of Charleston , Inc.

Caller:

Marvin Gill [Mechanic]
843-824-2727
843-512-3274

MCI Regional Information

Region: South Carolina

Zone: C

IMG Member ? No

Reported By: James McClain

Type of Report : Tech Support

Unit #: [REDACTED]Caller Details

Caller is... External
Name: Marvin Gill
Phone: 843-824-2727
843-512-3274
Whom: Mechanic
Fax:
Email:
Contact Type : Phone

Company Details

Company Name: Great American Bus of Charleston, Inc.
Account No :
Parent Co. Name:
Parent Account No :
Phone: 843-824-2727
843-512-3274
Fax: 843-572-8841
Address:
City: North Charleston
State/Prov. & Zip: SC 29420
Country: USA
Territory No :

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

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

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category : 04. Brakes/Air System
MCI Sub-Category: 04. Brakes/Air System

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Detected at : Post-Delivery
<Please refer to Tab: DAR & Open Customer Issues> [Issue Escalation Details](#)
 Escalate Issue ? No

Incident Date :

Complaint: Needs part# Fromt brake hose What section is it in

Trouble Shooting DetailsNotes CommentsProblem Code Details

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction:

Recommendations : Gave part# 04-20-1136 In Section 12? Will order from parts

Tread Details

Is Tread Report ? No

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ? No

Does Operator have test equipment ? No

Was Coach Towed ? No

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :FACILITY 1#

Facility Name :

FACILITY 2#

Facility Name :

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

08/21/2007

Report Closed Date

08/21/2007 11:04 AM

Report No : XXXXXXXXXX 20070821103546

Full VIN:

Unit #: XXXXXXXXXX

Make: MCI

Model: J4500

Model Year: 2005

Fleet No:

Mileage: 95,000

Engine: S-60

Transmission:

New Coach Delivery ? No

Delivery Date : 03/16/2005

Kum Gang Tours

Caller:

Sonny w/ Kum Gang Tours [Mechanic]
718-651-1516

MCI Regional Information

Region: New York

Zone: E

IMG Member? No

Reported By: Samuel Caudill

Type of Report : Tech Support

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: Sonny w/ Kum Gang Tours
 Phone: 718-651-1516
 Whom: Mechanic
 Fax:
 Email:
 Contact Type : Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name : Kum Gang Tours
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone: 718 651-1516
 Fax: 718 651-1910
 Address :
 City: Flushing
 State/Prov. & Zip: NY 11368
 Country: USA
 Territory No :

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

Issue Details

Schematic Index :

Is Warranty Issue ? Yes

Warranty Claim No : XXXXXXXXXX

Ladder Logic Index :

OnTrac Case #:

MCI Category : 04. Brakes/Air System

MCI Sub-Category : 04. Brakes/Air System

ERSA Related Details

Is Coach
 Out of Service ? No
 Is Coach Down ? No

Detected at : Post-Delivery
<Please refer to Tab: DAR & Open Customer Issues> [Issue Escalation Details](#)
 Escalate Issue ? No

Incident Date :

Complaint: Coach has an air leak.

Trouble Shooting DetailsProblem Code DetailsNotes Comments

Code Type :

Cause: The brake hose has a split in it.

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Replace the hose with a new one .

Recommendations : Gave customer part number 04-20-1136.

Tread Details

Is Tread Report ? No

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ? No

Does Operator have
test equipment ? No

Was Coach Towed ? No

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):TOWING COMPANY:

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :FACILITY 1#

Facility Name :

FACILITY 2#

Facility Name :

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

Follow Up Details

Follow-up?

Comment Details

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

08/23/2007

Report Closed Date

08/23/2007 10:30 AM

Report No : [REDACTED] 2007082394946

Full VIN:

Unit #: [REDACTED]

Make: MCI

Model: J4500

Model Year: 2005

Fleet No:

Mileage: 201,563

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date : 04/07/2005

Kum Gang Tours

Caller:

Sony [Mechanic]
781-241-8997

MCI Regional Information

Region: New York

Zone: E

IMG Member? No

Reported By: James McClain

Type of Report : Warranty

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Sony
 Phone: 781-241-8997
 Whom: Mechanic
 Fax:
 Email:
 Contact Type : Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name : Kum Gang Tours
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone: 718 651-1516
 Fax: 718 651-1910
 Address :
 City: Flushing
 State/Prov. & Zip: NY 11368
 Country: USA
 Territory No :

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

Issue Details

Schematic Index :

Is Warranty Issue ? Yes

Warranty Claim No : [REDACTED]

Ladder Logic Index :

OnTrac Case #:

MCI Category : 04. Brakes/Air System

MCI Sub-Category: 04. Brakes/Air System

Detected at : Post-Delivery

ERSA Related Details

Is Coach
Out of Service ? No

Is Coach Down ? No

<Please refer to Tab: DAR & Open Customer Issues>

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Coach has Air Leak

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: Front Brake hose leaking air

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Will Replace

Recommendations : CCS Order Part#04-20-1136

Tread Details

Is Tread Report ? Yes

Tread Type : Complaint

Incident Date : 08/23/2007
(as reported by Customer)

Tread Category : 04. Service Brake System, Air

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ? No

Does Operator have test equipment ? No

Was Coach Towed ? No

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

FACILITY 2#

Facility Name :

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

10/03/2008

Report Closed Date

10/03/2008 01:49 PM

Report No: XXXXXXXXXX 20081003123652Full VIN: 2M93JMPA23W0XXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: J4500

Model Year: 2003

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 03/26/2003

Yankee Trails , Inc.

Caller:

Bob [Mechanic]
518-286-1800

MCI Regional Information

Region: New York

Zone: E

IMG Member? No

Reported By: James McClain

Type of Report: Parts

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: Bob
 Phone: 518-286-1800
 Whom: Mechanic
 Fax: 518-286-2387
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: Yankee Trails, Inc.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address: 3RD AVE EXT
 City: RENSSELAER
 State/Prov. & Zip: NY 12144
 Country: USA
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 04. Brakes/Air System

MCI Sub-Category: 04.20 Air Lines

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ? No

Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Needs part# for front brak lines		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part# 04-20-1136	
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No		
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY:</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone:	
Address :		Fax:	
City or closest city :		Additional Phone :	
State/Prov.:		Address :	
Description of coach :		City:	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

04/29/2008

Report Closed Date

04/29/2008 04:03 PM

Report No : [REDACTED] 20080429143843

Full VIN: 2M9TRMHA58W [REDACTED]

Unit #: [REDACTED]

Make: MCI

Model: E4500/102EL3

Model Year: 2008

Fleet No:

Mileage: 16,400

Engine: DDEC S60 425/435/445 HP

Transmission:

New Coach Delivery ? No

Delivery Date: 12/10/2007

R & J TRANSPORTATION / (S)

Caller:

Jay [Mechanic]

570-385-4488 ext 10

MCI Regional Information

Region: Pennsylvania

Zone: D

IMG Member? No

Reported By: James McClain

Type of Report: Warranty Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Jay
 Phone: 570-385-4488 ext 10
 Whom: Mechanic
 Fax: 570-385-3018
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: R & J TRANSPORTATION / (S)
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address: 326 CHESTNUT STREET
 City: POTTSVILLE
 State/Prov. & Zip: PA 17929
 Country: USA
 Territory No:

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

Issue Details

Schematic Index: N/A

Ladder Logic Index: 07-18-1222

Is Warranty Issue? Yes

OnTrac Case#:

Warranty Claim No: [REDACTED]

MCI Category: 02. Rear Axle
 MCI Sub-Category: 02.07 Steerable Tag

ERSA Related Details

Is Coach
 Out of Service? No
 Is Coach Down? No

Detected at : Post-Delivery
<Please refer to Tab: DAR & Open Customer Issues> [Issue Escalation Details](#)
 Escalate Issue ? No
 Incident Date :
 Complaint: Coach rear steering not working TT ON

Trouble Shooting DetailsProblem Code DetailsNotes Comments

Code Type:

Cause: Ras Cylinder hoses not mounted correctly fell over drive shaft rubbed hole in all 3 hoses

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Taking coach for repair to Blackwood

Recommendations : CCS order Part#11-08-1123 1124 1125

Tread Details

Is Tread Report ? Yes
 Incident Date : 04/29/2008
 (as reported by Customer)
 Tread Type : Complaint
 Tread Category : 01. Steering System

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No
 Was "On Call" Tech called ? No
 Does Operator have test equipment ? No

COACH DOWN LOCATION :

Was Coach Towed ? No

Name of place :
 Mile marker ,
 exit or cross street :
 Address :
 City or closest city :
 State/Prov. :
 Description of coach :
 Comments
 (re: location):

TOWING COMPANY:

Company Name :
 Phone :
 Fax :
 Additional Phone :
 Address :
 City :
 State/Prov. & Zip :
 Payment type discussed ?

OUTSIDE REPAIR FACILITIES :FACILITY 1#FACILITY 2#

Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

11/03/2005

Report Closed Date

11/03/2005 12:33 PM

Report No : [REDACTED] 20051103122734**Full VIN:** 1M8TRMPA6XP[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** E4500/102EL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission:****New Coach Delivery ?** No**Delivery Date:**

Southern Adventist University

Caller:Barry Becker [Mechanic]
423-238-2111

MCI Regional Information

Region: Tennessee**Zone:** B**IMG Member ?** No**Reported By:** Jim Gabor**Type of Report :** Tech Support**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Barry Becker
Phone: 423-238-2111
Whom: Mechanic
Fax: 423-505-6415
Email: bpbecker@southern.edu
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Southern Adventist University
Account No :
Parent Co. Name:
Parent Account No :
Phone: 423-238-2111
Fax: 423-238-2488
Address :
City: Collegedale
State/Prov. & Zip: TN 37315
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:****MCI Category :** 11. Steering**MCI Sub-Category:** 11. Steering**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach**Out of Service ?** No**Is Coach Down ?** No

Issue Escalation Details

<i>Customer Issues></i>	
Incident Date :	Escalate Issue ? No
Complaint: Customer wanted to order part # 11-08-1095 which was superseded to 11-08-1123.	
<u>Trouble Shooting Details</u>	<u>Problem Code Details</u>
<u>Notes Comments</u>	Code Type:
Cause: Hose is too short by about 2 inches	
Causal Part No .	
Did any other parts fail as a result of the causal part failing ? No	
Correction: Instructed him to re-clock the "T" o-ring type fitting in the manifold block to give him the added length he needs.	
Recommendations :	
<u>FCP / Campaign Details</u>	
Were FCPs discussed with customer ? No	

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone:
City or closest city :	Fax:
State/Prov.:	Additional Phone :
Description of coach :	Address :
Comments (re: location):	City:
	State/Prov. & Zip:
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

06/06/2008

Report Closed Date

06/06/2008 12:24 PM

Report No : XXXXXXXXXX 2008060612444**Full VIN:** 1M8PDMRA7YFXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4500/102DL3**Model Year:** 2000**Fleet No:****Mileage:****Engine:** DDEC S60 370 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 01/25/2000

Vermont Transit Lines

Caller:John Raynee [Mechanic]
802-295-2877

MCI Regional Information

Region: Vermont**Zone:** E**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: John Raynee
Phone: 802-295-2877
Whom: Mechanic
Fax:
Email: jranney@greyhound.com
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Vermont Transit Lines
Account No :
Parent Co. Name:
Parent Account No :
Phone: 802-295-2877
Fax: 802-295-7527
Address :
City: White River Jct
State/Prov. & Zip: VT 05001
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category : 14. Driveshaft
MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Needs part# drive shaft S60 Engine B500r Trans	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part# 14L-1-188	
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No	<u>TOWING COMPANY:</u>	
Does Operator have test equipment ?	No	Company Name :	
<u>COACH DOWN LOCATION :</u>		Phone:	
Name of place :		Fax:	
Mile marker , exit or cross street :		Additional Phone :	
Address :		Address :	
City or closest city :		City:	
State/Prov.:		State/Prov. & Zip:	
Description of coach :		Payment type discussed ?	
Comments (re: location):			
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

01/17/2006

Report Closed Date

01/17/2006 02:08 PM

Report No: XXXXXXXXXX 2006011714110Full VIN: 1M85DMDA86PXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4005

Model Year: 2006

Fleet No:

Mileage:

Engine: CAT C-13 335/505 HP 12.5L

Transmission:

New Coach Delivery ? No

Delivery Date:

Sundance Stage Lines

Caller:

Garry Pugsley MCI FSM [Parts]
602-999-9427MCI Regional Information

Region: California

Zone: F; G

IMG Member? No

Reported By: James McClain

Type of Report: Warranty

Unit #: XXXXXXXXXXCaller DetailsCompany Details

Caller is... External
 Name: Garry Pugsley MCI FSM
 Phone: 602-999-9427
 Whom: Parts
 Fax:
 Email: jzatzke@sundancestage.com
 Contact Type: Phone

Company Name: Sundance Stage Lines
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 619-525-1570
 Fax: 619-233-8748
 Address:
 City: San Diego
 State/Prov. & Zip: CA 92113
 Country:
 Territory No:

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

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

Issue Details

Schematic Index:

Is Warranty Issue ? Yes

Warranty Claim No: XXXXXXXXXX

Ladder Logic Index:

OnTrac Case #:

MCI Category: 14. Driveshaft

MCI Sub-Category: 14. Driveshaft

Detected at: Post-Delivery

ERSA Related DetailsIs Coach
Out of Service ?

Is Coach Down ?

<Please refer to Tab: DAR & Open Customer Issues>

Issue Escalation Details

Incident Date :

Escalate Issue ? No

Complaint: Loud Noise in rear

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: Drive shaft from factory To Long @ Install

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Will replace Shaft

Recommendations : CCS Order Part#14L-1-243

Tread Details

Is Tread Report ? Yes

Tread Type : Complaint

Incident Date : 01/17/2006
(as reported by Customer)

Tread Category : 10. Power Train

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ?

Was "On Call" Tech called ?

Does Operator have test equipment ? No

Was Coach Towed ?

COACH DOWN LOCATION :

Name of place :

Mile marker ,
exit or cross street :

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments
(re: location):

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

Facility Name :

FACILITY 2#

Facility Name :

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

[Status](#)

Archived

[Report Open Date](#)

10/16/2007

[Report Closed Date](#)

10/16/2007 03:09 PM

Report No : XXXXXXXXXX 20071016112754**Full VIN:** 1M8SDMTA4RPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4000/102D3**Model Year:** 1994**Fleet No:****Mileage:****Engine:** DDEC S60 330/350/365 HP 11.1L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 06/06/94**Cauley Coach Inc .****Caller:**Archie [Mechanic]
718-949-1264**MCI Regional Information****Region:** New York**Zone:** E**IMG Member ?** No**Reported By:** Boris Zenteno**Type of Report :** Parts**Unit #:** XXXXXXXXXX**Caller Details**

Caller is... External

Name: Archie

Phone: 718-949-1264

Whom: Mechanic

Fax:

Email: cauleycoach@yahoo.com

Contact Type : Phone

Contact

Contact 1 Name:

Contact 1 Phone:

Whom:**Company Details**

Company Name : Cauley Coach Inc.

Account No :

Parent Co. Name:

Parent Account No :

Phone: 718-949-1264

Fax: 718-949-5820

Address :

City: St. Albans

State/Prov. & Zip: NY 11412

Country:

Territory No :

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

Issue Details**Schematic Index :****Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:****MCI Category :****MCI Sub-Category:** 14. Driveshaft**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open***ERSA Related Details****Is Coach****Out of Service ?** No**Is Coach Down ?** No**Issue Escalation Details**

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Need part number for complete driveshaft assembly.	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:		U-joint failed. driveshaft came off and was severely damaged.	
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :		Provided 14L-1-243 & Guard 2G-6-26	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called ?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?
		No
Name of place :		<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :		Company Name :
Address :		Phone:
City or closest city :		Fax:
State/Prov.:		Additional Phone :
Description of coach :		Address:
Comments (re: location):		City:
		State/Prov. & Zip:
		Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>
Facility Name :		Facility Name :
Contact:		Contact:
Phone:		Phone:
Fax:		Fax:
Additional Phone :		Additional Phone :
Address:		Address:

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

03/30/2009

Report Closed Date

04/06/2009 07:59 PM

Report No : [REDACTED] 20090330113921Full VIN: 1M8SDMTA9RP[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: 102D3/D4000

Model Year: 1994

Fleet No:

Mileage:

Engine: DDEC S60 330/350/365 HP 11.1L

Transmission:

New Coach Delivery ? No

Delivery Date : 06/06/94

BURLINGTON TRAILWAY /IMAC

Caller:

Don

319-752-7580x14

MCI Regional Information

Region: Iowa

Zone: H

IMG Member ? No

Reported By: Boris Zenteno

Type of Report : Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Don
 Phone: 319-752-7580x14
 Whom:
 Fax:
 Email:
 Contact Type : Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name : BURLINGTON TRAILWAY/IMAC
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone:
 Fax:
 Address : 906 BROADWAY STREET
 P O BOX 531
 WEST BURLINGTON
 IA 52665
 Country: USA
 Territory No :

Title	Name	Title	Name
Regional Director	Dent Shuey	New Coach Sales Person	Aram Nikitas
Parts Solution Mgr .	Todd Kassel	Used Coach Sales Person	Marshall Deems
Technical Solution Mgr .	Dan Crespo		

Issue Details

Schematic Index :

Is Warranty Issue ?

No

Ladder Logic Index :

OnTrac Case #:

MCI Category : 14. Driveshaft
 MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
 Out of Service ? Yes
 Is Coach Down ?

<i>Customer Issues></i>		<u>Issue Escalation Details</u>	
Incident Date :		Escalate Issue ?	No
Complaint:	Need other option, CS Parts has informed customer that driveline has a leadtime of 12-14 weeks, and the trans flange is obsolete.		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type :	
Cause: Customer has lost driveline and trans flange has been severely damaged.			
Causal Part No . 14L-1-243			
Did any other parts fail as a result of the causal part failing ?		No	
Correction: Unkown at this time.			
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called?	No		
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY :</u>	
Is Coach at MCI Location ?	No	Company Name :	
Name of place :		Phone:	
Mile marker, exit or cross street :		Fax:	
Address:		Additional Phone :	
City or closest city :		Address:	
State/Prov.:		City:	
Description of coach :		State/Prov. & Zip:	
Comments (re: location):		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Follow Up Details

Follow-up? No

Comment Details

Boris Zenteno, 4/6/2009 4:58:56 PM
Follow-up Completed

Boris Zenteno, 4/6/2009 4:58:43 PM
Spoke to Todd, he is still working on this issue. Unable to locate parts. will notify when issue is resolve.

Boris Zenteno, 4/3/2009 8:59:39 AM
Call and left VM on Todd's phone to call me and give me an update on this issue.

Boris Zenteno, 4/2/2009 8:22:02 AM
Send Todd E-mail asking for update on issue.

Boris Zenteno, 4/1/2009 10:22:27 AM
Got E-mail from Todd Kassel, he has received follow up and VM about this issue.

Boris Zenteno, 3/30/2009 11:57:00 AM
Follow-Up requested by CN=Boris Zenteno/OU=SalesService/O=MotorCoach - Assigned to Boris Zenteno
Follup-Up due date: 3/31/2009
Instructions sent:

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

03/11/2006

Report Closed Date

03/21/2006 06:13 PM

Report No: [REDACTED] 20060311154141Full VIN: 1M8TRMPA0XP[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: E4500/102EL3

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

COACH USA, INC.

Caller:
Dispatch
713-670-3229

Contact:
Carlos, driver
832-969-4095

MCI Regional Information

Region: Texas

Zone: J

IMG Member ? No

Reported By: Pat O'Connell

Type of Report : ERSA

Unit #: [REDACTED]Caller DetailsCompany Details

Caller is... External
Name: Dispatch
Phone: 713-670-3229
Whom:
Fax:
Email:
Contact Type : Phone

Company Name : COACH USA, INC.
Account No :
Parent Co. Name:
Parent Account No :
Phone: 713-670-3229
Fax:
Address :
City: Houston
State/Prov. & Zip: TX
Country: USA
Territory No :

Contact

Contact 1 Name: Carlos, driver
Contact 1 Phone: 832-969-4095

Whom:

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

Issue Details

Schematic Index :
Is Warranty Issue ? Undetermined

Ladder Logic Index :
OnTrac Case#:

MCI Category : 08. Engine
MCI Sub-Category: 08. Engine

ERSA Related Details

Is Coach
Out of Service ?

Detected at :	Post-Delivery <i><Please refer to Tab: DAR & Open Customer Issues></i>	Is Coach Down ?	
Incident Date :	03/11/2006	Escalate Issue ?	No
Complaint:	oil gasket busted lost some oil		

Trouble Shooting DetailsNotes Comments**Problem Code Details**

Code Type :

Cause:

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction :

Recommendations :

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ? No

Was "On Call" Tech called ?

Does Operator have test equipment ? No

COACH DOWN LOCATION :

Name of place : Service Plaza

Mile marker, exit or cross street : 1st plaza on the fl turnpike jsut off i 75

Address :

City or closest city :

State/Prov.:

Description of coach :

Comments (re: location):

Was Coach Towed ? Yes

TOWING COMPANY :

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ? Yes

OUTSIDE REPAIR FACILITIES :**FACILITY 1#**

Facility Name :

Contact:

Phone:

Fax:

FACILITY 2#

Facility Name :

Contact:

Phone:

Fax:

Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

ERSA - Customer Follow Up

Follow up with Customer in : <Never>

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

Follow-up? No

Comment Details

Charleen Cull, 3/21/2006 5:13:24 PM
 Called Tommy to get update. They replaced the driveshaft, the pinion seal, strap kits, yoke and deflector on axle end.
 Coach has been repaired. OK to close.

Charleen Cull, 3/21/2006 5:12:16 PM
 Called dispatch, they think coach is fixed but not sure.

Charleen Cull, 3/21/2006 5:04:17 PM
 Called Carlos, he's not with coach anymore. Told me to call dispatch @ 713-670-3229.

Charleen Cull, 3/21/2006 5:02:08 PM
 Follow-up Completed

Charleen Cull, 3/20/2006 10:38:27 PM
 Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports
 Follow-Up due date: 3/21/2006
 Instructions sent: get status on coach

Charleen Cull, 3/20/2006 10:38:12 PM
 Tommy called me back about an hour ago, stated he was in Chicago & couldn't give me an update. Thanked him for calling me. ERSA to follow up Tuesday.

Charleen Cull, 3/20/2006 5:38:29 PM
 Called Tommy, got voice mail, left message.

Charleen Cull, 3/19/2006 9:50:48 AM
 Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports
 Follow-Up due date: 3/20/2006
 Instructions sent: get status on coach

Charleen Cull, 3/19/2006 9:49:48 AM
Follow-up Completed

Charleen Cull, 3/19/2006 7:58:16 AM
Below is email from Tommy Clark regarding damages to coach. Tommy is going to goodwill the repairs.

Charleen-do NOT pay the wrecker bill until we get this resolved.

I spoke to David today @ 5:13 p/m and ask for history on the tow they performed on Sunday the 11th. David said they were called out to the Okahumpa Service Plaza and the tow driver disconnected the drive shaft and tied it up and gave the driver a ride back. I informed David that there is a problem because when we looked at the coach and the drive shaft was missing and the yoke was broken. Then end caps and bolts were in the luggage bay. Below is a list of what it will take to repair this coach for the drive shaft.

14L-1-245	Driveshaft	\$1007.85	
14L-1-146	Strap Kit	\$9.55	
14L-1-146	Strap Kit	\$9.55	
D2-01-1036	Yoke	\$218.60	
Labor-2 hours		\$170.00	
Freight			\$100.00

Total = \$1515.55

Tommy Clark
Customer Service Manager
3718 LB Mcleod Rd.
Orlando, FL. 32805
Ph. 407.246.1414
Fx. 407.246.1417

Pat O'Connell, 3/17/2006 4:22:38 PM
Tommy called and he said that he is going to goodwill the drive shaft and yoke and fix this coach .

Pat O'Connell, 3/16/2006 5:11:26 PM
Tommy called back and said that Melody was not able to get in touch with Revis himself yet. Ersa follow up Friday

Pat O'Connell, 3/16/2006 4:57:06 PM
Called Tommy Clark and got his voice mail, left a message for him

Charleen Cull, 3/15/2006 8:16:32 PM
Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports
Follow-Up due date: 3/16/2006
Instructions sent: call Tommy Clark to see if they have talked with Steve Rivas re: towing damage & lost driveshaft

Charleen Cull, 3/15/2006 7:48:48 PM
Called Rivas, spoke with David, advised him of circumstances. He said we would need to speak with Steve Rivas tomorrow morning after 9am eastern standard time regarding the driveshaft and the damage. He said Steve was out of town & wouldn't be back before tomorrow. He went on to say that he would leave a message for both Steve & Beth to give them a heads up.

Charleen Cull, 3/15/2006 7:42:05 PM
Tommy Clark called in & asked which towing company towed the coach, said there was a problem. He said that the driveshaft is no where on the coach, they found the end caps in the baggage compartment & that's all. He said that from the way it appeared, the coach flopped around & tore up stuff, yoke on axle is damaged. He asked me to call the towing company & find out about the driveshaft & advise them of the damage. Told him I would. He asked me to send him the response via email to him.

Charleen Cull, 3/15/2006 4:02:06 PM

Called Melanie at Orlando, got voice mail, left message requesting she call me back, Will try again later if she doesn't return my call.

Charleen Cull, 3/15/2006 3:58:56 PM

Follow-up Completed

Charleen Cull, 3/14/2006 10:08:19 PM

Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports

Follup-Up due date: 3/15/2006

Instructions sent: call Orlando around 5pm to get status on coach

Charleen Cull, 3/14/2006 8:15:48 PM

JC called in & wanted to know if coach was ready. Conferenced Charlie McCarron in on line. Coach won't be ready before tomorrow evening. Charlie said that they fixed one blown gasket and replaced the alternator but they found the rocker box cover gasket was blown, too.

Charleen Cull, 3/14/2006 8:11:53 PM

Follow-up Completed

Charleen Cull, 3/13/2006 9:04:04 PM

Follow-Up requested by CN=Charleen Cull/OU=FieldService/O=MotorCoach - Assigned to ERSA Call Reports

Follup-Up due date: 3/14/2006

Instructions sent: call Orlando Tuesday to get update on coach.

Charleen Cull, 3/13/2006 9:03:30 PM

Follow-up Completed

Charleen Cull, 3/13/2006 9:03:26 PM

Called Chris in dispatch, he doesn't know anything as of yet. ERSA to follow up Tuesday.

Charleen Cull, 3/13/2006 9:00:57 PM

Called Carlos to follow up. He's not with the coach & doesn't know anything.

Pat O'Connell, 3/11/2006 9:02:52 PM

Follow-Up requested by CN=Pat O'Connell/OU=ServiceParts/O=MotorCoach - Assigned to ERSA Call Reports

Follup-Up due date: 3/13/2006

Instructions sent: call mci orlando and see if they have gotten to this coach.

Pat O'Connell, 3/11/2006 9:01:20 PM

Carlos called back about 30 mins ago and said they are at Orlando MCI now. Tommy Clark said that they will not be able to get to it until Monday and Carlos said ok. Ersa to follow up monday morning

Pat O'Connell, 3/11/2006 8:11:24 PM

Carlos called back and the coach is in tow.

Pat O'Connell, 3/11/2006 7:11:42 PM

Called Carlos to follow up and got his voice mail, left a message and the 800 number.

Pat O'Connell, 3/11/2006 6:31:30 PM

Called Carlos to see if tow truck has arrived..he said no I called Revis towing and the dispatcher said they should be there in about 15 to 20 minutes...Ersa to follow up in about 30 minutes

Pat O'Connell, 3/11/2006 5:22:49 PM

Carlos called back and said his boss ok tow , called Revis towing and spoke with David , conferenced him in with Carlos , they made arrangements. This is going to MCI Orlando . Ersa to follow up later..

Pat O'Connell, 3/11/2006 5:03:40 PM

Beth called back and said they would do it for \$200.00 an hour. and maybe they could do it in 6 hours. I called Carlos and told him he said he was going to call his boss and call me back

Pat O'Connell, 3/11/2006 4:56:39 PM

Calling Revis Towing & Recovery 746 NW 30th Ave, Ocala, FL 352-622-6977 , spoke with Beth she said it was \$250.00 per hour and she said it was about 7 hours, told her I would call the company back and let them know.

Pat O'Connell, 3/11/2006 4:23:18 PM

Called Hughes towing in Orlando they are tied up today.

Pat O'Connell, 3/11/2006 3:45:57 PM

Called Carlos and got the information told him I would search and get back with him

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

Attachments :

[attachment "email from Tommy Clark" deleted by Charleen Cull/FieldService/MotorCoach]

[AUDIT - Post Call Customer Feedback](#)[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

07/13/2006

Report Closed Date

07/13/2006 09:11 AM

Report No: XXXXXXXXXX 2006071384251Full VIN: 1M8PDMTA6TPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1996

Fleet No:

Mileage:

Engine: DDEC S60 330/350/365 HP 11.1L

Transmission:

New Coach Delivery ? No

Delivery Date:

CONNOISSEUR LEASING INC

Caller:
mike
902-453-1103

MCI Regional Information

Region: Nova Scotia
Zone: L
IMG Member? No
Reported By: Raul Gonzalez
Type of Report: Parts

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
Name: mike
Phone: 902-453-1103
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: CONNOISSEUR LEASING INC
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address: 130 SHORE DRIVE
City: BEDFORD
State/Prov. & Zip: NS N4A 2E4
Country: CANADA
Territory No:

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

Issue Details

Schematic Index :
Is Warranty Issue ? Undetermined

Ladder Logic Index :
OnTrac Case #:

MCI Category: 08.01 Detroit
MCI Sub-Category: 08.01 Detroit

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	needed p/n for drive shaft asm		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:		gave p/n of 14I-1-245	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

[Status](#)

Archived

[Report Open Date](#)

07/01/2006

[Report Closed Date](#)

07/01/2006 06:09 PM

Report No : [REDACTED] 2006070118441

Full VIN:

Unit #: [REDACTED]

Make: MCI

Model: 102EL3/E4500

Model Year: Other

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date:

EAGLE TOURS

Caller:

Eagle Tours
662-873-4583**MCI Regional Information**

Region: Mississippi

Zone: J

IMG Member? No

Reported By: Charleen Cull

Type of Report: ERSA External Assistance

Unit #: [REDACTED]

[Caller Details](#)

Caller is... External
 Name: Eagle Tours
 Phone: 662-873-4583
 Whom:
 Fax:
 Email:
 Contact Type: Phone

[Contact](#)

Contact 1 Name:
 Contact 1 Phone:

Whom:

[Company Details](#)

Company Name: EAGLE TOURS
 Account No: 1003275
 Parent Co. Name:
 Parent Account No:
 Phone: 662-873-4583
 Fax:
 Address: 90 BEAR PEN ROAD
 City: ROLLING FORK
 State/Prov. & Zip: MS 39159
 Country: USA
 Territory No:

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

[Issue Details](#)

Schematic Index :

Is Warranty Issue ?

Undetermined

Ladder Logic Index :

OnTrac Case #:

MCI Category: 08.01 Detroit

MCI Sub-Category: 08.01 Detroit

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

[ERSA Related Details](#)

Is Coach

Out of Service ?

Is Coach Down ?

[Issue Escalation Details](#)

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		needed to verify part# 14L-1-245 as correct drive shaft for coach	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?	Yes	Technician: Terry Bowersox	
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :		Company Name :	
Address:		Phone:	
City or closest city :		Fax:	
State/Prov.:		Additional Phone :	
Description of coach :		Address:	
Comments (re: location):		City:	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	
Additional Phone :		Additional Phone :	
Address:		Address:	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI , to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Follow Up Details

Follow-up? No

Comment Details

Charleen Cull, 7/1/2006 6:09:17 PM
Verified part# with Terry & advised customer.

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

10/04/2005

Report Closed Date

10/04/2005 12:00 AM

Report No: [REDACTED] 20051004141213Full VIN: 1M8PDMPA6YF[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: D4500/102DL3

Model Year: 2000

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date:

MCI Fleet Support

Caller:

Irma Hernandez [Parts]
847-285-2000

MCI Regional Information

Region: Illinois

Zone: I

IMG Member? No

Reported By: Michael Stephenson

Type of Report: Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Irma Hernandez
 Phone: 847-285-2000
 Whom: Parts
 Fax:
 Email: irma.hernandez@mcicoach.com
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: MCI Fleet Support
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 847-285-2000
 Fax: 847-285-2200
 Address:
 City: Schaumburg
 State/Prov. & Zip: IL 60173
 Country: USA
 Territory No:

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

Issue Details

Schematic Index :

Is Warranty Issue ?

No

Ladder Logic Index :

OnTrac Case #:

MCI Category: 14. Driveshaft

MCI Sub-Category: 14. Driveshaft

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ? No

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	LOOKING FOR DRIVESHAFT PART NUMBERS		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :	GAVE PART NUMBER 14L-1-245		
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?	No		
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?	No		

ERSA Info

Are Passengers Onboard ?	
Was "On Call" Tech called ?	
Does Operator have test equipment ?	No
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?
Name of place :	<u>TOWING COMPANY:</u>
Mile marker , exit or cross street :	Company Name :
Address :	Phone:
City or closest city :	Fax:
State/Prov.:	Additional Phone :
Description of coach :	Address:
Comments (re: location):	City:
	State/Prov. & Zip:
	Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

02/22/2006

Report Closed Date

02/22/2006 08:47 AM

Report No : XXXXXXXXXX 2006022275654Full VIN: 1M8PDMPA0XPXXXXXXXXXXUnit #: XXXXXXXXXX

Make: MCI

Model: D4500/102DL3

Model Year: 1999

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date : 09/16/98

PLYMOUTH & BROCKTON (S)

Caller:

MARK [Mechanic]

508-746-0542

MCI Regional Information

Region: Massachusetts

Zone: E

IMG Member? No

Reported By: Michael Stephenson

Type of Report: Parts

Unit #: XXXXXXXXXX

Caller Details

Caller is... External
 Name: MARK
 Phone: 508-746-0542
 Whom: Mechanic
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: PLYMOUTH & BROCKTON (S)
 Account No :
 Parent Co. Name:
 Parent Account No :
 Phone:
 Fax:
 Address: 8 INDUSTRIAL PARK ROAD
 City: PLYMOUTH
 State/Prov. & Zip: MA 02360
 Country: USA
 Territory No :

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

Issue Details

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category : 14. Driveshaft

MCI Sub-Category: 14. Driveshaft

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		LOOKING FOR PART NUMBER FOR DRIVE SHAFT	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :		GAVE INFORMATION 14L-1-245	
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip :	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

04/21/2006

Report Closed Date

04/21/2006 12:16 PM

Report No : [REDACTED] 2006042111593

Full VIN:

Unit #: [REDACTED]

Make: MCI

Model: J4500

Model Year: 2005

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery ? No

Delivery Date:

Horse Run Tour, Inc.

Caller:

Ken

804-550-2816

MCI Regional Information

Region: Georgia

Zone: A

IMG Member? No

Reported By: Richard Cunningham

Type of Report: Tech Support

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Ken
 Phone: 804-550-2816
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: Horse Run Tour, Inc.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 404-849-8583
 Fax: (770) 814-8879
 Address:
 City: Doraville
 State/Prov. & Zip: GA 30340
 Country: USA
 Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ? Yes

Warranty Claim No: [REDACTED]

Ladder Logic Index:

OnTrac Case #:

MCI Category: 14. Driveshaft

MCI Sub-Category: 14. Driveshaft

Detected at: Post-Delivery

ERSA Related Details

Is Coach
 Out of Service ? No
 Is Coach Down ?

<Please refer to Tab: DAR & Open
Customer Issues>

Issue Escalation Details

Escalate Issue ? No

Incident Date :

Complaint: Drive shaft fell out of coach when jacked up and supported to remove the transmission , concerns that drive shaft is to short.

Trouble Shooting Details

Problem Code Details

Notes Comments

Code Type :

Cause: Wrong Drive shaft

Causal Part No .

Did any other parts fail as a result of the causal part failing ? No

Correction: Replace the Drive Shaft 18NTS16B16- OR 14L-1-245

Recommendations : Check stamped part number 18NTS016B120

Tread Details

Is Tread Report ? Yes

Tread Type : Complaint

Incident Date : 04/21/2006
(as reported by Customer)

Tread Category : 10. Power Train

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA Info

Are Passengers Onboard ?

Was "On Call" Tech called ?

**Does Operator have
test equipment ?** No

COACH DOWN LOCATION :

Was Coach Towed ?

Name of place :

**Mile marker ,
exit or cross street :**

Address :

City or closest city :

State/Prov.:

Description of coach :

**Comments
(re: location):**

TOWING COMPANY:

Company Name :

Phone:

Fax:

Additional Phone :

Address :

City:

State/Prov. & Zip:

Payment type discussed ?

OUTSIDE REPAIR FACILITIES :

FACILITY 1#

FACILITY 2#

Facility Name :	Facility Name :
Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Follow Up Details

Follow-up? No

Comment Details

Richard Cunningham, 4/21/2006 12:16:04 PM
Previous warranty claim in system 4/11/2006 , [REDACTED]

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

Attachments :



[REDACTED] Example 14L-1-245.JPG 14I-1-265.tif 18NTS016B120.APRIL 21-2006 62842.jpg



18NTS016B120.APRIL 21-2006 62842.jpg

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

07/03/2006

Report Closed Date

07/03/2006 12:42 PM

Report No : XXXXXXXXXX 2006070312377**Full VIN:** 1M8TRMPA3XPXXXXXXXXXX**Unit #:** XXXXXXXXXX**Make:** MCI**Model:** E4500/102EL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :****Eagle Tours****Caller:**

Tim Edwards

662-873-4583

MCI Regional Information**Region:****Zone:****IMG Member?** No**Reported By:** Richard Cunningham**Type of Report :** Parts**Unit #:** XXXXXXXXXX**Caller Details**

Caller is... External

Name: Tim Edwards

Phone: 662-873-4583

Whom:

Fax:

Email:

Contact Type : Phone

Contact

Contact 1 Name:

Contact 1 Phone:

Whom:**Company Details**

Company Name : Eagle Tours

Account No : 1003275

Parent Co. Name:

Parent Account No :

Phone:**Fax:****Address:****City:****State/Prov. & Zip:****Country:****Territory No :**

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

Issue Details**Schematic Index :****Is Warranty Issue ?**

Undetermined

Ladder Logic Index :**OnTrac Case #:****MCI Category :** 14. Driveshaft**MCI Sub-Category:** 14. Driveshaft**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open***ERSA Related Details****Is Coach****Out of Service ?****Is Coach Down ?****Issue Escalation Details**

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		needs part number for drive shaft	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		14I-1-245	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?		No	
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone :	
City or closest city :		Fax :	
State/Prov. :		Additional Phone :	
Description of coach :		Address :	
Comments (re: location):		City :	
		State/Prov. & Zip :	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact :		Contact :	
Phone :		Phone :	
Fax :		Fax :	
Additional Phone :		Additional Phone :	
Address :		Address :	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

06/05/2007

Report Closed Date

06/05/2007 01:30 PM

Report No : [REDACTED] 20070605132857Full VIN: 1M83JMPA32P[REDACTED]Unit #: [REDACTED]

Make: MCI

Model: J4500

Model Year: 2002

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 06/24/2002

Peter Pan Body Shop

Caller:

Rick
413-737-4494

MCI Regional Information

Region: Massachusetts

Zone: E

IMG Member? No

Reported By: Ryan Leslie

Type of Report: Parts

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Rick
 Phone: 413-737-4494
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Peter Pan Body Shop
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 413-737-4494
 Fax: 413-781-4975
 Address:
 City: Springfield
 State/Prov. & Zip: MA 01107
 Country:
 Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ? Undetermined

Ladder Logic Index:

OnTrac Case #:

MCI Category: 14. Driveshaft

MCI Sub-Category: 14. Driveshaft

Detected at: Post-Delivery

<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach

Out of Service ?

Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Need the driveshaft part #		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :	14L-1-245		
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?	No		
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?			
Was "On Call" Tech called ?			
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		Was Coach Towed ?	
Name of place :		<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :		Company Name :	
Address :		Phone:	
City or closest city :		Fax:	
State/Prov.:		Additional Phone :	
Description of coach :		Address:	
Comments (re: location):		City:	
		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

10/23/2007

Report Closed Date

07/22/2009 01:46 PM

Report No : [REDACTED] 20071023132021**Full VIN :** 1M8TRMPA1WP[REDACTED]**Unit # :** [REDACTED]**Make :** MCI**Model :** 102EL3/E4500**Model Year :** 1998**Fleet No :****Mileage :****Engine :** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 09/01/2000

American Coach Lines , Inc.

Caller:**Dave Euson**
904-355-9999

MCI Regional Information

Region: Florida**Zone:** Eastern**IMG Member ?** No**Reported By:** Ryan Leslie**Type of Report :** Tech Support**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Dave Euson
Phone: 904-355-9999
Whom:
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : American Coach Lines, Inc.
Account No :
Parent Co. Name:
Parent Account No :
Phone: 904-355-9999
Fax: 904-786-0049
Address : JACKSONVILLE, INC.
 3501 WEST BEAVER
 JACKSONVILLE
City: JACKSONVILLE
State/Prov. & Zip: FL 32254
Country: USA
Territory No :

Title	Name	Title	Name
Regional Director	Dan Besserer	New Coach Sales Person	Gene Hall
Parts Solution Mgr .	Stephen Cofta	Used Coach Sales Person	Brian Hill
Technical Solution Mgr .	Kevin Keith		

Issue Details

Schematic Index :**Is Warranty Issue ?** Undetermined**Ladder Logic Index :****OnTrac Case #:**

MCI Category : 14. Driveshaft
MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ?
Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:	Is the drive shaft a Rockwell?		
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:	Yes, part # 14L-1-245		
Recommendations :			
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No		
Does Operator have test equipment ?	No		
<u>COACH DOWN LOCATION :</u>		<u>TOWING COMPANY:</u>	
Name of place :		Company Name :	
Mile marker , exit or cross street :		Phone:	
Address:		Fax:	
City or closest city :		Additional Phone :	
State/Prov.:		Address:	
Description of coach :		City:	
Comments (re: location):		State/Prov. & Zip:	
		Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>			
<u>FACILITY 1#</u>		<u>FACILITY 2#</u>	
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	
Additional Phone :		Additional Phone :	
Address:		Address:	

City:		City:	
State/Prov. & Zip:		State/Prov. & Zip:	
Comment:		Comment:	
Payment type discussed ?	No	Payment type discussed ?	No
Does the customer require an associate , from MCI, to come to customer location ?	No		
Does the customer require another coach ?	No		
Was After Hours Emergency Part Ordered?	No		

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

[Status](#)

Archived

[Report Open Date](#)

04/23/2008

[Report Closed Date](#)

04/23/2008 11:21 AM

Report No : [REDACTED] 20080423102023

Full VIN: 1M8TRMPA2YP [REDACTED]

Unit #: [REDACTED]

Make: MCI

Model: E4500/102EL3

Model Year: 2000

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date : 06/30/2000

H & R TOURS

Caller:

Ray Robbins [Mechanic]
336-416-3315**MCI Regional Information**

Region: North Carolina

Zone: C

IMG Member? No

Reported By: James McClain

Type of Report : Parts

Unit #: [REDACTED]

[Caller Details](#)

Caller is... External
 Name: Ray Robbins
 Phone: 336-416-3315
 Whom: Mechanic
 Fax: 336-367-4966
 Email:
 Contact Type : Phone

[Contact](#)

Contact 1 Name:
 Contact 1 Phone:

Whom:

[Company Details](#)

Company Name : H & R TOURS
 Account No : 324259
 Parent Co. Name:
 Parent Account No :
 Phone: 336-367-3966
 Fax:
 Address : PO BOX 266
 City: BOONEVILLE
 State/Prov. & Zip: NC 27011
 Country: USA
 Territory No :

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

[Issue Details](#)

Schematic Index :

Is Warranty Issue ? No

Ladder Logic Index :

OnTrac Case #:

MCI Category : 14. Driveshaft
 MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

[ERSA Related Details](#)

Is Coach
 Out of Service ? No
 Is Coach Down ? No

[Issue Escalation Details](#)

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Drive shaft has to mutch play needs part# info	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part# 14L-1-144 U Joints 14L-1-245 shaft assembly	
<u>Tread Details</u>			
Is Tread Report ?	Yes	Tread Type :	Complaint
Incident Date :	04/23/2008 (as reported by Customer)	Tread Category :	10. Power Train
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called ?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?	No
Name of place :	<u>TOWING COMPANY :</u>	
Mile marker , exit or cross street :	Company Name :	
Address :	Phone :	
City or closest city :	Fax :	
State/Prov. :	Additional Phone :	
Description of coach :	Address :	
Comments (re: location):	City :	
	State/Prov. & Zip:	
	Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>	
Facility Name :	Facility Name :	

Contact:	Contact:
Phone:	Phone:
Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI , to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

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

Attachments :

AUDIT - Post Call Customer Feedback

Edit History

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

05/19/2008

Report Closed Date

05/19/2008 02:17 PM

Report No: [REDACTED] 2008051914826

Full VIN: 1M8PDMPA21P0 [REDACTED]

Unit #: [REDACTED]

Make: MCI

Model: D4500/102DL3

Model Year: 2001

Fleet No:

Mileage:

Engine: DDEC S60 370/400/430 HP 12.7L

Transmission:

New Coach Delivery ? No

Delivery Date: 09/27/2001

R.K. Lines, L.L.C.

Caller:

Gary

419-787-1438

MCI Regional Information

Region: Ohio

Zone: I

IMG Member? No

Reported By: Raul Gonzalez

Type of Report: Tech Support

Unit #: [REDACTED]

Caller Details

Caller is... External
 Name: Gary
 Phone: 419-787-1438
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:

Whom:

Company Details

Company Name: R.K. Lines, L.L.C.
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 419-476-4914
 Fax: 419-476-4914
 Address: 547 W. Poinsetta Avenue
 City: Toledo
 State/Prov. & Zip: OH 43612
 Country: YSA
 Territory No:

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

Issue Details

Schematic Index:

Is Warranty Issue ?

Undetermined

Ladder Logic Index:

OnTrac Case #:

MCI Category: 14. Driveshaft
 MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
 Out of Service ?
 Is Coach Down ?

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		wanted to know how long long drive shaft 14I-1-245	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :		explained that drive shaft should be 33" collapsed and 38" extended.	
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called ?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?	No
Name of place :	<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :	Company Name :	
Address :	Phone:	
City or closest city :	Fax:	
State/Prov.:	Additional Phone :	
Description of coach :	Address:	
Comments (re: location):	City:	
	State/Prov. & Zip:	
	Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>	
Facility Name :	Facility Name :	
Contact:	Contact:	
Phone:	Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI SERVICE REPORT for Unit : [REDACTED]

Status

Archived

Report Open Date

07/03/2008

Report Closed Date

07/03/2008 11:16 AM

Report No : [REDACTED] 20080703103925**Full VIN:** 1M8TRMPA8XP[REDACTED]**Unit #:** [REDACTED]**Make:** MCI**Model:** E4500/102EL3**Model Year:** 1999**Fleet No:****Mileage:****Engine:** DDEC S60 370/400/430 HP 12.7L**Transmission :****New Coach Delivery ?** No**Delivery Date :** 05/04/99

Lamoille Valley Transport

Caller:Norm Prive [Mechanic]
802-888-2103

MCI Regional Information

Region: Vermont**Zone:** E**IMG Member ?** No**Reported By:** James McClain**Type of Report :** Parts**Unit #:** [REDACTED]

Caller Details

Caller is... External
Name: Norm Prive
Phone: 802-888-2103
Whom: Mechanic
Fax:
Email: lisa@lvt.org
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:

Whom:

Company Details

Company Name : Lamoille Valley Transport
Account No :
Parent Co. Name:
Parent Account No :
Phone: 802-888-2103
Fax: 802-888-2094
Address :
City: Morrisville
State/Prov. & Zip: VT 03161
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** No**Ladder Logic Index :****OnTrac Case #:**

MCI Category : 14. Driveshaft
MCI Sub-Category: 14.01 Propeller Shaft

Detected at: Post-Delivery
<Please refer to Tab: DAR & Open

ERSA Related Details

Is Coach
Out of Service ? No
Is Coach Down ? No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Needs parts info on drive shaft S60/ B500	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction :			
Recommendations :		Gave part# info Assembly 14L-1-245 14-01-1016 slip end 414-01-1018 Spline end	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No	<u>TOWING COMPANY:</u>	
Does Operator have test equipment ?	No	Company Name :	
<u>COACH DOWN LOCATION :</u>		Phone:	
Name of place :		Fax:	
Mile marker , exit or cross street :		Additional Phone :	
Address:		Address:	
City or closest city :		City:	
State/Prov.:		State/Prov. & Zip:	
Description of coach :		Payment type discussed ?	
Comments (re: location):			
<u>OUTSIDE REPAIR FACILITIES :</u>		<u>FACILITY 2#</u>	
<u>FACILITY 1#</u>			
Facility Name :		Facility Name :	
Contact:		Contact:	
Phone:		Phone:	
Fax:		Fax:	
Additional Phone :		Additional Phone :	

Address:	Address:
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ? No	
Does the customer require another coach ? No	
Was After Hours Emergency Part Ordered? No	

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

Attachments :

AUDIT - Post Call Customer Feedback

[Edit History](#)

MCI SERVICE REPORT for Unit : XXXXXXXXXX

Status

Archived

Report Open Date

10/05/2007

Report Closed Date

10/05/2007 03:57 PM

Report No : XXXXXXXXXX 20071005155323**Full VIN:****Unit #:** XXXXXXXXXX**Make:** MCI**Model:** D4505**Model Year:** 2006**Fleet No:****Mileage:** 320,000**Engine:** C-13**Transmission :****New Coach Delivery ?** No**Delivery Date :** 06/16/2005

Bestway Coach Express

Caller:

Jovy [Mechanic]

718-222-0148

MCI Regional Information

Region: New York**Zone:** E**IMG Member ?** No**Reported By:** Samuel Caudill**Type of Report :** Tech Support**Unit #:** XXXXXXXXXX

Caller Details

Caller is... External
Name: Jovy
Phone: 718-222-0148
Whom: Mechanic
Fax:
Email:
Contact Type : Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name : Bestway Coach Express
Account No :
Parent Co. Name:
Parent Account No :
Phone: 212-608-8988
Fax: 212-608-9169
Address :
City: New York City
State/Prov. & Zip: NY 10013
Country: USA
Territory No :

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

Issue Details

Schematic Index :**Is Warranty Issue ?** Undetermined**Ladder Logic Index :****OnTrac Case #:****MCI Category :****MCI Sub-Category:** 14. Driveshaft**Detected at:** Post-Delivery*<Please refer to Tab: DAR & Open*

ERSA Related Details

Is Coach**Out of Service ?** No**Is Coach Down ?** No

Issue Escalation Details

<i>Customer Issues></i>		Escalate Issue ?	No
Incident Date :			
Complaint:		Customer needs the part number for the drive shaft yokes.	
<u>Trouble Shooting Details</u>		<u>Problem Code Details</u>	
<u>Notes Comments</u>		Code Type:	
Cause:			
Causal Part No .			
Did any other parts fail as a result of the causal part failing ?		No	
Correction:		Gave customer part number 14L-1-262	
Recommendations :			
<u>Tread Details</u>			
Is Tread Report ?		No	
<u>FCP / Campaign Details</u>			
Were FCPs discussed with customer ?		No	

ERSA Info

Are Passengers Onboard ?	No	
Was "On Call" Tech called ?	No	
Does Operator have test equipment ?	No	
<u>COACH DOWN LOCATION :</u>	Was Coach Towed ?	No
Name of place :	<u>TOWING COMPANY:</u>	
Mile marker , exit or cross street :	Company Name :	
Address :	Phone:	
City or closest city :	Fax:	
State/Prov.:	Additional Phone :	
Description of coach :	Address:	
Comments (re: location):	City:	
	State/Prov. & Zip:	
	Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>		
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>	
Facility Name :	Facility Name :	
Contact:	Contact:	
Phone:	Phone:	

Fax:	Fax:
Additional Phone :	Additional Phone :
Address :	Address :
City:	City:
State/Prov. & Zip:	State/Prov. & Zip:
Comment:	Comment:
Payment type discussed ? No	Payment type discussed ? No
Does the customer require an associate , from MCI, to come to customer location ?	No
Does the customer require another coach ?	No
Was After Hours Emergency Part Ordered?	No

[AUDIT - Post ERSA Call Customer Feedback \(FOR ERSA ONLY \)](#)

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

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

Attachments :

[AUDIT - Post Call Customer Feedback](#)

[Edit History](#)

MCI / DINA Service Report

Date: 09/09/97
By: Mike Tomlinson

Customer Contact	████████████████████ ██████	City	Gretna	State	LA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	138,345	Delivery	11/17/95	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Cylinder Assy. - Locking Function				
Desc	"Failed"				
Action	Ordered one 12L-4-309, Tag Axle Lock Cylinder Assy., Order # 53928.				
Comments	Also included on this order were the four (4) pieces of a 19-01-1679 screws required to attach this new Lock Cylinder.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/07/97

By: Jim Gabor

Customer	██████████.			State	OH
Contact	██████████		City	Martinsburg	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	137,000	Delivery	12/20/95	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Tag Lock Cylinder				
Desc	The cylinder pulled out of the pin				
Action	Ordered 1 ea. 12L-4-309 Stainless Steel Cylinder				
	4 ea. 19-01-1679 Screws				
Comments	Order Number 55276				
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/14/98
By: Lynn Epperson

Customer	██████████	City	Houston	State	TX
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	167,596	Delivery	05/31/96	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Tag axle lock cylinder				
Desc	Came apart				
Action	Ordered a (12L-4-309 , & four of 19-01-1679) on order number 64561. This replace the 12L-4-214 cylinder				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 04/21/98
By: Mike Tomlinson

Customer	██████████	City	Fonda	State	NY
Contact	██████████				
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	128,605	Delivery	05/13/96	Model Year	
VIN					
Group	12.04				
Desc	Rear Trailing Wheel Suspension				
Subject	Cylinder Assy. - Locking Function				
Desc	"Leaking Air" - Corroded				
Action	Ordered one 12L-4-309, Tag Axle Lock Cylinder, Order # 65163.				
Comments	Also included on this order was four (4) pieces of a 19-01-1679, which is the mounting hardware required to install this "New" Stainless Steel Lock Cylinder.				
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 06/23/98
By: Robert Wilson

Customer	██████████			State	KY
Contact	██████████		City	Louisville	
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	110,000	Delivery	09/03/96	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Tag Axle Locking Cylinder				
Desc	Failed				
Action	Ordered (1) 12L-4-309 Cylinder & (4) 19-01-1679 Bolts on Order # 69045				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/28/98
By: Mike Tomlinson

Customer Contact		City	Slippery Rock	State	PA
UnitNo		Model	102DL3	Make	MCI
Miles	76,924	Delivery	04/02/97	Model Year	
VIN					
Group	12.04				
Desc	Rear Trailing Wheel Suspension				
Subject	Cylinder Assy. - Locking Function				
Desc	"Failed" - Leaking Air, Corroded				
Action	Ordered one 12L-4-309, Tag Axle Lock Cylinder, Order # 65810.				
Comments	Also included on this Warranty Order were the four (4) 19-01-1679, screws, which are required to install this "New" cylinder.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 04/27/98
By: Mike Tomlinson

Customer Contact	[REDACTED]	City	Richfield	State	WI
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	88,000	Delivery	02/20/97	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Cylinder Assy. - Locking Function				
Desc	"Leaking Air" - Corroded				
Action	Ordered one 12L-4-309, Tag Axle Lock Cylinder, Order # 65620.				
Comments	Also included on this order was the mounting hardware required to install this "New" cylinder, four pieces of 19-01-1679.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/24/98
By: Mike Tomlinson

Customer Contact	[REDACTED]		City	Slippery Rock	State	PA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI	
Miles	69,190	Delivery	04/04/97	Model Year		
VIN						
Group	12.04					
Desc	Other					
Subject	Cylinder Assy. - Locking Function					
Desc	"Leaking Air" - Corroded					
Action	Ordered one 12L-4-309, Lock Cylinder Assy., Order # 65563.					
Comments	Also included on this order was the mounting hardware required to install this "New" Cylinder, four (4) pieces of a 19-01-1679, 10-32 X 1.25.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 12/17/98
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Boston	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	86,933	Delivery	03/12/97	Model Year
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	012.04 Susp. - Trailing Axle (102DL3)			
Subject	Lock Cylinder.			
Desc	The index pin is broken off the cylinder rod.			
Action	12L-4-309 cylinder and 19-01-1679 cap screws ordered.			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/20/98
By: Lanny Martin

Customer Contact	 		City	State	GA
			Norcross		
UnitNo		Model	102DL3	Make	MCI
Miles	71,000	Delivery	03/08/97	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Lock S/A				
Desc	Broke				
Action Comments	Order Lock S/A P/N 12L-4-309 and Hardware 19-01-1679. none				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/24/98
By: Lanny Martin

Customer Contact	[REDACTED]	City	Janesville	State	WI
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	77,943	Delivery	06/27/97	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Lock cylinder				
Desc	broke				
Action	order a lock assy P/N 12L-4-309 and hardware 19-01-1679.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/04/97

By: Bob Cox

Customer	██████████	City	Dallas	State	TX
Contact	██████████				
UnitNo	██████	Model	MC12	Make	MCI
Miles	98,967	Delivery	06/12/96	Model Year	
VIN					
Group	12.07				
Desc					

Subject Suspension Filter
Desc Suspension filter (12F-7-3) removed on unit 48436

Action New filter (12L-7-3)
Comments ██████████ was quite upset with MCI for not informing Greyhound of this change.
 Parts required:
 1EA. 12L-7-3 Suspension Filter
 1EA. 19-10-1813 Female Elbow 1/4 Fp X 3/8T
 1EA. 19-10-144 Hex Nipple 1/4 MP X 1/4 FP
 New filter is mounted on the back wall of the tire compartment.

Coach Down	Report Status Closed	Responsible
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit

MCI / DINA Service Report

Date: 11/04/98
By: Luverne McNamara

Customer	[REDACTED]		State	MO
Contact	[REDACTED]	City	Creighton	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	1,223	Delivery	11/01/98	MCI
VIN				
Group	004.20 Hoses, Lines & Fittings			
Desc	Other			
Subject	Air leak			
Desc	R/H rear bellows going flat within an hour. Bulkhead fitting 19-10-1087 split.			
Action	Replaced fitting, Thanks to Lanny & Jim Peterson for making the extra effort getting me the part.			
Comments	This was not a slow leak & should have been caught at the factory.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/15/97
By: Mike Tomlinson

Customer Contact		City	State	CA Orange
UnitNo		Model	102DL3	Make
Miles	53,837	Delivery	09/30/96	Model Year
VIN				MCI
Group Desc	12.04			
Subject Desc	Terminal - Pins (Male) "Poorly Crimped"			
Action Comments	Ordered 6 (six) 19-11-1087, Male Pins, Order # 49039. These Pins are part of the 12L-4-214, Lock Cylinder Assy. Wire Harness, also included on this order were 6 (six) of the mating Female Sockets, 19-11-1088.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 01/27/99
By: Vern Halberg

Customer Contact		City	Boston	State	MA
UnitNo		Model	102DL3	Make	MCI
Miles	108,000	Delivery	04/18/97	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	012.04 Susp. - Trailing Axle (102DL3)				
Subject	Tag Lock cylinder.				
Desc	Leaking air.				
Action	12L-4-301 cylinder and four 19-1-1355 cap screws ordered.				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 02/13/97

By: Richard Olsonawski

Customer	[REDACTED]			State	WY
Contact	[REDACTED]	City	Gillette		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	199,571	Delivery	05/27/93	Model Year	
VIN					
Group	7.12				
Desc					
Subject	Manual water temp. gauge				
Desc	Shield melting off lead from sending unit at engine block				
Action	Open				
Comments	Exhaust manifold got so hot it melted the shield form engine block out about 4 inches.				
Coach Down	Report Status	Responsible			
Est'd Date	Cust Demeanor :				
of Resol	Start Visit	End Visit			

MCI / DINA Service Report

Date: 06/20/97
By: Mike Tomlinson

Customer Contact	[REDACTED]	City	South San Francisco	State	CA
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	49,000	Delivery	06/27/96	Model Year	
VIN					
Group	3.04				
Desc					
Subject Desc	Manifold Assy. - Retractable Step Air Control "Leaking Air"				
Action Comments	Ordered one 4L-22-127, Retractable Step Air Control Manifold, Order # 48327.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 09/01/98
By: Gilles Gueret

Customer Contact	[REDACTED]	City	Saskatoon	State	SK
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	440,000	Delivery	05/05/96	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Exhaust pipe Cat 3176				
Desc	Customer reports that the flange of the pipe failed.				
Action	Ordered a 8L-20-236 from warranty.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :				
	Start Visit		End Visit		

MCI / DINA Service Report

Date: 10/03/97
By: Paul Stemen

Customer	[REDACTED] ([REDACTED])	State	NJ
Contact	[REDACTED]	City	New Brunswick
UnitNo	[REDACTED]	Model	102D3
Miles	34,100	Delivery	04/22/97
VIN		Make	MCI
Group	12.04	Model Year	
Desc			
Subject	Gasket manifold		
Desc	Gasket blown		
Action	Ordered 2ea. P/N 4L-22-293 Kit seal. Order # 55163		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 10/03/97
By: Paul Stemen

Customer	██████████	State	NJ
Contact	██████████)	City	New Brunswick
UnitNo	██████████	Model	102D3
Miles	25,821	Delivery	04/23/97
VIN		Make	MCI
Group	12.04	Model Year	
Desc			
Subject	Gasket manifold		
Desc	Gasket blown		
Action	Ordered 1ea. P/N 4L-22-293 Seal kit. Order # 55162		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 07/01/97
By: Paul Stemen

Customer	[REDACTED]		State	NJ
Contact	[REDACTED]	City	New Brunswick	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	3,100	Delivery	05/07/97	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Suspension			
Desc	Manifold seal blew out at center hole			
Action	Ordered 2 ea. P/N 4L-22-293 kit seal. Order # 48664			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/17/99
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Alhambra	State	CA
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	206,296	Delivery	06/01/97	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	012.04 Susp. - Trailing Axle (102DL3)				
Subject	air leak at steering manifold				
Desc	Other				
Action	replaced 4L 22 158 manifold kit				
Comments	done				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 05/29/97
By: Robert Rayl

Customer	██████████	City	Augusta	State	GA
Contact	██████████				
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	89,752	Delivery	03/17/95	Model Year	
VIN					
Group	4.22				
Desc					
Subject	Gasket- Tag Steering Solenoid Valves.				
Desc	Leaking air between the tag lock cylinder solenoid valve and the air manifold .				
Action	Writer installed two new gasket's out of my car, will order replacement				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :		End Visit		
of Resol	Start Visit				

MCI / DINA Service Report

Date: 05/30/97
By: Robert Rayl

Customer	██████████	City	Augusta	State	GA
Contact	██████████				
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	88,000	Delivery	03/17/95	Model Year	
VIN					
Group	4.22				
Desc					
Subject	Tag Steering Solenoid Valves - Gasket's				
Desc	Gasket leaking air between the tag lock cylinder solenoid valve and the air manifold				
Action	Writer installed two 4L- 22-158 new gaskets from my car				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	05/30/97	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Marvin Cleem

Customer	██████████			State	PA
Contact	██████████		City	Mountaintop	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	195,971	Delivery	05/25/95	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Tag axle control valve				
Desc	leaking between soleniod and manifold				
Action	order 47313 part 4L-22-158				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/09/97
By: Mike Tomlinson

Customer	[REDACTED] .		State	NY
Contact	[REDACTED]	City	Rensselaer	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	180,690	Delivery	05/27/95	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Kit - Seal (valve to Manifold)			
Desc	Leaking Air.			
Action	Ordered one 4L-22-158T Seal Kit for the Steerable Tag Axle Control Valves, Order # 45784.			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date of Resol	Cust Demeanor :			
	Start Visit	End Visit		

MCI / DINA Service Report

Date: 10/06/98
By: James Wilken

Customer Contact	[REDACTED]		City	Calgary	State	AB
UnitNo	[REDACTED]	Model	102DL3	Make	MCI	
Miles	418,950	Delivery	06/16/95	Model Year		
VIN						
Group	016.16 Aux. Heater					
Desc	016.16 Webasto Aux. Heater					
Subject	Webasto.					
Desc	# 5 Braided SS oil line to the gauge manifold was leaking oil onto the turbocharger exhaust outlet and caught fire most of the harnesses including the Webasto burner head caught fire .					
Action	Advise customer of FCP 118 Lavatory exhaust hose relocation					
Comments	Customer reports never receiving FCP 118. Our records show it was sent to their address on July 25/97 Advise customer of all 41 of his units affected by this campaign. and verification that they were shipped.					
Coach Down	Report Status	Closed	Responsible			
Est'd Date of Resol	Cust Demeanor :		End Visit			
	Start Visit					

MCI / DINA Service Report

Date: 09/17/97
By: Mike Tomlinson

Customer Contact	██████████ ██████████	City	Rochester	State	MN
UnitNo	██████	Model	102DL3	Make	MCI
Miles	90,000	Delivery	08/14/95	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Kit - Seal (Valve to Manifold)				
Desc	"Leaking Air"				
Action	Ordered one 4L-22-293, Tag Axle Control Valve Gasket, Order # 54326.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/08/97
By: Mike Tomlinson

Customer Contact	██████████ . ██████	City	Martinsburg	State	OH
UnitNo	██████	Model	102DL3	Make	MCI
Miles	131,000	Delivery	12/20/95	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Solenoid Valve Assy. - Locking & Latching				
Desc	"Leaking Air"				
Action	Ordered one 4L-22-55, Solenoid Valve Assy., Order # 53857.				
Comments	Also included on this order was one piece of a 4L-22-293, Seal - Valve to Manifold (Gasket).				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 05/15/97
By: Mike Tomlinson

Customer Contact	[REDACTED]	City	Fort Meade	State	MD
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	28,044	Delivery	02/16/96	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Seal (Valve to Manifold)				
Desc	Leaking Air				
Action	Ordered one 4L-22-158, Valve to Manifold Seal Kit, Order # 47234.				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 09/03/97
By: Robert Wilson

Customer Contact	[REDACTED]	City	Ft. Meade	State	MD
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	30,692	Delivery	02/16/96	Model Year	
VIN					
Group	4.22				
Desc	Other				
Subject	Tag Axle Manifold Gasket				
Desc	Leaking Air				
Action	Ordered (2) 4L-22-293 Order # 53571				
Comments					
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/09/97
By: Marvin Cleem

Customer	██████████	City	Cincinnati	State	OH
Contact	████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	77,835	Delivery	03/25/96	Model Year	
VIN					
Group	12.04				
Desc					

Subject Seal Soleniod valve
Desc Soleniod valve leaking air between soleniod and manifold

Action order 45728
Comments

Coach Down	Report Status	Responsible
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit

MCI / DINA Service Report

Date: 04/25/97
By: Mike Tomlinson

Customer	██████████.			State	NJ
Contact	██████		City	Union City	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	104,746	Delivery	05/17/96	Model Year	
VIN					
Group	3.04				
Desc					
Subject	Manifold Assy. - Air Control, Retractable Step				
Desc	Leaking Air out the Exhaust Port Continuously.				
Action	Ordered one 4L-22-127 Retractable Step Manifold Assy., Order # 46606.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/21/97
By: Paul Stemen

Customer	[REDACTED] .		State	NJ
Contact	[REDACTED]	City	Trenton	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	105,510	Delivery	05/20/96	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	seal			
Desc	Valve to manifold seals leaking air			
Action	Ordered 2ea. P/N 4L-22-293 Seal - Kit. Order # 55650			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 10/20/98
By: James Wilken

Customer	██████	City	Penetang Midland	State	ON
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	244,000	Delivery	06/14/96	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	8I-20-205 turnbo outlet C10.				
Desc	Flange keeps breaking at turbo outlet.				
Action	Advise to check for engine vibration and inspect mts if they are fine check the crank to fan belt IE remove belt then see if vibration gone. Advise to try John Deere belt p/n H81222				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 03/06/97
By: Robert Rayl

Customer Contact	[REDACTED]	City	Pensacola	State	FL.
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	41,000	Delivery	08/30/96	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Gasket- Solenoid Valves				
Desc	Air leak between the tag lock cylinder solenoid valve and the air manifold .				
Action	Ordered 4L-22-158 gasket.				
Comments	.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/20/97
By: Lanny Martin

Customer Contact		City	State LARGO	FL
UnitNo		Model	102DL3	Make
Miles	96,395	Delivery	07/13/96	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Seals			
Desc	Seals leaking for Tag Axle Manifold			
Action	On order # order Seals Part # 4L-22-1587 Qty. two.			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/03/98
By: Lanny Martin

Customer	██████████	State	TX
Contact	██████████	City	Houston
UnitNo	48881	Model	102DL3
Miles	122,442	Delivery	08/30/96
VIN		Make	MCI
Group	4.22	Model Year	
Desc	Other		
Subject	Tag Manifold		
Desc	Leaks air		
Action	on order # 67987 order a Gasket P/N 4L-22-293.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 01/06/97
By: Robert Rayl

Customer	██████			State	FL
Contact	██████████		City	Miami	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	14,000	Delivery	12/10/96	Model Year	
VIN					
Group	4.22				
Desc					
Subject	Air-leak				
Desc	Customer complained of a air leak. Writer checked and found the at 4L-22-56 Manifold valve.				
Action	Writer installed new seal's from my stock.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 08/20/97
By: Mike Tomlinson

Customer Contact	[REDACTED].		City	Gretna	State	LA
UnitNo	49166	Model	102DL3	Make	MCI	
Miles	60,606	Delivery	12/28/96	Model Year		
VIN						
Group	12.04					
Desc						
Subject	Kit - Seal (Valve to Manifold)					
Desc	"Leaking Air"					
Action	Ordered one 4L-22-293, Tag Axle Control Valve Solenoid Gasket, Order # 53200.					
Comments						
Coach Down	Report Status	Closed	Responsible			
Est'd Date of Resol	Cust Demeanor :					
	Start Visit		End Visit			

MCI / DINA Service Report

Date: 08/14/97
By: Lanny Martin

Customer Contact	[REDACTED]		City	Miami	State	FL.
UnitNo	[REDACTED]	Model	102DL3	Make	MCI	
Miles	151,000	Delivery	12/04/96	Model Year		
VIN						
Group	12.04					
Desc						
Subject	Solenoid & Manifold Assy for tag axle					
Desc	Leaks air					
Action	Order Manifold & Solenoid & Gaskets P/Ns 4L-22-55, 4L-22-56 & 4L-22-293. (52963)					
Comments						
Coach Down	Report Status	Closed	Responsible			
Est'd Date of Resol	Cust Demeanor :					
	Start Visit		End Visit			

MCI / DINA Service Report

Date: 05/28/97
By: Mike Tomlinson

Customer Contact		City	Hamburg	State	NY
UnitNo		Model	102DL3	Make	MCI
Miles	37,775	Delivery	12/06/96	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Kit - Seal (Valve to Manifold)				
Desc	Leaking Air				
Action	Ordered one 4L-22-158, Seal (gasket) Kit, Order # 47565.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/10/97
By: Robert Galea

Customer Contact	██████████	City	Peterborough	State	ON
UnitNo	██████	Model	102DL3	Make	MCI
Miles	2,500	Delivery	02/01/97	Model Year	
VIN					
Group	12.04				
Desc					

Subject Tag Axle Control Solenoid
Desc Air leaking between manifold and solenoids for tag axle

Action Ordered replacement valve assy, 4L-22-55
Comments

Coach Down	Report Status	Responsible
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit

MCI / DINA Service Report

Date: 11/18/98
By: Robert Wilson

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Richmond		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	88,704	Delivery	02/03/97	Model Year	
VIN					
Group	004.22 Misc. Valves				
Desc	Other				
Subject	Gasket - Solenoid to Manifold				
Desc	Leaking , causing coach to loose air in auxiliary				
Action	Ordered (2) 4L-22-293 Gaskets on Order # 76667				
Comments	Customer was complaining about entrance door loosing air overnight.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/06/97
By: Robert Rayl

Customer Contact	 	City	Fort Valley	State	GA
UnitNo		Model	102DL3	Make	MCI
Miles	52,000	Delivery	04/02/97	Model Year	
VIN					
Group	4.22				
Desc					
Subject	Gaskets				
Desc	Soleniod valve leaking between the valve and manifold .				
Action	Ordered and installed new Gasket (4L-22-293)				
Comments	Order # 55225				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/31/97
By: Robert Wilson

Customer	██████████	State	TN
Contact	██████████	City	Clinton
UnitNo	██████	Model	102DL3
Miles	80,836	Delivery	02/14/97
VIN		Make	MCI
Group	7.08	Model Year	
Desc	Other		
Subject	Gasket- Solenoid Valve to Manifold Plate		
Desc	Blown		
Action	Ordered (2) 4L-22-293 Gaskets on Order # 58341		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 08/11/98
By: Robert Wilson

Customer	[REDACTED]		State	TN
Contact	[REDACTED]	City	Clinton	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	130,105	Delivery	02/14/97	Model Year
VIN				MCI
Group	004.22 Misc. Valves			
Desc	Other			
Subject	Gasket - Solenoid valve to manifold plate			
Desc	Failed			
Action	Ordered (1) 4L-22-293 on Order # 71504			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 06/16/97
By: Mike Tomlinson

Customer Contact	██████████ ██████████████████	City	San Antonio	State	TX
UnitNo	██████	Model	102DL3	Make	MCI
Miles	12,732	Delivery	03/24/97	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Kit - Seal (Valve to Manifold)				
Desc	"Leaking Air"				
Action	Ordered one 4L-22-293, Tag Axle Control Valve Gasket, Order # 48125.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/11/97
By: Dan Johnson

Customer	██████████			State	NJ
Contact	██████████		City	Mahwah	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	21,000	Delivery	03/28/97	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Tag axle steering				
Desc	air leak at valve, not gasket related.				
Action	ordered two 4L-22-55 solenoids, and a 4L-22-56 manifold at George's request as he will have limited time to work on coach when it comes in with a load of passengers .				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 08/15/97
By: Mike Tomlinson

Customer Contact		City	State	CA Anaheim
UnitNo		Model	102DL3	Make
Miles	33,000	Delivery	03/24/97	Model Year
VIN				MCI
Group Desc	12.04			
Subject Desc	Kit - Seal (Valve to Manifold) "Leaking Air"			
Action Comments	Ordered one 4L-22-293, Tag Axle Control Valve Solenoid Gasket, Order # 53028.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 09/10/98
By: James Wilken

Customer	██████████	State	BC
Contact	██████████	City	Vancouver
UnitNo	██████	Model	102DL3
Miles	137,857	Delivery	04/03/97
VIN		Make	MCI
Group	012.04 Rear Trailing Wheel Suspension		
Desc	012.04 Susp. - Trailing Axle (102DL3)		
Subject	Tag lock solenoid .		
Desc	gasket leaking at manifold.		
Action	Replace.		
Comments	.		
Coach Down	Yes	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Reserved
		End Visit	Reserved

MCI / DINA Service Report

Date: 09/19/97
By: Paul Stemen

Customer	[REDACTED]		State	NJ
Contact	[REDACTED]	City	Newark	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	42,100	Delivery	04/11/97	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Manifold valve gasket			
Desc	Manifold valve gasket blow a hole at center port			
Action	Ordered 2ea. P/N/ 4L-22-239 Seal kit. Order # 54495			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 05/28/97
By: Mike Tomlinson

Customer Contact	[REDACTED]		City	Hamburg	State	NY
UnitNo	49673	Model	102DL3	Make	MCI	
Miles	12,234	Delivery	03/22/97	Model Year		
VIN						
Group	12.04					
Desc						
Subject	Kit - Seal (Valve to Manifold)					
Desc	Leaking Air					
Action	Ordered one 4L-22-158, Seal (gasket) Kit, Order # 47566.					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 05/28/97
By: Mike Tomlinson

Customer Contact	[REDACTED]	City	Hamburg	State	NY
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	10,117	Delivery	03/22/97	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Kit - Seal (Valve to Manifold)				
Desc	Leaking Air				
Action	Ordered one 4L-22-158, Seal (gasket) Kit, Order # 47567.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 05/28/97
By: Mike Tomlinson

Customer Contact			City	Hamburg	State	NY
UnitNo		Model	102DL3	Make	MCI	
Miles	10	Delivery	03/26/97	Model Year		
VIN						
Group	12.04					
Desc						
Subject	Kit - Seal (Valve to Manifold)					
Desc	Leaking Air					
Action	Ordered one 4L-22-158, Seal (gasket) Kit, Order # 47568.					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 06/02/97
By: Mike Tomlinson

Customer Contact	██████████.	City	La Mirada	State	CA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	5,000	Delivery	05/06/97	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Kit - Seal (Valve to Manifold)				
Desc	Leaking Air				
Action	Ordered one 4L-22-158, Gasket (Valve to Manifold), Order # 47750.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 04/28/99
By: Jacques Gagne

Customer Contact	[REDACTED]. [REDACTED]	City	La Mirada	State CA
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	156,636	Delivery	05/06/97	Model Year
VIN				MCI
Group	004.20 Hoses, Lines & Fittings			
Desc	004.20 Lines & Fittings			
Subject	air leak			
Desc	found leak on tag manifold			
Action	repaired			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 06/21/99
By: Jacques Gagne

Customer Contact	██████████.	City	La Mirada	State	CA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	168,703	Delivery	05/06/97	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	air leak at tag axle steering manifold				
Desc	Other				
Action	replaced 4L 22 158 seal kit				
Comments	done				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 06/10/97
By: Mike Tomlinson

Customer Contact	[REDACTED] . [REDACTED]	City	Birmingham	State	AL
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	15,302	Delivery	04/23/97	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Kit - Seal (Valve to Manifold)				
Desc	Leaking Air				
Action Comments	Ordered one 4L-22-293, Tag Axle Control Valve Gasket, Order # 47987.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/01/97
By: Paul Stemen

Customer	[REDACTED]			State	NJ
Contact	[REDACTED]	City	New Brunswick		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	4,227	Delivery	05/14/97	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Suspension				
Desc	Manifold seal blew out at center hole				
Action	Ordered 2ea. P/N 4L-22-293 kit seal. Order # 48666				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :				
of Resol	Start Visit		End Visit		

MCI / DINA Service Report

Date: 07/01/97
By: Paul Stemen

Customer	[REDACTED]		State	NJ
Contact	[REDACTED]	City	New Brunswick	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	4,200	Delivery	05/19/97	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Suspension			
Desc	Manifold seal blew out at center hole			
Action	Ordered 2 ea. P/N 4L-22-293 seal kit. Order # 48665			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Marvin Cleem

Customer Contact	██████████ ████	City	Altoona	State	PA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	3,000	Delivery	05/13/97	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Tag Axle soleniod valve				
Desc	Leaking air between soleniod and manifold				
Action	order 47305 part 4L-22-158 gasket kit				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/16/97
By: Mike Tomlinson

Customer Contact	[REDACTED]	City	Grand Rapids	State	MI
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	11,000	Delivery	05/09/97	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Kit - Seal (Valve to Manifold)				
Desc	"Leaking Air"				
Action	Ordered one 4L-22-293, Tag Axle Caster/Locking Cylinders, Control Valve Gasket Kit, Order # 49072.				
Comments	.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/16/97
By: Mike Tomlinson

Customer	██████████	State	CT
Contact	██████████	City	Danbury
UnitNo	██████	Model	102DL3
Miles	8,690	Delivery	05/29/97
VIN		Make	MCI
Group	12.04	Model Year	
Desc			
Subject	Kit - Seal (Valve to Manifold)		
Desc	"Leaking Air"		
Action	Ordered one 4L-22-293, Tag Axle Caster/Locking Cylinders, Control Valve Gasket Kit, Order # 49075.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 08/17/98
By: James Wilken

Customer	[REDACTED]		State	BC
Contact	[REDACTED]	City	Kamloops	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	37,221	Delivery	09/10/97	Model Year
VIN				MCI
Group	012.04 Rear Trailing Wheel Suspension			
Desc	012.04 Susp. - Trailing Axle (102DL3)			
Subject	4L-22-55			
Desc	Manifold assy.			
Action	Air leaking from exhaust port of solenoids all the time .			
Comments	Replace assy..			
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 05/02/99
By: Jacques Gagne

Customer	██████████	City	Huntington park	State	CA
Contact	████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	250,136	Delivery	12/15/98	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Exhaust pipe				
Desc	defective				
Action	replaced				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/28/99
By: Jacques Gagne

Customer	██████████	State	CA
Contact	██████████	City	Huntington Park
UnitNo	██████	Model	102DL3
Miles	182,430	Delivery	12/19/98
VIN		Make	MCI
Group	012.04	Model Year	
Desc	Rear Trailing Wheel Suspension Other		
Subject	air manifold		
Desc	leaking		
Action	replaced gasket		
Comments			
Coach Down		Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	
		End Visit	

MCI / DINA Service Report

Date: 09/17/98
By: Robert Wilson

Customer Contact			City	State	KY
			Bowling Green		
UnitNo	50300	Model	102DL3	Make	MCI
Miles	35,000	Delivery	10/17/97	Model Year	
VIN					
Group	004.22 Misc. Valves				
Desc	Other				
Subject	Retractable Step				
Desc	Inoperable				
Action Comments	Ordered (1) 4L-22-127 Manifold Assy - Air Control on Order # 73021				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 08/28/98
By: Paul Stemen

Customer Contact	[REDACTED]. [REDACTED]	Yukon Garage City	State Staten Island	NY
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	3,002	Delivery	01/24/98	Model Year
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	Other			
Subject	valve			
Desc	manifold valve seal leaking air			
Action	ordered 1ea. P/N 4L-22-293 seal kit. order # 72595.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 04/08/98
By: Lanny Martin

Customer Contact	██████████ ██████	City	Willingboro	State	NJ
UnitNo	██████	Model	102DL3	Make	MCI
Miles	8,560	Delivery	02/27/98	Model Year	
VIN					
Group	04.22				
Desc	Other				
Subject	Step Manifold				
Desc	Don't Work				
Action Comments	Order a Manifold P/N 4L-22-127 Order # 63992 (17)				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/21/99
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Willingboro	State	NJ
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	112,763	Delivery	02/27/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	tag axle steering air manifold				
Desc	leaking air				
Action	replaced gasket				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 06/17/99
By: Jacques Gagne

Customer	[REDACTED]		State	CA
Contact	[REDACTED]	City	northridge	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	92,316	Delivery	02/15/98	Model Year
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	Other			
Subject	air leak at tag steering manifold			
Desc	Other			
Action	replaced 4L 22 321 gasket			
Comments	done			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/13/2000
By: Jacques Gagne

Customer	██████████	City	northridge	State	CA
Contact	██████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	160,579	Delivery	02/15/98	Model Year	
VIN					
Group	012.04	Rear Trailing Wheel Suspension			
Desc	Other				
Subject	tag axle steering system				
Desc	defective				
Action	repaired				
Comments	replaced 2 solenoid on the tag axle manifold				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/07/2000
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Los Angeles	State	CA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	402,764	Delivery	06/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	tag axle steering manifold				
Desc	defective				
Action	repaired				
Comments	replaced gasket on manifold				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 02/15/2000
By: Jacques Gagne

Customer Contact	██████████ ██████████	City	Los Angeles	State	CA
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	357,325	Delivery	06/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	tag axlesteering air manifold				
Desc	leaking air				
Action	repaired				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 05/09/2000
By: Jacques Gagne

Customer	[REDACTED]		State	TX
Contact	[REDACTED]	City	El Paso	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	390,500	Delivery	06/24/98	Model Year
VIN				MCI
Group	012.04 Rear Trailing Wheel Suspension			
Desc	Other			
Subject	tag axle steering manifold			
Desc	leaking air			
Action	repaired			
Comments	perform bulletin 2732			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/13/2000
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Los Angeles	State	CA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	379,275	Delivery	06/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	tag axle steering air manifold				
Desc	leaking				
Action	repaired				
Comments	perform bulletin 2739				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 06/21/99
By: Jacques Gagne

Customer Contact	██████	City	Van Nuys	State	CA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	41,657	Delivery	07/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	012.04 Susp. - Trailing Axle (102DL3)				
Subject	air leak on tag manifold				
Desc	Other				
Action	repaired air leak				
Comments	done				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/09/99
By: Jacques Gagne

Customer Contact	██████	City	Van Nuys	State	CA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	61,331	Delivery	07/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	012.04 Susp. - Trailing Axle (102DL3)				
Subject	tag axle steering manifold				
Desc	Other				
Action	leaking air				
Comments	replaced gasket				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/31/99
By: Jacques Gagne

Customer	██████	City	Van Nuys	State	CA
Contact	████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	73,594	Delivery	07/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	012.04 Susp. - Trailing Axle (102DL3)				
Subject	tag axle steering air manifold				
Desc	Other				
Action	leaking air				
Comments	replaced gasket				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 09/21/99
By: Jacques Gagne

Customer Contact	██████	City	Van Nuys	State	CA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	78,355	Delivery	07/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	Tag axle steering air manifold				
Desc	leaking air				
Action	replaced gasket				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 10/31/99
By: Jacques Gagne

Customer Contact	[REDACTED]		City	State	CA
			Van Nuys		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	83,964	Delivery	07/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	Tag axle steering manifold				
Desc	leaking air from gasket				
Action	replaced gasket				
Comments	no				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Hostile	End Visit	Calm

MCI / DINA Service Report

Date: 02/01/99
By: Paul Stemen

Customer	██████████ .	State	NY
Contact	██████████	City	Yonkers
UnitNo	██████	Model	102DL3
Miles	14,078	Delivery	09/30/98
VIN		Make	MCI
Group	012.04 Rear Trailing Wheel Suspension		
Desc	Other		
Subject	Manifold - Solenoid Valve		
Desc	Manifold seal blown		
Action	Ordered 1EA. P/N 4L-22-321 seal - valve to manifold. Order # 82444		
Comments	Having a lot of failures in the field		
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 06/16/99
By: Jacques Gagne

Customer	██████████	City	San Gabriel	State	CA
Contact	████				
UnitNo	████	Model	102DL3	Make	MCI
Miles	51,135	Delivery	09/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	012.04 Susp. - Trailing Axle (102DL3)				
Subject	air leak ot manifold block location				
Desc	Other				
Action	replaced gasket 4L 22 293				
Comments	done will need to perform service bulletin				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 09/12/99
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Gardena	State	CA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	105,455	Delivery	09/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	tag steering manifold				
Desc	Other				
Action	leaking air				
Comments	replaced gasket				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 02/14/2000
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Gardena	State	CA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	165,298	Delivery	09/15/98	Model Year	
VIN					
Group	004.20 Hoses, Lines & Fittings				
Desc	004.20 J-Block Asm. - Rear Air				
Subject	tag axle steering manifold				
Desc	leaking				
Action	perform upgrade				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/09/99
By: Jacques Gagne

Customer	██████████	City	Encino	State	CA
Contact	██████████				
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	70,514	Delivery	10/15/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	012.04 Susp. - Trailing Axle (102DL3)				
Subject	air leak				
Desc	Other				
Action	manifold for steering leaking air				
Comments	replaced gasket				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/10/2000
By: Luverne McNamara

Customer	[REDACTED]		State	IL
Contact	[REDACTED]	City	Galena	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	97,000	Delivery	10/20/98	Model Year
VIN				MCI
Group	004.22 Misc. Valves			
Desc	Other			
Subject	Air leak			
Desc	Gasket between solenoids & manifold			
Action	Parts ordered			
Comments	none			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 02/13/2000
By: Jacques Gagne

Customer			State	CA
Contact		City	Los Angeles	
UnitNo		Model	102DL3	Make
Miles	38,207	Delivery	03/17/99	Model Year
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	012.04 Susp. - Trailing Axle (102DL3)			
Subject	tag axle steering air manifold			
Desc	leaking air			
Action	replaced solenoid			
Comments	no			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 06/17/99
By: Jacques Gagne

Customer	[REDACTED]		State	CA
Contact	[REDACTED]	City	Los Angeles	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	4,376	Delivery	03/17/99	Model Year
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	012.04 Susp. - Trailing Axle (102DL3)			
Subject	air leak at tag steering manifold			
Desc	Other			
Action	repaired			
Comments	done			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 09/22/99
By: Jacques Gagne

Customer			State	CA
Contact		City	Los Angeles	
UnitNo		Model	102DL3	Make
Miles	17,187	Delivery	02/15/99	Model Year
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	Other			
Subject	tag axle air steering manifold			
Desc	leaking air			
Action	repaired			
Comments	no			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

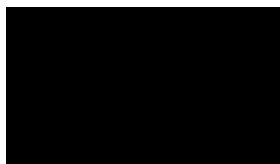
Date: 08/08/2000
By: Jacques Gagne

Customer Contact			City	Los Angeles	State	CA
UnitNo		Model	102DL3	Make	MCI	
Miles	65,151	Delivery	02/15/99	Model Year		
VIN						
Group	012.04 Rear Trailing Wheel Suspension					
Desc	012.04 Susp. - Trailing Axle (102DL3)					
Subject	tag axle manifold					
Desc	leaking air					
Action	repaired					
Comments	repaired air leak at tag axle manifold location					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 02/09/2000
By: Jacques Gagne

**Customer
Contact**



City

State CA
Los Angeles

**UnitNo
Miles
VIN**

61,722

**Model
Delivery**

102DL3
03/15/99

**Make
Model Year** MCI

**Group
Desc**

012.04 Rear Trailing Wheel Suspension
Other

**Subject
Desc**

Tag axle steering air manifold
leaking

**Action
Comments**

repaired
no

Coach Down

No

Report Status Closed

Responsible

**Est'd Date
of Resol**

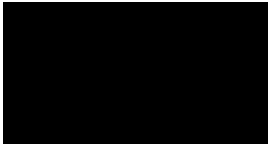
Cust Demeanor :
Start Visit

Calm

End Visit Calm

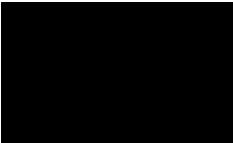
MCI / DINA Service Report

Date: 04/18/2001
By: Jacques Gagne

Customer Contact		City	Los Alamitos	State	CA
UnitNo		Model	102DL3	Make	MCI
Miles	139,186	Delivery	04/15/99	Model Year	
VIN					
Group	012.04	Rear Trailing Wheel Suspension			
Desc	Other				
Subject	tag axle manifold				
Desc	leaking air				
Action	repaired				
Comments	replaced leaking solenoid				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

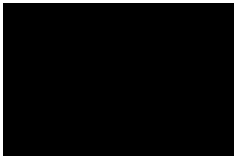
MCI / DINA Service Report

Date: 05/11/2001
By: Jacques Gagne

Customer Contact		City	Los Alamitos	State	CA
UnitNo		Model	102DL3	Make	MCI
Miles	139,186	Delivery	04/15/99	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	tag axle manifold				
Desc	leaking air				
Action	repaired				
Comments	one of the solenoid was leaking air and was replaced the manifold set up was fine				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 09/23/2000
By: Jacques Gagne

Customer Contact		City	Los Angeles	State	CA
UnitNo		Model	102DL3	Make	MCI
Miles	80,171	Delivery	10/28/99	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	tag axle steering air manifold				
Desc	leaking air				
Action	repaired				
Comments	tighten all hose				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 07/03/2000

By: Bob Cox

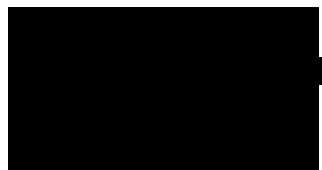
Customer	[REDACTED] .			State	TX
Contact	[REDACTED]	City	Dallas		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	23,953	Delivery	05/03/2000	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	S60 exhaust elbow				
Subject	Exhaust elbow weld				
Desc	Weld joint split causing heat damage to the B500 harness & insulation in engine compartment				
Action	Repaired				
Comments	Repaired by Greyhound (Picture sent to Loeffler)				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	07/05/2000	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 02/12/2002

By: Vern Halberg

**Customer
Contact**



City

State
Concord

NH

UnitNo
Miles
VIN

143,000

Model
Delivery

102DL3
10/28/2000

Make
Model Year

MCI

Group
Desc

008.19 Exhaust Manifold
Other

Subject
Desc

Turbo Pipe turbo to muffler
Broke off

Action
Comments

Customer replaced.
This caused excessive heat and caused relays inside the rear J box to melt.

Coach Down

Yes

Report Status Closed

Responsible

Est'd Date
of Resol

Cust Demeanor :

Start Visit Reserved

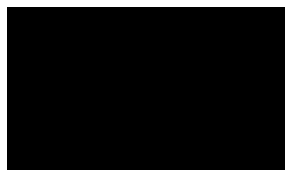
End Visit

Reserved

MCI / DINA Service Report

Date: 10/29/2002
By: David Okraska

**Customer
Contact**



City

State
Trenton

NJ

**UnitNo
Miles
VIN**

131,255

**Model
Delivery**

102DL3
11/10/2000

**Make
Model Year**

MCI

**Group
Desc**

008.19 Exhaust Manifold
Turbo

**Subject
Desc**

Exhaust Pipe
Pipe broken at clamp flange near Turbo

**Action
Comments**

Operator ordered parts and will replace
None

Coach Down

No

Report Status Closed

Responsible

**Est'd Date
of Resol**

**Cust Demeanor :
Start Visit**

Calm

End Visit

Calm

MCI / DINA Service Report

Date: 10/29/2002
By: David Okraska

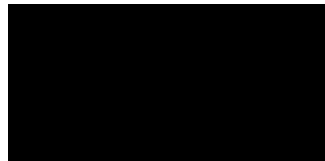
Customer Contact		City	Trenton	State	NJ
UnitNo		Model	102DL3	Make	MCI
Miles	129,410	Delivery	11/10/2000	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Turbo				
Subject	Exhaust Pipe				
Desc	Pipe broken at clamp flange near Turbo				
Action	Operator ordered parts and will replace				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 03/08/99

By: Jon Lee

**Customer
Contact**



City

State MI
Millington

UnitNo

Model

102EL3

Make MCI

Miles

44,313

Delivery

06/01/98

Model Year

VIN

Group

011.08 Lines & Fittings

Desc

011.08 P/S Lines & Fittings

Subject

RAS

Desc

Pressure Switch Broken / Loss of System Pressure

Action

Requested pressure pump from HBSI Chicago 3/8/99 late afternoon after receiving customer report he had ordered repl. switch through Service Center. Installed 3/9/99. Note solid ice formation totally covered switch, manifold, fittings, and hoses at crossmember / steer axel side of structure. Ice block had to be chipped away in order to install new switch. Pump arrived on-site 3/10/99. Initial attempt to service system revealed mobile pump sent to complete procedure not capable of producing hydraulic pressure to bleed RAS. Note: On /Off switch had been replaced with after market type - low level sensor disconnected - relief valve ball and springs discolored indicating overheating. Attempt to get operational with help from Winnepeg Service Center & Hydra Motion tech help unsuccessful. Coach driven 4 1/2 (Four) hrs (One-way) from Saginaw, MI to HBSI Chicago in order to complete bleeding procedure so coach could fulfill pre-existing commitments of operator. Note: Bleed procedure took approximately 1 (One) hour to perform.

Comments

Owner very vocal and disturbed.

Coach Down

Yes

Report Status Closed

Responsible

**Est'd Date
of Resol**

03/10/99

Cust Demeanor :

Start Visit Hostile

End Visit Hostile

MCI / DINA Service Report

Date: 03/08/99

By: Jon Lee

**Customer
Contact**



City

State
Millington

MI

UnitNo
Miles
VIN

49,000

Model
Delivery

102EL3
06/01/98

Make
Model Year

MCI

Group
Desc

011.08 Lines & Fittings
Other

Subject
Desc

R A S

Customer reports broken fitting at pressure switch in manifold . Temp plug installed. Repl switch (11-07-1018) ordered through Service Center by customer. Wty Ord # 83027.

Action
Comments

Pump request by writer from HBSI Chicago for overnight delivery .
Owner considers issue as coach down situation .

Coach Down

Yes

Report Status Closed**Responsible**

Est'd Date
of Resol

03/10/99

Cust Demeanor :**Start Visit** Hostile**End Visit**

Hostile

MCI / DINA Service Report

Date: 07/02/98

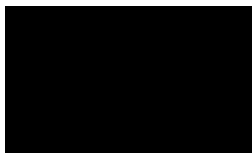
By: Bob Cox

Customer	[REDACTED]			State	TX
Contact	[REDACTED]	City	Houston		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	20,992	Delivery	01/13/98	Model Year	
VIN					
Group	12.03				
Desc	Rear suspension				
Subject	Suspension air leaks.				
Desc	Suspension air leak allows coach to lean to the L/H over night.				
Action	Hausman checking for air leak at air manifold.				
Comments	This is the fifth coach with an air leak at the suspension air manifold 04-22-1016.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/16/99

By: Jon Lee

**Customer
Contact**
**City****State**

IN.

Ft. Wayne

UnitNo**Miles**

92,500

Model

102EL3

Delivery

01/29/98

Make

MCI

Model Year**VIN****Group**

007.08 Misc. Electrical Items

Desc

Air & Dash Gauges

Subject

Inaccuracy / Fluctuation.

Desc

Air guages read low - Oil & Trans pres and temp indicators fluctuate intermittently.

Action

Coach returned to HBSI Chicago. Temporary aux grd to frame post put on circuit 12932 just before P 89 @ Grd Module in Frt J Box. Connections-pins-module & circuit ck good. Immediate correction of dash gauge discrepancy. (Before 85psi gauge / 130psi manifold - After 120psi guage / 130psi manifold) Secondary issues with dash Oil &Trans guage fluctuation were also eliminated. All dash functions operated normally / consistently for duration of 250 mile road test. Grd run soldered in at identified circuit with heavier guage external grd to frame post from module. Two (2) more additional days of additional road and function testing before coach returned to customer.

Comments

Monitoring status of issue.

Coach Down

Yes

Report Status

Open

Responsible**Est'd Date****of Resol**

12/31/99

Cust Demeanor :**Start Visit**

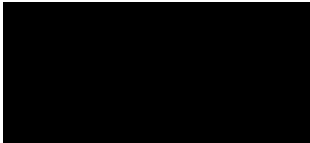
Hostile

End Visit

Reserved

MCI / DINA Service Report

Date: 08/30/99
By: Jacques Gagne

Customer Contact		City	Boise	State	ID
UnitNo		Model	102EL3	Make	MCI
Miles	110,448	Delivery	04/10/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	RAS system				
Desc	Other				
Action	defective				
Comments	fix leak at manifold block and restaure system integrity				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/13/2001

By: Marvin Cleem

**Customer
Contact**

**City**

State FL
Panama City Beach

UnitNo**Model**

102EL3

Make

MCI

Miles

257,864

Delivery

03/15/99

Model Year**VIN****Group**

003.10 Entrance Door Control

Desc

003.10 Control Asm. - Sedan Ent. Door

Subject**Desc**

Other

Action**Comments**

Manifold leaking air. port which has the filter has striped treads. can not tighten
customer ordered manifold from warranty

Coach Down

No

Report Status Closed**Responsible**

**Est'd Date
of Resol**

Cust Demeanor :**Start Visit** Calm**End Visit** Calm

MCI / DINA Service Report

Date: 03/25/98

By: Luverne McNamara

**Customer
Contact**
**City****State** MO

Manchester

UnitNo**Model**

102EL3

Make

MCI

Miles

1,666

Delivery

02/28/98

Model Year**VIN****Group**

11.07

Desc

Other

Subject

Rear Steering.

Desc

Pressure loss, switch & 90* elbow leaking at manifold.

Action

Removed switch & elbow rapped with teflon tap & pressurized system.

Comments

Quick diconnects at bleeder manifold very difficult to connect to when there is 250 LB of pressure. Would be easier if fittings were horizontal

Coach Down**Report Status** Closed**Responsible****Est'd Date
of Resol****Cust Demeanor :**
Start Visit**End Visit**

MCI / DINA Service Report

Date: 06/06/98
By: James Wilken

Customer Contact			City	State	AB
			Banff		
UnitNo		Model	102EL3	Make	MCI
Miles	7,550	Delivery	04/15/98	Model Year	
VIN					
Group	4.23				
Desc	Other				
Subject	Ent. door manifold.				
Desc	Door slow to open.				
Action	Door open solenoid defective.				
Comments	Replace assy due to possible contamination.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/13/2003

By: Jon Lee

Customer Contact	[REDACTED]		City	Henderson	State	NC
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	324,500	Delivery	06/19/2002	Model Year		
VIN						
Group	012.03 Air Susp. Rear					
Desc	Other					
Subject	Coach Level Height					
Desc	Leans To RH Side After Shutdown					
Action	Onsite discussion activity rer to air bellow leak ck 's - pinched tag bag bellow synflex line and replacing RH push-in fitting at air manifold block w/compression style fittings.					
Comments	Owner to address at later date.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	01/31/2003	Cust Demeanor :		End Visit	Reserved	
		Start Visit	Reserved			

MCI / DINA Service Report

Date: 04/05/99

By: Jon Lee

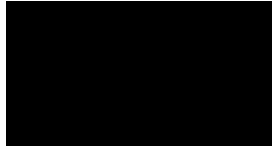
Customer Contact	[REDACTED]	City	Milan	State	.Mi.
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	53,000	Delivery	07/01/98	Model Year	
VIN					
Group	011.07 Power Steering				
Desc	Other				
Subject	R A S				
Desc	Customer reports RAS dash indicator on - coach in Florida.				
Action	Discussed attempting to get resolved in Florida. Availability of pump and limited down time of coach frustrating owner. Set up and coordinated with Service Center to have Mobile pump sent to repair facility in Carleton, MI for repair 4/12/99.				
Comments	Owner recommends more pumps be supplied to field service to lessen down time over RAS issues. States HBSI facilities are not always conveniently close when repairs are needed and only one mobile pump in the entire U. S. at this time is cause for serious concern. Hear this alot. Onsite follow-up 4-12-99/ replaced manifold pressure switch, charged and bled system. Owner extends special thanks to Mike Tomilson for coordinating shipment of the only mobile RAS pump in the US to facility doing repair.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	04/12/99	Cust Demeanor:			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 10/28/99

By: Jon Lee

**Customer
Contact**



City

State

Milan

.Mi.

UnitNo

Miles

80,000

Model

102EL3

Make

MCI

VIN

Group

011.07 Power Steering

Desc

011.07 RAS

Subject

Tag Fault Indicator On

Desc

Customer reports manifold switch leaves dash lite on .

Action

Owner unable to see visual leak on system. 11-07-1019 (Switch/Snubber Assy) 1ea -
Wty Ord # 06012 ordered. Arrangements made to have fill pump overnited to repair
facility.

Comments

Freight cost to Service Center and customer inconvenience are excessive when resolving
RAS issues involving re-presurizing system..

Coach Down

No

Report Status

Closed

Responsible

Est'd Date

of Resol

10/29/99

Cust Demeanor :

Start Visit

Reserved

End Visit

Reserved

MCI / DINA Service Report

Date: 11/24/98

By: Bob Cox

**Customer
Contact**



City

State
Gretna

LA

UnitNo
Miles
VIN

1,755

Model
Delivery

102EL3
11/17/98

Make
Model Year

MCI

Group
Desc

004.20 Hoses,Lines & Fittings
004.20 J-Block Asm. - Rear Air Susp.

Subject
Desc

Rear air suspension manifold assy.
Coach leans to the left after sitting over night.

Action
Comments

Customer advised of the location of the manifold & how to repair when time permits.
This problem occurs to often on new coaches from factory. Is this problem being looked at ?

Coach Down

Report Status Open

Responsible

Est'd Date
of Resol

12/12/98

Cust Demeanor :
Start Visit

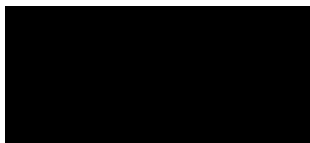
End Visit

MCI / DINA Service Report

Date: 11/24/98

By: Bob Cox

**Customer
Contact**



City

State
Gretna

LA

UnitNo
Miles
VIN

1,960

Model
Delivery

102EL3
11/17/98

Make
Model Year

MCI

Group
Desc

004.20 Hoses,Lines & Fittings
004.20 J-Block Asm. - Rear Air Susp.

Subject
Desc

Rear air suspension manifold assy.
Coach leans to the left after sitting over night.

Action
Comments

Customer advised of the location of the manifold & how to repair when time permits.
This problem occurs to often on new coaches from factory. Is this problem being looked at ?

Coach Down

Report Status Closed

Responsible

Est'd Date
of Resol

Cust Demeanor :
Start Visit

End Visit

MCI / DINA Service Report

Date: 11/24/98

By: Bob Cox

**Customer
Contact**

**City**

State
Gretna

LA

UnitNo
Miles
VIN



1,799

Model
Delivery

102EL3
11/17/98

Make
Model Year

MCI

Group
Desc

004.20 Hoses,Lines & Fittings
004.20 J-Block Asm. - Rear Air Susp.

Subject
Desc

Rear air suspension manifold.
Coach leans to the left after sitting over night.

Action
Comments

Customer advised of the location of the manifold & how to repair when time permits.
This problem occurs to often on new coaches from factory. Is this problem being looked at ?

Coach Down**Report Status** Open**Responsible**

Est'd Date
of Resol

12/12/98

Cust Demeanor :
Start Visit

End Visit

MCI / DINA Service Report

Date: 08/23/2000

By: Robert Wilson

Customer	[REDACTED] .			State	AL
Contact	[REDACTED]	City	Summiton		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	113,633	Delivery	12/19/98	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Turbo Clamps				
Desc	Broken				
Action	Customer ordered replacement				
Comments	Tightened too tight				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/13/2001
By: Jacques Gagne

Customer Contact		City	State	CA Long Beach
UnitNo		Model	102EL3	Make
Miles	84,251	Delivery	03/01/99	Model Year
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	Other			
Subject	RAS system hose			
Desc	chaffingOther			
Action	repaired			
Comments	replaced hose on the rear axle cylinder to the wall manifold			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 09/24/2002

By: Jon Lee

Customer	[REDACTED]			State	NC
Contact	[REDACTED]	City	Randleman		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	140,000	Delivery	02/19/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	Other				
Subject	ECAS Air Suspension				
Desc	Leans To The RH Side After Being Parked For Extended Periods.				
Action	Discussed trouble shooting air bellows and pneumatic delivery components - lines - fittings & manifolds.				
Comments	Coach out of Wty Coverage period. Issue described as "Ever Since Delivery" status type. Customer requests writer repair. Invitation respectfully declined. Facility to do repairs being researched				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	12/31/2002	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 08/04/99

By: Bob Cox

Customer Contact		City	New Orleans	State	LA
UnitNo		Model	102EL3	Make	MCI
Miles	4,096	Delivery	06/15/99	Model Year	
VIN					
Group	004.20 Hoses, Lines & Fittings				
Desc	004.20 J-Block Asm. - Rear Air Susp.				
Subject	Rear air suspension manifold assy 04-22-1016				
Desc	Coach leans to the left after sitting over night				
Action	Customer to take coach back to Hausman in Dallas to be repaired				
Comments	Difficult to repair in this location				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	09/10/99	Cust Demeanor :		End Visit	Reserved
		Start Visit	Hostile		

MCI / DINA Service Report

Date: 11/08/99

By: Jon Lee

Customer Contact	[REDACTED]		City	Cincinnati	State	OH
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	3,700	Delivery	10/18/99	Model Year		
VIN						
Group	012.03 Air Susp. Rear					
Desc	012.03 Susp. / Drive Axle (EL3)					
Subject	Air Susp. Rear					
Desc	Coach leans to LH side after being parked. Customer states issue since day one of delivery					
Action	Leaked traced to bellow supply manifold fitting - push in style. Attempts to repair leak with original installation unsuccessful. Fitting replaced with compression style					
Comments	Possible consideration in re-evaluating procedures for final cks.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	11/08/99	Cust Demeanor :		End Visit	Reserved	
		Start Visit	Reserved			

MCI / DINA Service Report

Date: 12/14/99

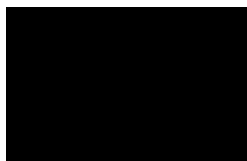
By: Bob Cox

Customer Contact	[REDACTED]		City	State	OK
			Wagoner		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	5,068	Delivery	11/24/99	Model Year	
VIN					
Group	004.20 Hoses,Lines & Fittings				
Desc	Air suspension				
Subject	Manifold Assy 21-7203-2				
Desc	Coach leans to the left after two hours of sitting				
Action	Customer advised of how to repair the problem				
Comments	Why dont we move this air suspension manifold to a new location				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/28/99	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 02/28/2000

By: Luverne McNamara

**Customer
Contact**
**City****State**

IL

Dixon

UnitNo**Miles**

8,555

Model

102EL3

Make

MCI

VIN**Group**

012.03 Air Susp. Rear

Desc

Other

Subject

Air leak

Desc

Fitting at manifold above center bag

Action

Removed that so called quick connect fitting & replaced with standard fitting

Comments

We sure didn't need to add this to the problem list

Coach Down

No

Report Status

Closed

Responsible**Est'd Date****of Resol****Cust Demeanor :****Start Visit**

Reserved

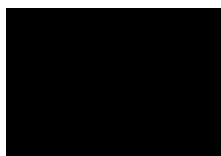
End Visit

Reserved

MCI / DINA Service Report

Date: 02/28/2000

By: Luverne McNamara

**Customer
Contact**
**City****State**

IL

Dixon

UnitNo**Miles**

7,101

Model

102EL3

Delivery

12/22/99

Make

MCI

Model Year**VIN****Group**

012.03 Air Susp. Rear

Desc

Other

Subject

Air leak

Desc

Fitting at manifold above R/H bagOther

Action

Removed quick connect fitting & replaced with standard

Comments

None

Coach Down

No

Report Status

Closed

Responsible**Est'd Date****of Resol****Cust Demeanor :****Start Visit**

Reserved

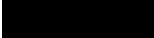
End Visit

Reserved

MCI / DINA Service Report

Date: 01/22/2000

By: Jon Lee

Customer Contact			City	State	OH
			Martinsburg		
UnitNo		Model	102EL3	Make	MCI
Miles	3,000	Delivery	12/31/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	012.03 Air Susp. - Drive Axle (EL3)				
Subject	RH Rear Air Pres Retention.				
Desc	Coach leans over on RH side after being parked for approx one hour. Day one delivery issue.				
Action	Attempt to repair halted after realization and finding out it's no longer possible to access air system components on RH side rear of coach due to SS tubing installation to resolve WCL structure strength issue for anticipated 2004 ADA required retrofit concerns. RH rear air system issues (Lines - Temperamental Push In Fittings-Regulators-Solonioids-Manifolds) will now have to be accomplished by removing bags and accessing information & resolving problems inside cavity area through frame cutout. Writer respectfully declines any further involvement with troubleshooting - repair - or permanent resolution of this issue - on this coach. Outside facility contracted to due repairs (Estimate: Minimum 10hrs labor @ \$60 per hr US - could have been accomplished for less than \$100 US total labor if access ports were available or better thought process been used in relocating already field proven and documented leakable items).				
Comments	The jokes over! Wake up! Nobodies laughing anymore over the air system issues (Listing to LH or RH side after being parked, sometimes as fast as 1hr, - Accessory systems reservoirs that won't hold 100psi for 24hrs after shutdown, etc., etc.) being delivered with D - E coaches and reliance on Customers - Service Center - Field Group to permanently resolve issue. Movers, Shakers, and Decision Makers grossly out of sync with what industry - customer needs are and requirements to operate / maintain a coach in todays competitive environment. The problem's not going away by itself or with present procedures in place.....just the customer! " It's Good Enough or They can deal with-it out in the field" attitudes are placing Service Center / Field Group personnel in vocally abusive, disheartening, unproductive, Hostile situations during onsite visits and telephone conversations with owners-operators-maintenance personnel over above issues. Unacceptable should be position and strategy taken, because that's the customers reaction. Note: The above comments are not intended to be interpreted as derogatory - just constructive criticism.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor:		End Visit	
		Start Visit	Hostile		Hostile

MCI / DINA Service Report

Date: 03/09/2001

By: Bob Cox

Customer Contact	[REDACTED]		City	Houston	State	TX
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	228,896	Delivery	12/06/99	Model Year		
VIN						
Group	009.05 Fuel Lines & Valves					
Desc	009.05 Fuel Lines					
Subject	Manifold Vent					
Desc	Auxiliary fuel tank 4 hole 09-06-1070 manifold vent					
Action	Replaced auxiliary tank from 09-06-1071 (4) hole to 09-06-1021 (6) hole					
Comments	This added expense of replacing tanks was do to availability of the 4 hole auxiliary manifold vent					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Reserved	
		Start Visit	Reserved			

MCI / DINA Service Report

Date: 10/23/2002

By: Jon Lee

Customer Contact	[REDACTED]		City	Lorton	State	VA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	145,000	Delivery	06/30/2000	Model Year		
VIN						
Group	011.08 Lines & Fittings					
Desc	011.08 P/S Lines & Fittings					
Subject	RAS					
Desc	RAS Dash Fault Indicator & Sonalert On					
Action	Leak Ck - System Integrity Restored.					
Comments	Low level switch @ manifold tightened.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	10/23/2002	Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 03/04/2002
By: Frank Cantwell

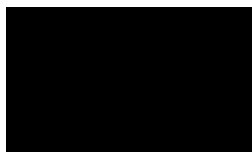
Customer Contact	[REDACTED]		City	Fresno	State	CA
UnitNo	[REDACTED]	Model	D4000	Make	MCI	
Miles	6,000	Delivery	07/13/2001	Model Year		
VIN						
Group	009.05 Fuel Lines & Valves					
Desc	009.05 Fuel Lines					
Subject	Fuel Manifold Block					
Desc	Defective					
Action	Repaired					
Comments	Coach would loose prime after sitting for days. Primary side of fuel supply was sucking air from fuel manifold block in engine compartment.					
Coach Down	Yes	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Reserved			

MCI / DINA Service Report

Date: 04/01/2003

By: Jon Lee

**Customer
Contact**



City

State NC

Lumberton

UnitNo

Miles

2,220

Model

D4500

Make

MCI

VIN

Group

008.01 Engine Asm.

Desc

Other

Subject

S60 DDEC IV Engine Codes

Desc

Inactive

Action

Codes Cleared / Monitoring for reoccurrence

Comments

Unrecognized SID - Intermittent / SID: 147 - FMI: 14 / 1st @ 40hrs - Last @ 40hrs / Total
Ocur.1ea / Total Time 200sec's

Engine Coolant Temp - Unrecognized FMI - PID: 110 - FMI: 14 / 1st @ 60hrs - Last @
119hrs / Total Ocur.42ea / Total Time 478 sec's

Engine Intake Manifold Temp - Unrecognized FMI: - PID 105 - FMI:14 / 1st @ 68hrs - Last
@ 68hrs / Total Ocur.68hrs / Total Time 10sec's

Coach Down

No

Report Status Closed

Responsible

Est'd Date

of Resol

04/01/2003

Cust Demeanor:

Start Visit Calm

End Visit

Calm

MCI / DINA Service Report

Date: 11/06/2002

By: Jon Lee

Customer Contact	[REDACTED]		City	Nashville	State	TN
UnitNo	[REDACTED]	Model	F3500	Make	MCI	
Miles	2,785	Delivery	09/05/2002	Model Year		
VIN						
Group	008.19 Exhaust Manifold					
Desc	Other					
Subject	Exhaust Brake Gaskets					
Desc	Inspected					
Action	Information					
Comments	No visual leaks at this time. Coach ck'd @ convertor Star City Coachworks - Roanoke, VA					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	12/31/2002	Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 11/06/2002

By: Jon Lee

Customer Contact	[REDACTED]	City	Hendersonville	State	TN
UnitNo	[REDACTED]	Model	F3500	Make	MCI
Miles	12,000	Delivery	09/26/2002	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Exhaust Brake Gaskets				
Desc	Inspected				
Action	Checked				
Comments	No visual leaks at this time.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	12/31/2002	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/06/2002

By: Jon Lee

Customer Contact	[REDACTED]	City	Moneta	State	VA
UnitNo	[REDACTED]	Model	F3500	Make	MCI
Miles	17,000	Delivery	09/15/2002	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Exhaust Brake Gaskets				
Desc	Inspection				
Action	Chk'd				
Comments	Visually leaking at this time. Gaskets (Part # 08-19-8007 / 2ea) Ordered Incident # P797080				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	11/11/2002	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 11/08/2002

By: Jon Lee

Customer Contact	[REDACTED]	City	Moneta	State	VA
UnitNo	[REDACTED]	Model	F3500	Make	MCI
Miles	49,136	Delivery	09/15/2002	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Exhaust Brake Gaskets				
Desc	Inspection				
Action	Chk'd				
Comments	Visually leaking at this time. Gaskets (Part # 08-19-8007 / 2ea) Ordered Incident # P797100				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	11/11/2002	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/11/2002
By: Marvin Cleem

Customer Contact		City	Fajordo	State	PR
UnitNo		Model	F3500	Make	MCI
Miles	65,076	Delivery	12/26/2000	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Exhaust Brake				
Subject	Gaskets				
Desc	Gaskets leaking				
Action	requested gaskets on warranty				
Comments	gaskets leaking allows exhaust soot to be suck into alternator				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 11/11/2002
By: Marvin Cleem

Customer Contact	[REDACTED]		City	Fajordo	State	PR
UnitNo	[REDACTED]	Model	F3500	Make	MCI	
Miles	65,168	Delivery	12/26/2000	Model Year		
VIN						
Group	008.19 Exhaust Manifold					
Desc	Exhaust Brake					
Subject	Gaskets					
Desc	Gaskets leaking					
Action	requested gaskets on warranty					
Comments	gaskets leaking allows exhaust soot to be suck into alternator					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 11/11/2002
By: Marvin Cleem

Customer Contact	[REDACTED]		City	Fajordo	State	PR
UnitNo	[REDACTED]	Model	F3500	Make	MCI	
Miles	45,250	Delivery	12/26/2000	Model Year		
VIN						
Group	008.19 Exhaust Manifold					
Desc	Exhaust Brake					
Subject	Gaskets					
Desc	Gaskets leaking					
Action	requested gaskets on warranty					
Comments	gaskets leaking allows exhaust soot to be suck into alternator					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 11/11/2002
By: Marvin Cleem

Customer Contact	[REDACTED]		City	Fajordo	State	PR
UnitNo	[REDACTED]	Model	F3500	Make	MCI	
Miles	61,090	Delivery	12/26/2000	Model Year		
VIN						
Group	008.19 Exhaust Manifold					
Desc	Exhaust Brake					
Subject	Gaskets					
Desc	Gaskets leaking					
Action	requested gaskets on warranty					
Comments	gaskets leaking allows exhaust soot to be suck into alternator					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 12/11/2002
By: Marvin Cleem

Customer Contact	[REDACTED]		City	State	AL
				Mobile	
UnitNo	[REDACTED]	Model	F3500	Make	MCI
Miles	26,257	Delivery	11/13/2002	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject					
Desc	Other				
Action	Exhaust leak at Clamp between exhaust brake and turbo.				
Comments	waiting for engineering to develop a better gasket				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	03/01/2003	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/08/2002

By: Jon Lee

Customer Contact	[REDACTED]	City	Moneta	State	VA
UnitNo	[REDACTED]	Model	F3500	Make	MCI
Miles	5,000	Delivery	09/15/2002	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Exhaust Brake Gaskets				
Desc	Inspection				
Action	Chk'd				
Comments	Visually leaking at this time. Gaskets (Part # 08-19-8007 / 2ea) Ordered Incident # P797130				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	11/11/2002	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 11/06/2002

By: Jon Lee

Customer Contact			City	Nashville	State	TN
UnitNo	90069	Model	F3500	Make	MCI	
Miles	5,000	Delivery	03/20/2003	Model Year		
VIN						
Group	008.19 Exhaust Manifold					
Desc	Other					
Subject	Exhaust Brake Gaskets					
Desc	Inspection					
Action	Checked					
Comments	No visual leaks at this time.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	12/31/2002	Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 11/06/2002

By: Jon Lee

Customer Contact	[REDACTED]	City	Moneta	State	VA
UnitNo	[REDACTED]	Model	F3500	Make	MCI
Miles	3,500	Delivery	09/15/2002	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Exhaust Brake Gaskets				
Desc	Inspection				
Action	Chk'd				
Comments	Customer reports visually leaking at this time. Gaskets (Part # 08-19-8007 / 2ea) Ordered Incident # P797150.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	11/11/2002	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/15/2002

By: Jon Lee

**Customer
Contact**



City

State
Moneta

VA

UnitNo



Model

F3500

Make

MCI

Miles

3,500

Delivery

09/15/2002

Model Year

VIN

Group

008.19 Exhaust Manifold

Desc

Other

Subject

Engine Exhaust Brake Operation

Desc

Un-requested Partial Engagement

Action

Cummins dealer contracted to troubleshoot issue delivered w/coach. Engine brake tell-tale relay circuit taken off-line.

Comments

Extensive troubleshooting activity w/ MCII Service Center & Field Group, MCII Mexico, Cummins Select Group, Allison Tech Group. Issue sourced to 1.2vIts residual voltage backfeed on ECM - Engine Brake signal circuit. Cummins work repair order #009-15606 / 31.4hrs. Direct billing from Cummins dealer coordinated to facilitate customer P/U of coach thru Wty Group representatives Terry Corsin - Louisville, KY & Lorne Mason - Winnipeg, CAN.

Coach Down

Yes

Report Status Closed

Responsible

Est'd Date
of Resol

11/27/2002

Cust Demeanor :

Start Visit Reserved

End Visit

Reserved

MCI / DINA Service Report

Date: 11/06/2002

By: Jon Lee

Customer Contact	[REDACTED]		City	Roanoke	State	VA
UnitNo	[REDACTED]	Model	F3500	Make	MCI	
Miles	2,860	Delivery	10/24/2002	Model Year		
VIN						
Group	008.19 Exhaust Manifold					
Desc	Other					
Subject	Exhaust Brake Gaskets					
Desc	Inspection					
Action	Checked					
Comments	No visual leaks at this time.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	12/31/2002	Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 06/13/2003

By: Richard Olsonawski

Customer Contact	[REDACTED]		City	Kent	State	WA
UnitNo	[REDACTED]	Model	F3500	Make	MCI	
Miles	5,330	Delivery	05/30/2003	Model Year		
VIN						
Group	008.19 Exhaust Manifold					
Desc	Other					
Subject	Pack engine brake					
Desc	Air hose to engine brake valve off connection					
Action	Reconnected hose to make engine brake work					
Comments	QA					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	06/13/2003	Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 12/07/2002

By: Vern Halberg

Customer Contact	[REDACTED]		City	Colchester	State	VT
UnitNo	[REDACTED]	Model	F3500	Make	MCI	
Miles	3,940	Delivery	12/01/2002	Model Year		
VIN						
Group	008.19 Exhaust Manifold					
Desc	Other					
Subject	Exhaust Brake.					
Desc	Slight leaking around pipe clamp.					
Action	Information at this time					
Comments	Customer will monitor.					
Coach Down	Yes	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 12/07/2002

By: Vern Halberg

Customer	[REDACTED]			State	VT
Contact	[REDACTED]	City	Colchester		
UnitNo	[REDACTED]	Model	F3500	Make	MCI
Miles	3,400	Delivery	12/01/2002	Model Year	
VIN					
Group	008.19 Exhaust Manifold				
Desc	Other				
Subject	Exhaust Brake.				
Desc	Slight leaking around pipe clamp.				
Action	Information at this time				
Comments	Customer will monitor.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 09/14/2005
By: Mike Richardson

Customer Contact	[REDACTED]	City	Bethlehem	State	PA
UnitNo	[REDACTED]	Model	G4100	Make	MCI
Miles	237,410	Delivery	08/20/2002	Model Year	2001
VIN	80015				
Group	004.22 Misc. Valves				
Desc	Other				
Subject	Entrance door manifold				
Desc	Other				
Action	replace 04-23-6026				
Comments	open side would drop off at 63 psi				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	09/15/2005	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 05/13/97
By: Luverne McNamara

Customer Contact	[REDACTED]	City	ST. LOUIS	State	IL
UnitNo	[REDACTED]	Model	MC12	Make	MCI
Miles	752,000	Delivery	08/10/92	Model Year	
VIN					
Group	16.04				
Desc					
Subject	Copper condenser				
Desc	Customer having problems installing coil ,Interference with hinge mounting post and manifold.				
Action	Advised customer to make sure the coil is pushed forward in condenser door frame				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

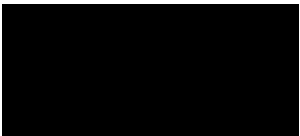
Date: 07/24/2002

By: Richard Olsonawski

Customer	██████████			State	MT
Contact	██████████		City	Billings	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	262,685	Delivery	03/16/98	Model Year	
VIN					
Group	011.01 Steering Gear				
Desc	Tag light on				
Subject	Rear axle steer				
Desc	Pressurized system				
Action	Tag pressure switch on order				
Comments	Loss of pressure. I believe the fitting are leaking just a bit. Dirty on fitting. Customer could not find Pentosin oil in Billing the found 3 liters in Missoula, MT. Writer found 4 liter at one store in Spokane and 9 liters at East Spokane, thanks to the first shop he called this shop. I bet their are not 3 gallons of oil east of 1-29 in the rest of ND. MT sure don't have any oil. This is the biggest joke with this customer. They are not happy. Writer purchased all the oil for this job. Not sure I'll get paid.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	07/24/2002	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/16/98
By: Richard Olsonawski

Customer Contact			City	State	WA
			Seattle		
UnitNo		Model	102EL3	Make	MCI
Miles	14,080	Delivery	12/03/97	Model Year	
VIN					
Group	11.07				
Desc	Other				
Subject	Rear axle steer				
Desc	Light on dash RAS				
Action	Low on pressure. Pump system up no leaks noted				
Comments	Had bleeding pump shipped from Hausman LA to customer 6/16/98				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	07/01/98	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/26/2000

By: Robert Wilson

Customer Contact	[REDACTED]		City	Conley	State	GA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	123,514	Delivery	03/09/98	Model Year		
VIN						
Group	011.07 Power Steering					
Desc	Other					
Subject	Rear axle steering					
Desc	Pressure low					
Action	Ordered replacement fluid					
Comments	Leak repaired / fluid replaced / Order # P155580					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 04/29/2003

By: Marvin Cleem

Customer	██████████	State	FL
Contact	██████████	City	Chipley
UnitNo	██████	Model	102EL3
Miles	346,000	Delivery	03/03/98
VIN		Make	MCI
Group	011.06 Steering Geometry	Model Year	
Desc	Other		
Subject			
Desc	Other		
Action	Rear axle Steering system		
Comments	Check system for leaks and found none. pump system up to 240 psi		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 12/10/2002
By: Marvin Cleem

Customer			State	61141
Contact		City	Lincoln	
UnitNo		Model	102EL3	Make
Miles	170,875	Delivery	09/07/2000	Model Year
VIN				
Group	011.07 Power Steering			
Desc	Other			
Subject	Rear Axle Steering			
Desc	lost pressure - Tell-tale coming on intermittent			
Action	Check presure and found 120 psi. Check and found no leaks			
Comments	increase pressure to 240psi			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 07/08/2002

By: Marvin Cleem

Customer	██████████	State	FL
Contact	██████████	City	Largo
UnitNo	██████████	Model	102EL3
Miles	176,400	Delivery	04/04/2000
VIN		Make	MCI
Group	011.08 Lines & Fittings	Model Year	
Desc	Rear Axle Steering		
Subject	Low pressure in Rear Axle Steering		
Desc	Other		
Action	Check system did not find any leaks. pressurized system and check for leaks. System held at 240psi.		
Comments	none		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date of Resol		Cust Demeanor :	
		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 11/25/2002

By: Marvin Cleem

Customer	██████████	State	FL
Contact	██████████	City	Largo
UnitNo	██████████	Model	102EL3
Miles	195,400	Delivery	04/04/2000
VIN		Make	MCI
Group	011.07 Power Steering	Model Year	
Desc	Rear Axle Steering System		
Subject	RAS Pressure Switch		
Desc	Defective		
Action	Tag Steering Fault Tell-tale staying on . System had 150 psi.		
Comments	Requested switch 11-07-1018 on warranty order P805470		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 04/23/2001

By: David O'Neil

Customer	[REDACTED]			State	PA
Contact	[REDACTED]	City	Avis		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	49,800	Delivery	10/30/2000	Model Year	
VIN					
Group	011.07 Power Steering				
Desc	Rear Axle Steering				
Subject	Switch Pressure				
Desc	Malfunctioned				
Action	Replace				
Comments	Customer will install				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	04/24/2001	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 03/12/2002

By: Mike Haspert

Customer	[REDACTED]			State	CO
Contact	[REDACTED]	City	Denver		
UnitNo	[REDACTED]	Model	J4500	Make	MCI
Miles	46,257	Delivery	11/16/2001	Model Year	
VIN					
Group	011.09 Power Steering Pump				
Desc	011.09 P/S Pump Asm.				
Subject	Power steering noise complaint				
Desc	Coach is used for trips to a mountain casino. Travel from Denver CO. to Blackhawk CO. A 3000 foot climb and 138 switch back turns. After three round trips the power steering starts whining and is weak at low RPM's.				
Action	Working with Richard Winogrodzki. LUK Pump & ZF Steering it was determined that the pump used on the J 4500. Same as the E 4500 is too large volumn with out the rear axle steering. Causing oil to stay in the steering gear too long causing over heat of the oil. Cavation of the oil and condensation build up in the system. Pump P/N 11/09/8000 Order # P647680				
Comments	Customer has three J 4500 units, all three having the same problem. Having pumps changed out and tests will be completed. NOTE: This issue was closed 4/30/02.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	09/10/2002	Cust Demeanor:			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/12/2002
By: Mike Haspert

Customer	[REDACTED]			State	CO
Contact	[REDACTED]	City	Denver		
UnitNo	[REDACTED]	Model	J4500	Make	MCI
Miles	39,375	Delivery	11/16/2001	Model Year	
VIN					
Group	011.09 Power Steering Pump				
Desc	011.09 P/S Pump Asm.				
Subject	Power steering noise complaint				
Desc	Coach is used for trips to a mountain casino. Travel from Denver CO. to Blackhawk CO. A 3000 foot climb and 138 switch back turns. After three round trips the power steering starts whining and is weak at low RPM's.				
Action	Working with Richard Winogrodzki. LUK Pump & ZF Steering it was determined that the pump used on the J 4500. Same as the E 4500 is too large volumn with out the rear axle steering. Causing oil to stay in the steering gear too long causing over heat of the . Pump P/N 11-09-8000 VPN LH2110560. Order # P 647690				
Comments	Customer has three J 4500 units, all three having the same problem. Having pumps changed out and tests will be completed. NOTE: This issue was closed 4/30/02.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	09/10/2002	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/12/2002
By: Mike Haspert

Customer Contact	[REDACTED]		City	Denver	State	CO
UnitNo	[REDACTED]	Model	J4500	Make	MCI	
Miles	29,333	Delivery	11/16/2001	Model Year		
VIN						
Group	011.09 Power Steering Pump					
Desc	011.09 P/S Pump Asm.					
Subject	Power steering noise complaint					
Desc	Coach is used for trips to a mountain casino. Travel from Denver CO. to Blackhawk CO. A 3000 foot climb and 138 switch back turns. After three round trips the power steering starts whining and is weak at low RPM's. Pump P/N 11-09-8000 VPN LH2110560. Order # P647700.					
Action	Working with Richard Winogrodzki. LUK Pump & ZF Steering it was determined that the pump used on the J 4500. Same as the E 4500 is too large volumn with out the rear axle steering. Causing oil to stay in the steering gear too long causing over heat of the					
Comments	Customer has three J 4500 units, all three having the same problem. Having pumps changed out and tests will be completed. Note: This issue was closed April 30, 2002.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	09/10/2002	Cust Demeanor:				
		Start Visit	Reserved	End Visit	Reserved	

MCI / DINA Service Report

Date: 07/24/2002

By: Richard Olsonawski

Customer	██████████			State	MT
Contact	██████████		City	Billings	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	262,685	Delivery	03/16/98	Model Year	
VIN					
Group	011.01 Steering Gear				
Desc	Tag light on				
Subject	Rear axle steer				
Desc	Pressurized system				
Action	Tag pressure switch on order				
Comments	Loss of pressure. I believe the fitting are leaking just a bit. Dirty on fitting. Customer could not find Pentosin oil in Billing the found 3 liters in Missoula, MT. Writer found 4 liter at one store in Spokane and 9 liters at East Spokane, thanks to the first shop he called this shop. I bet their are not 3 gallons of oil east of 1-29 in the rest of ND. MT sure don't have any oil. This is the biggest joke with this customer. They are not happy. Writer purchased all the oil for this job. Not sure I'll get paid.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	07/24/2002	Cust Demeanor:			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/16/98

By: Richard Olsonawski

Customer Contact	[REDACTED]	City	Seattle	State	WA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	14,080	Delivery	12/03/97	Model Year	
VIN					
Group	11.07				
Desc	Other				
Subject	Rear axle steer				
Desc	Light on dash RAS				
Action	Low on pressure. Pump system up no leaks noted				
Comments	Had bleeding pump shipped from Hausman LA to customer 6/16/98				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	07/01/98	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/26/2000

By: Robert Wilson

Customer Contact	[REDACTED]	City	Conley	State	GA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	123,514	Delivery	03/09/98	Model Year	
VIN					
Group	011.07 Power Steering				
Desc	Other				
Subject	Rear axle steering				
Desc	Pressure low				
Action	Ordered replacement fluid				
Comments	Leak repaired / fluid replaced / Order # P155580				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/29/2003

By: Marvin Cleem

**Customer
Contact**



City

State
Chipley

FL

UnitNo
Miles
VIN

346,000

Model
Delivery

102EL3
03/03/98

Make
Model Year

MCI

Group
Desc

011.06 Steering Geometry
Other

Subject
Desc

Other

Action
Comments

Rear axle Steering system
Check system for leaks and found none. pump system up to 240 psi

Coach Down

No

Report Status Closed

Responsible

Est'd Date
of Resol

Cust Demeanor :
Start Visit

Calm

End Visit

Calm

MCI / DINA Service Report

Date: 12/10/2002
By: Marvin Cleem

Customer Contact	[REDACTED] . [REDACTED]	City	Lincoln	State 61141
UnitNo	[REDACTED]	Model	102EL3	Make MCI
Miles	170,875	Delivery	09/07/2000	Model Year
VIN				
Group	011.07 Power Steering			
Desc	Other			
Subject	Rear Axle Steering			
Desc	lost pressure - Tell-tale coming on intermittent			
Action	Check presure and found 120 psi. Check and found no leaks			
Comments	increase pressure to 240psi			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit Calm

MCI / DINA Service Report

Date: 07/08/2002

By: Marvin Cleem

**Customer
Contact**



City

State

FL

Largo

UnitNo

[REDACTED]

Model

102EL3

Make

MCI

Miles

176,400

Delivery

04/04/2000

Model Year

VIN

Group

011.08 Lines & Fittings

Desc

Rear Axle Steering

Subject

Low pressure in Rear Axle Steering

Desc

Other

Action

Check system did not find any leaks. pressurized system and check for leaks. System held at 240psi.

Comments

none

Coach Down

No

Report Status

Closed

Responsible

Est'd Date
of Resol

Cust Demeanor :

Start Visit

Calm

End Visit

Calm

MCI / DINA Service Report

Date: 11/25/2002

By: Marvin Cleem

Customer	██████████	State	FL
Contact	██████████	City	Largo
UnitNo	██████████	Model	102EL3
Miles	195,400	Delivery	04/04/2000
VIN		Make	MCI
Group	011.07 Power Steering	Model Year	
Desc	Rear Axle Steering System		
Subject	RAS Pressure Switch		
Desc	Defective		
Action	Tag Steering Fault Tell-tale staying on . System had 150 psi.		
Comments	Requested switch 11-07-1018 on warranty order P805470		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 03/12/2002

By: Mike Haspert

**Customer
Contact**



City

State
Denver

CO

UnitNo

[REDACTED]

Model

J4500

Make

MCI

Miles

46,257

Delivery

11/16/2001

Model Year

VIN

Group

011.09 Power Steering Pump

Desc

011.09 P/S Pump Asm.

Subject

Power steering noise complaint

Desc

Coach is used for trips to a mountain casino. Travel from Denver CO. to Blackhawk CO. A 3000 foot climb and 138 switch back turns. After three round trips the power steering starts whining and is weak at low RPM's.

Action

Working with Richard Winogrodzki. LUK Pump & ZF Steering it was determined that the pump used on the J 4500. Same as the E 4500 is too large volumn with out the rear axle steering. Causing oil to stay in the steering gear too long causing over heat of the oil. Cavation of the oil and condensation build up in the system. Pump P/N 11/09/8000 Order # P647680

Comments

Customer has three J 4500 units, all three having the same problem. Having pumps changed out and tests will be completed.
NOTE: This issue was closed 4/30/02.

Coach Down

No

Report Status Closed

Responsible

Est'd Date
of Resol

09/10/2002

Cust Demeanor:

Start Visit Reserved

End Visit

Reserved

MCI / DINA Service Report

Date: 03/12/2002
By: Mike Haspert

Customer Contact	[REDACTED]		City	Denver	State	CO
UnitNo	[REDACTED]	Model	J4500	Make	MCI	
Miles	39,375	Delivery	11/16/2001	Model Year		
VIN						
Group	011.09 Power Steering Pump					
Desc	011.09 P/S Pump Asm.					
Subject	Power steering noise complaint					
Desc	Coach is used for trips to a mountain casino. Travel from Denver CO. to Blackhawk CO. A 3000 foot climb and 138 switch back turns. After three round trips the power steering starts whining and is weak at low RPM's.					
Action	Working with Richard Winogrodzki. LUK Pump & ZF Steering it was determined that the pump used on the J 4500. Same as the E 4500 is too large volumn with out the rear axle steering. Causing oil to stay in the steering gear too long causing over heat of the . Pump P/N 11-09-8000 VPN LH2110560. Order # P 647690					
Comments	Customer has three J 4500 units, all three having the same problem. Having pumps changed out and tests will be completed. NOTE: This issue was closed 4/30/02.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	09/10/2002	Cust Demeanor :		End Visit	Reserved	
		Start Visit	Reserved			

MCI / DINA Service Report

Date: 03/12/2002
By: Mike Haspert

Customer Contact	[REDACTED]	City	Denver	State	CO
UnitNo	[REDACTED]	Model	J4500	Make	MCI
Miles	29,333	Delivery	11/16/2001	Model Year	
VIN					
Group	011.09 Power Steering Pump				
Desc	011.09 P/S Pump Asm.				
Subject	Power steering noise complaint				
Desc	Coach is used for trips to a mountain casino. Travel from Denver CO. to Blackhawk CO. A 3000 foot climb and 138 switch back turns. After three round trips the power steering starts whining and is weak at low RPM's. Pump P/N 11-09-8000 VPN LH2110560. Order # P647700.				
Action	Working with Richard Winogrodzki. LUK Pump & ZF Steering it was determined that the pump used on the J 4500. Same as the E 4500 is too large volumn with out the rear axle steering. Causing oil to stay in the steering gear too long causing over heat of the				
Comments	Customer has three J 4500 units, all three having the same problem. Having pumps changed out and tests will be completed. Note: This issue was closed April 30, 2002.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	09/10/2002	Cust Demeanor:			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 09/11/97
By: Guy Severance

Customer Contact	[REDACTED]		City	State	TX
				SOUTH HOUSTON	
UnitNo	968	Model	GV1000	Make	DINA
Miles	80,200	Delivery	12/30/1899	Model Year	
VIN					
Group	R-010				
Desc					
Subject	Control panel for VCR				
Desc	Controls not working				
Action	parts ordered AZ-716090 controller qty-1				
Comments	parts had been ordered by the customer, customer has a road show system, customers ordered for rei. Customers parts book dose not road show system in it, has never received up date.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 12/18/97
By: Guy Severance

Customer Contact	[REDACTED]	City	Calhoun	State	GA
UnitNo	[REDACTED]	Model	GV1000	Make	DINA
Miles	92,894	Delivery	11/08/96	Model Year	
VIN					
Group	L-030				
Desc	Other				
Subject	A/C & Heat				
Desc	Temp. inside of coach not staying with temp. set at controller.				
Action	Writer tried to go into computer, but could not. Order new controller.				
Comments					
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	02/01/98	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/20/98
By: Marvin Cleem

Customer	[REDACTED]		State	MI
Contact	[REDACTED]	City	Oak Park	
UnitNo	[REDACTED]	Model	GV1000	Make
Miles	85,000	Delivery	12/30/96	Model Year
VIN				DINA
Group	R-010			
Desc	Other			
Subject	Control Assembly			
Desc	not allowing any sound to any component			
Action	order 4623 part AZ-29121-90 controller			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 06/06/99
By: Jacques Gagne

Customer Contact	██████████ ██████████	City	Compton	State	CA
UnitNo	██████	Model	GV1000	Make	DINA
Miles	99,121	Delivery	04/15/97	Model Year	
VIN					
Group	Other				
Desc	Other				
Subject	ABS light stay on				
Desc	replace				
Action	ABS light stay on				
Comments	replaced 7L 8 685 sensor , 39461821 modulator controller ,2945995 spring kit and 15L 5 23 hub cap				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 03/29/99
By: David O'Neil

Customer	[REDACTED] .		State	MI
Contact	[REDACTED]	City	Grand Rapids	
UnitNo	[REDACTED]	Model	GV1000	Make
Miles	71,556	Delivery	11/10/97	Model Year
VIN				DINA
Group	O-012			
Desc	Other			
Subject	Webasto			
Desc	Will not work due to Corroded Wires at Controller			
Action	Repair 2 Corroded wires			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/17/98
By: Mike Richardson

Customer Contact	[REDACTED]	City	Las Vegas	State	NV.
UnitNo	[REDACTED]	Model	GV1000	Make	DINA
Miles	15,870	Delivery	10/09/97	Model Year	
VIN					
Group	T-001				
Desc	Other				
Subject	ABS System				
Desc	Light stays on				
Action	Replace Controller				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol	03/17/98	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/08/99
By: Richard Olsonawski

Customer	██████████	City	Bremerton	State	WA
Contact	████				
UnitNo	████	Model	GV1000	Make	DINA
Miles	96,017	Delivery	12/12/97	Model Year	
VIN					
Group	B-430				
Desc	Other				
Subject	Defroster				
Desc	Can not keep windshield clear of moisture at times				
Action	adjusted heater controller				
Comments	This is major complaint in the Northwest can't keep windshields clear of moisture at times . Need for better air flow.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/01/2001	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/12/98
By: Mike Richardson

Customer Contact	[REDACTED]	City	Rock Springs	State WY
UnitNo	[REDACTED]	Model	GV1000	Make DINA
Miles	22,492	Delivery		Model Year
VIN				
Group	L-030			
Desc	Other			
Subject	A/C & Heat System			
Desc	Not able to control heat temp.			
Action	Replace Controller & Electronic Board			
Comments	K-7 relay on electronic board was melted due to poor connection at relay base , relay feeds evaporator motor 1&2 high speed.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol	05/12/98	Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 10/08/98
By: Gilles Gueret

Customer Contact	[REDACTED]	City	Longueuil	State	QC
UnitNo	[REDACTED]	Model	GV1000	Make	DINA
Miles	37,477	Delivery	06/05/98	Model Year	
VIN					
Group	C-150				
Desc	Other				
Subject	Passenger Heat.				
Desc	Report of no control of passenger heat.				
Action	Heat controller 39170418 replaced.				
Comments	Work done by Hausman MCI Montreal on WO 23516				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/08/99
By: Richard Olsonawski

Customer	██████████	City	Bremerton	State	WA
Contact	██████████				
UnitNo	██████	Model	GV1000	Make	DINA
Miles	16,000	Delivery	12/30/98	Model Year	
VIN					
Group	B-430				
Desc	Other				
Subject	Defroster				
Desc	Can not keep windshield clear of moisture at times				
Action	Adjusted heater controller				
Comments	This is major complaint in the NorthWest can't keep windshields clear of moisture at times. Need for better air flow.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/01/2001	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 03/24/2000

By: Vern Halberg

Customer	██████████				
Contact	██████████		City	Westport	State MA
UnitNo	██████	Model	GV1000	Make	DINA
Miles	75,000	Delivery	01/08/99	Model Year	
VIN					
Group	L-020				
Desc	Other				
Subject					
Desc	Other				
Action	HVAC dash controller failed.				
Comments	Display replaced. Carrier of Boston will submit warranty to Carrier				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Understanding	End Visit	Understanding

MCI / DINA Service Report

Date: 11/21/99
By: Thomas Downing

Customer Contact	[REDACTED]	City	MaYWOOD	State	NJ
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	423,494	Delivery	11/01/94	Model Year	
VIN					
Group Desc	008.09 Valves, Springs, Rocker Arms, Lift Rods & Side Covers Other				
Subject Desc	Rollers&cam Other				
Action Comments	Sent to Atlantic DDA They replaced rollers and cam				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	11/15/99	Cust Demeanor : Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/14/97
By: Luverne McNamara

Customer Contact	 		City	State	MO
				St. Louis	
UnitNo		Model	102D3	Make	MCI
Miles	26,560	Delivery	06/24/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Heat controller.				
Desc	Cannot control temp.				
Action	Controller replaced.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/27/97
By: Gilles Gueret

Customer Contact	 		City	State Quebec	QC
UnitNo		Model	102D3	Make	MCI
Miles	226,045	Delivery	06/09/95	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Heater controller main				
Desc	Customer reports that the heat controller has failed.				
Action	Writer ordered as new kit 7L-13-2872 from warranty per customer's request.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/03/97
By: Dan Johnson

Customer Contact		City	Lincoln	State	NE
UnitNo		Model	102D3	Make	MCI
Miles	73,000	Delivery	09/19/95	Model Year	
VIN					
Group	4.15				
Desc					
Subject	Brake application valve				
Desc	Delay turning off brake lights when foot is removed from brake valve , (customer said 8 sec.)				
Action	Ordered 4I-15-127 brake application valve				
Comments	Customer had checked clearance at roller on top of valve .				
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/23/97
By: Mike Tomlinson

Customer Contact	[REDACTED]. [REDACTED]	City	Boston	State	MA
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	256,040	Delivery	11/10/95	Model Year	
VIN					
Group	7.13				
Desc					
Subject	Temperature Controller - (F)				
Desc	Always calls for Heat in Passenger area.				
Action	Ordered one 16L-10-20, Passenger Temp Controller, Order # 48377.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/05/97
By: Paul Stemen

Customer	[REDACTED]			State	NJ
Contact	[REDACTED]	City	Howell		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	138,110	Delivery	02/20/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	Knob missing on temperature controller				
Action	Ordered 1ea. P/N SK-KLN500B knob. Order # 53722				
Comments	Writer will install				
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :				
	Start Visit		End Visit		

MCI / DINA Service Report

Date: 12/12/97
By: Paul Stemen

Customer	[REDACTED]			State	NJ
Contact	[REDACTED]	City	Howell		
	[REDACTED]				
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	155,000	Delivery	02/20/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Temperature Controller				
Desc	Temperature controller not working				
Action	Ordered 1ea. P/N 7L-13-2871 Kit. Order # 57903				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/14/97
By: Luverne McNamara

Customer Contact	██████████ ██████	City	East Peoria	State	IL
UnitNo	██████	Model	102D3	Make	MCI
Miles	108,000	Delivery	02/26/96	Model Year	
VIN					
Group	7.13				
Desc					
Subject	Drivers heat controller.				
Desc	Customer complained that controller is very erratic, Drivers complain of being too hot or cold.				
Action	Manuel water valve 16L-10-82 ordered.				
Comments					
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	06/15/97	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 02/12/98
By: Robert Wilson

Customer	[REDACTED]			State	WV
Contact	[REDACTED]	City	Huntington		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	121,882	Delivery	03/11/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Drivers Temp. Controller				
Desc	Keeps failing , Causing key to have to be cycled. Customer requested replacement with Pull cable type.				
Action	Ordered Pull Cable Kit on Order # 59898				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :		End Visit	
of Resol	02/12/98	Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 02/12/98
By: Robert Wilson

Customer	[REDACTED]			State	WV
Contact	[REDACTED]	City	Huntington		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	120,596	Delivery	03/11/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Drivers Temp. Controller				
Desc	Keeps Failing causing Key to have to be Cycled. Customer requested replacement with pull cable type.				
Action	Ordered Pull Cable Kit on Order # 59897				
Comments	Customer will Install.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :		End Visit	
of Resol	02/12/98	Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 01/28/98
By: Vern Halberg

Customer	[REDACTED]		State	VT
Contact	[REDACTED]	City	Milton	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	110,000	Delivery	03/25/96	Model Year
VIN				MCI
Group	16.10			
Desc	Other			
Subject	Drivers Temp Controller.			
Desc	7L-8-1257 Controller continues to have problems.			
Action	Parts ordered to change it over to the manual cable control. Order # 59403			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/07/97
By: Richard Olsonawski

Customer Contact		City	State Boise	ID
UnitNo		Model	102D3	Make
Miles	65,679	Delivery	05/20/96	Model Year
VIN				MCI
Group	16.10			
Desc				
Subject	Driver heater control			
Desc	Driver heater has heat all the time.			
Action	Ordered driver heat controller 7I-8-1257 on #46962			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit		

MCI / DINA Service Report

Date: 10/27/97
By: Richard Olsonawski

Customer Contact			City	State	ID
			Boise	Boise	
UnitNo		Model	102D3	Make	MCI
Miles	80,000	Delivery	05/20/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Driver heater controller				
Desc	Driver heater controller not working.				
Action	Checked and found the plug pins were sloppy and the plug at shift pad. Tightened pins up and controller worked then. Before that all it would do is call for heat. Could shut it off.				
Comments	Sure looked like correction. MCI uses to many different size male and female pin that they all look the same but at different in size.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/02/98
By: Gilles Gueret

Customer Contact	██████████ ██████████	City	Richmond	State	BC
UnitNo	██████	Model	102D3	Make	MCI
Miles	179,037	Delivery	06/21/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Driver's Heat Controller.				
Desc	Customer reports that the heat controller has failed , no longer controls temperature in the coach.				
Action	Ordered a 7L-8-1257 controller from warranty.				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 05/28/97
By: Mike Tomlinson

Customer	██████████	State	MD
Contact	██████	City	Westminster
UnitNo	██████	Model	102D3
Miles	34,183	Delivery	07/15/96
VIN		Make	MCI
Group	16.10	Model Year	
Desc			
Subject	Controller - Fahrenheit		
Desc	Display shows erratic temperature readings, makes it impossible to control the temperature of the Passenger Area		
Action	Ordered one 16L-10-20, Passenger Temperature Controller, Order # 47556.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 06/14/97
By: Robert Wilson

Customer Contact	[REDACTED]	City	Westminster	State	MD
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	36,000	Delivery	07/15/96	Model Year	
VIN					
Group	7.13				
Desc					
Subject	Heat Controller				
Desc	Will not control heat correctly				
Action	ordered (1) 16L-10-22 Controller order # 48067				
Comments	Customer has requested new part only				
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	06/17/97	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/17/97
By: Robert Wilson

Customer	[REDACTED]		State	MD
Contact	[REDACTED]	City	Westminster	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	36,186	Delivery	07/15/96	MCI
VIN				
Group	7.08			
Desc				
Subject	Temperature Probe			
Desc	Loose connection at probe causing temp. to fluctuate at controller			
Action	Tightened connection			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/28/97
By: Mike Tomlinson

Customer	██████████	State	MD
Contact	██████	City	Westminster
UnitNo	██████	Model	102D3
Miles	32,321	Delivery	07/15/96
VIN		Make	MCI
Group	16.10	Model Year	
Desc			
Subject	Controller - Fahrenheit		
Desc	Display shows erratic temperature readings, makes it impossible to control the temperature of the Passenger Area		
Action	Ordered one 16L-10-20, Passenger Temperature Controller, Order # 47557.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 03/15/99
By: Vern Halberg

Customer Contact		City	State	
			Cumberland	RI
UnitNo		Model	102D3	Make
Miles	203,000	Delivery	07/29/96	Model Year
VIN				MCI
Group	016.14 Driver Heater, Defroster, and A/C			
Desc	016.14 Related parts - Driver's HVAC Syst.			
Subject	7L-8-1257 Drivers controller.			
Desc	Customer stated it will not control the drivers temp .			
Action	Ordered parts to change it over to the cable system.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 03/19/98

By: Robert Levasseur

Customer Contact	██████	City	London	State	ON
UnitNo	██████	Model	102D3	Make	MCI
Miles	173,434	Delivery	08/15/96	Model Year	
VIN					
Group	7.13				
Desc	Other				
Subject	Drivers temp controller				
Desc	Does not work				
Action	Sent a replacement controller 7L-8-1257				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 04/27/98
By: Gilles Gueret

Customer Contact	██████	City	London	State	ON
UnitNo	██████	Model	102D3	Make	MCI
Miles	173,434	Delivery	08/15/96	Model Year	
VIN					
Group	7.13				
Desc	Other				
Subject	Webasto Controller				
Desc	Customer reports that the webasto controller fails to come on. Customer has checked for power and is not getting any display.				
Action	Ordered a 7L-8-1748 controller from warranty.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 06/23/98
By: Richard Olsonawski

Customer Contact	██████████ ██████████	City	Wilderville	State	OR
UnitNo	██████	Model	102D3	Make	MCI
Miles	121,600	Delivery	08/19/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Driver heat controller				
Desc	can't control the driver's heat at time.				
Action	Sent out Test driver control as Lanny and I discussed for a test .				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/08/97
By: Marvin Cleem

Customer Contact	[REDACTED]	City	LUBBOCK	State	TX
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	38,019	Delivery	08/21/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	TEMPERTURE CONTROLLER				
Desc	NOT CONTROLLING TEMPERATURE				
Action	ORDER 41202				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 01/20/97
By: Paul Stemen

Customer	██████████				
Contact	██████████		City	Newark	State NJ
UnitNo	██████	Model	102D3	Make	MCI
Miles	8,060	Delivery	11/11/96	Model Year	
VIN					
Group	7.15				
Desc					
Subject	Drivers heat				
Desc	No heat in drivers area				
Action	Ordered 1ea. P/N 7L-8-1257. Controller. Order # 41852.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/23/97
By: Marvin Cleem

Customer		State	CO
Contact		City	Colorado Springs
UnitNo		Model	102D3
Miles	54,128	Delivery	10/28/96
VIN		Make	MCI
Group	16.10	Model Year	
Desc			
Subject	Temperature controller		
Desc	not holding temperature		
Action	order 48393 part 16L-10-20		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 04/16/97

By: Luverne McNamara

Customer	██████████	City	Kaiser	State	MO
Contact	██████				
UnitNo	██████	Model	102D3	Make	MCI
Miles	7,000	Delivery	02/18/97	Model Year	
VIN					
Group	16.11				
Desc					

Subject	Drivers complaining of no heat
Desc	Driver heat controller call for heat but no heat.

Action	Screen plugged.
Comments	

Coach Down	Report Status	Responsible
Est'd Date	Cust Demeanor :	
of Resol	Start Visit	End Visit

MCI / DINA Service Report

Date: 04/01/98

By: Robert Levasseur

Customer Contact	██████████ ██████████	City	North Bay	State	ON
UnitNo	██████	Model	102D3	Make	MCI
Miles	163,419	Delivery	12/01/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Drivers heat controller				
Desc	Customer reports that it is not working . Shutting the vehicle off worked for a while .				
Action	Sent a replacement controller				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/10/97
By: Marvin Cleem

Customer Contact	[REDACTED]	City	Boston	State	MA
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	73,486	Delivery	01/13/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Tmperature controller Driver's				
Desc	not controlling water valve				
Action	order 48921 part 7L-8-1257				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 12/16/97
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Boston	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	115,295	Delivery	01/13/97	Model Year
VIN				MCI
Group	16.10			
Desc	Other			
Subject	Maint Temp Controller			
Desc	16L-10-20 Controller failed.			
Action				
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/16/97
By: Vern Halberg

Customer	██████████	City	Boston	State	MA
Contact	██████████				
UnitNo	██████	Model	102D3	Make	MCI
Miles	128,711	Delivery	01/14/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Drivers Temp Controller.				
Desc	7L-8-1257 Controller failed.				
Action					
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :				
of Resol	Start Visit		End Visit		

MCI / DINA Service Report

Date: 12/16/97
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Boston	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	96,932	Delivery		MCI
VIN				Model Year
Group	16.10			
Desc	Other			
Subject	Drivers Temp Controller.			
Desc	7L-8-1257 Controller failed.			
Action				
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 01/23/98
By: Jacques Gagne

Customer	██████████			State	CA
Contact	██████		City	Glendale	
UnitNo	██████	Model	102D3	Make	MCI
Miles	68,581	Delivery	02/18/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	A/C				
Desc	temp controller				
Action	replace				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/07/97
By: Leon Wilkins

Customer Contact	████████████████████ ██████	City	Waynesburg	State	PA
UnitNo	██████	Model	102D3	Make	MCI
Miles	14,099	Delivery	01/02/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Drivers heat controller				
Desc	Calls for heat all the time				
Action	ordered 7L-8-1257				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 12/04/98

By: Jon Lee

Customer	[REDACTED]			State	OH
Contact	[REDACTED]	City	Worthington		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	101,557	Delivery	02/01/97	Model Year	
VIN					
Group	003.09 Curtains				
Desc	003.09 Blind Asm. - Pass. Windows				
Subject	Blind Assy				
Desc	One roller inop - six blind - fabric edges fraying				
Action	Repl part ordered 1ea, 3J- 9-9 (Roller) & 6ea, 3J 9-19 (Blind/Fabric)				
Comments	Wrong part #'s supplied by writer. Reordered 3L-9-91 Blind Assy 12/11/98 2ea serv order 77662 - 4ea serv order 77725				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	12/31/98	Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 07/25/97
By: Marvin Cleem

Customer Contact	██████████ ██████	City	Boise	State	ID
UnitNo	██████	Model	102D3	Make	MCI
Miles	31,200	Delivery	04/01/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	not controlling water valve				
Action	order 50472 part 7L-8-1257				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :				
	Start Visit		End Visit		

MCI / DINA Service Report

Date: 11/25/98

By: Robert Levasseur

Customer	██████			State	BC
Contact	██████		City	Vancouver	
UnitNo	██████	Model	102D3	Make	MCI
Miles	172,507	Delivery	04/18/97	Model Year	
VIN					
Group	007.13 Remote Control Box, Inst. panel, J-Box				
Desc	007.13 Misc. Switches & Switch Panel Components				
Subject	Drivers temp controller				
Desc	Customer reports that unit has failed				
Action	Sent a replacement controller				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/08/97
By: Paul Stemen

Customer	[REDACTED]		State	NJ
Contact	[REDACTED]	City	New Brunswick	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	3,000	Delivery	04/01/97	MCI
VIN				Model Year
Group	4.15			
Desc				
Subject	Brake valve			
Desc	Brake valve keeping stop lights on.			
Action	Ordered 1ea. P/N 4L-15-127, brake valve. Order # 46954			
Comments	Customer checked clearance between roller and plunger, found about .0001 gape.			
Coach Down	Report Status	Responsible		
Est'd Date of Resol	Cust Demeanor :			
	Start Visit	End Visit		

MCI / DINA Service Report

Date: 05/12/97
By: Vern Halberg

Customer Contact	 		City Milton	State VT
UnitNo		Model	102D3	Make
Miles	3,500	Delivery	02/11/97	Model Year
VIN				
Group	7.15			
Desc				
Subject	Drivers Temp Control			
Desc	Customer called and stated they can not control the temperature in the drivers area			
Action	7L-8-1257 drivers controller ordered. Order# 4065			
Comments	Red light on the controller stays on all the time.			
Coach Down		Report Status	Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit	End Visit	

MCI / DINA Service Report

Date: 05/12/97
By: Mike Tomlinson

Customer	[REDACTED] .		State	VT
Contact	[REDACTED]	City	Milton	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	3,500	Delivery	02/11/97	Model Year
VIN				MCI
Group	7.13			
Desc				
Subject	Heat Controller Without Digital Display			
Desc	Will not control the temperature in the Drivers area.			
Action	Ordered one 7L-8-1257, Drivers Temperature Controller, Order # 47065.			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date	Cust Demeanor :			
of Resol	Start Visit	End Visit		

MCI / DINA Service Report

Date: 05/28/97
By: Vern Halberg

Customer Contact	██████████ . ██████████	City	Milton	State	VT
UnitNo	██████	Model	102D3	Make	MCI
Miles	8,400	Delivery	02/11/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Drivers Temperature.				
Desc	Can not control the drivers temperature, red light on controller stays on all the time.				
Action	7L-8-1257 controller and 7L-8-1726 sensor ordered. Order # 47436				
Comments					
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	06/05/97	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/28/98
By: Vern Halberg

Customer	[REDACTED]		State	VT
Contact	[REDACTED]	City	Milton	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	41,000	Delivery	04/11/97	Model Year
VIN				MCI
Group	16.10			
Desc	Other			
Subject	Drivers Temp Controller			
Desc	7L-8-1257 controller gives nothing but problems.			
Action	Ordered parts to change it over to the manual cable. Order # 59402.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/23/97
By: Marvin Cleem

Customer Contact			City	State	NC
			Gastonia		
UnitNo		Model	102D3	Make	MCI
Miles	20,000	Delivery	04/24/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Temperature controller				
Desc	not controlling, went blank				
Action	order 49451 part 7L-8-1254				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/02/97
By: Lanny Martin

Customer Contact	██████████ . ██████	City	San Jose	State	CA
UnitNo	██████	Model	102D3	Make	MCI
Miles	6,000	Delivery	05/12/97	Model Year	
VIN					
Group	7.13				
Desc					
Subject	Temp Controller				
Desc	Failed				
Action	On order # 48719 order a temp Vansco controller part number 7L-8-1254.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/31/97
By: Luverne McNamara

Customer Contact	██████████ ██████	City	East Peoria	State	IL
UnitNo	██████	Model	102D3	Make	MCI
Miles	20	Delivery	05/15/97	Model Year	
VIN					
Group	3.09				
Desc					
Subject	Passenger blind				
Desc	Roller spring pin broke loose.				
Action	3L-9-91 order from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 09/30/97
By: Glenn Lembke

Customer	[REDACTED]		State	CO
Contact	[REDACTED]	City	Colorado Springs	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	21,880	Delivery	06/09/97	MCI
VIN				Model Year
Group	16.10			
Desc				
Subject	Driver Heat/AC Temperature Controller			
Desc	Temperature Controller worked periodically .			
Action	Ordered 7L-8-1257, Temperature Controller, Drivers Heat/AC.			
Comments				
Coach Down		Report Status	Open	Responsible
Est'd Date		Cust Demeanor :		
of Resol	10/10/97	Start Visit		End Visit

MCI / DINA Service Report

Date: 05/27/99
By: Gilles Gueret

Customer Contact	[REDACTED]	City	Warren	State	MA
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	90,129	Delivery	06/17/97	Model Year	
VIN					
Group	003.09 Curtains				
Desc	003.09 Blind Asm. - Pass. Windows				
Subject	Passenger Blind.				
Desc	Customer reports that one of the blind rollers has failed will not retract.				
Action Comments	Ordered a 3L-9-91 blind from warranty. conf. 88796				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 09/19/97
By: Robert Levasseur

Customer Contact	██████████ ██████████	City	HALIFAX	State	NS
UnitNo	██████	Model	102D3	Make	MCI
Miles	2,835	Delivery		Model Year	
VIN					
Group	7.08				
Desc	Other				
Subject	WIPER CONTROLLER				
Desc	LEFT WIPER CLICKING CONSTANTLY ON LOW. NO NOISE ON INT. OR HIGH .				
Action	SENT NEW CONTROLLER MODULE				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/15/97
By: Gilles Gueret

Customer	[REDACTED]				
Contact	[REDACTED]		City	HALIFAX	NS
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	7,600	Delivery	09/18/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Main Heat Controller				
Desc	Customer reports that the dash controller keeps cutting out, has checked power sources and it is definitely a controller problem .				
Action	Ordered a new 7L-8-1253 controller from warranty .				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/31/97
By: Gilles Gueret

Customer	██████████	City	HALIFAX	State	NS
Contact	██████████				
UnitNo	██████	Model	102D3	Make	MCI
Miles	7,600	Delivery	09/18/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Driver's heat controller.				
Desc	Customer reports that the driver's heat controller is erratic and cuts out often causing him to pull over and shut off the coach.				
Action	Discussed problem and options and customer decided the best course of action was to go with a manual cable. Ordered parts from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/16/99
By: Gilles Gueret

Customer	██████████	State	NS
Contact	████	City	HALIFAX
UnitNo	████	Model	102D3
Miles	75,000	Delivery	09/18/97
VIN		Make	MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control		
Desc	016.10 HVAC Syst. - Misc. Control Components		
Subject	Driver's heat controller.		
Desc	Customer reports that the driver's heat controller has failed. It has power but no longer controls temperature. Tested solenoid and system works.		
Action	Ordered a 7L-8-1257 heat controller from warranty.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 06/25/99

By: Robert Levasseur

Customer Contact	██████████ ██████	City	HALIFAX	State	NS
UnitNo	██████	Model	102D3	Make	MCI
Miles	75,000	Delivery	09/18/97	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Temperature Controller				
Desc	Customer reports that the controller knob is loose and shorts out				
Action	Sent a replacement controller				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 03/05/98
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Chelsea	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	23,500	Delivery	10/07/97	MCI
VIN				
Group	16.10			
Desc	Other			
Subject	Temp Controller.(Passenger)			
Desc	Stops working at times			
Action	7L-8-1254 controller ordered.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/16/99
By: Robert Wilson

Customer	[REDACTED]		State	MD
Contact	[REDACTED]	City	Baltimore	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	81,024	Delivery	09/08/97	Model Year
VIN				
Group	003.05 Sun Visor			
Desc	003.05 Blind Asm - W/S & Driver's Man. Op. (Eff. 45363)			
Subject	Drivers Window Blind			
Desc	Will not retract			
Action	Ordered (1) 3K-5-8 Blind on Order # 91980			
Comments	Spring roller broken			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Reserved	End Visit
				Calm

MCI / DINA Service Report

Date: 09/12/99
By: Jacques Gagne

Customer Contact	██████████ ██████████	City	San Francisco	State	CA
UnitNo	██████████	Model	102D3	Make	MCI
Miles	137,848	Delivery	05/05/98	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	HVAC controller				
Desc	Other				
Action	defective				
Comments	repaired				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/26/99
By: Gilles Gueret

Customer	[REDACTED]		State	AB
Contact	[REDACTED]	City	Hinton	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	46,410	Delivery	12/01/98	Model Year
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 Controller			
Subject	Vansco Controller			
Desc	No longer controls temp.			
Action	Ordered a replacement from warranty.			
Comments	Ordered a 7L-8-1253.			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/13/97
By: Vern Halberg

Customer Contact	[REDACTED]	City	Providence	State RI
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	496,000	Delivery	03/22/94	Model Year
VIN				MCI
Group	8J.01			
Desc				
Subject	Series 60 Engine.			
Desc	Engine camshaft failure,			
Action	Customer is making the repairs.			
Comments	Ceramic rollers were broken.			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/05/98
By: Richard Olsonawski

Customer	██████████	State	MT
Contact	██████████	City	Missoula
UnitNo	██████	Model	102DL3
Miles	150,000	Delivery	06/16/94
VIN		Make	MCI
Group	16.10	Model Year	
Desc	Other		
Subject	Temperature controller		
Desc	Outside temp reading is way off on reading.		
Action	No action at this time coach not in.		
Comments	Can the outside temp be adjusted as the old units? All it was is a little pot resistor and it could be adjusted.		
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 09/16/97
By: Glenn Lembke

Customer Contact		City	State	TX
		El Paso		
UnitNo		Model	102DL3	Make
Miles	623,446	Delivery	02/28/95	Model Year
VIN				MCI
Group	16.10			
Desc				
Subject	Temperature controller			
Desc	Temperature controller had display reading 164.			
Action	Found wire not making contact on harness at temperature sensor.			
Comments	Controller operating fine now.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 09/22/97
By: Robert Wilson

Customer			State	KY
Contact		City	Louisville	
UnitNo		Model	102DL3	Make
Miles	196,290	Delivery	09/17/95	Model Year
VIN				MCI
Group	16.10			
Desc				
Subject	Heat Controller			
Desc	Not controlling temp in coach			
Action	Ordered (1) 16L-10-20 Heat Controller on Order # 54587			
Comments	This problem existed before coach went out of Warranty			
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 03/21/97
By: Marvin Cleem

Customer Contact	██████████ ████	City	Bethlehem	State	PA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	258,251	Delivery	04/24/95	Model Year	
VIN					
Group	7.15				
Desc					
Subject	controller driver's				
Desc	not controlling the water valve				
Action	order 44815				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 04/09/97
By: Gilles Gueret

Customer	██████			State	QB
Contact	██████		City	Laval	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	130,264	Delivery	05/13/95	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temp controller				
Desc	Customer reports that the temp controller is no longer regulating the interior temperature . It's either full heat or no heat.				
Action	Action ordered a new controller from warranty.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/03/97
By: Vern Halberg

Customer Contact			City	State	RI
			W. Warwick		
UnitNo		Model	102DL3	Make	MCI
Miles	99,175	Delivery	05/31/95	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Tag Axle Latching Clevis				
Desc	Roller shaft is bent in the latching clevis.				
Action	Ordered 12L-4-73 clevis. Order # 44375				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/11/97
By: Marvin Cleem

Customer Contact	[REDACTED]	City	MAYWOOD	State	NJ
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	175,000	Delivery	07/07/95	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Temperature controller				
Desc	not controlling the water valve				
Action	order 48943 part 16L-10-20				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Reserved

MCI / DINA Service Report

Date: 07/11/97
By: Marvin Cleem

Customer	[REDACTED]		State	NJ
Contact	[REDACTED]	City	Maywood	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	199,000	Delivery	07/07/95	Model Year
VIN				MCI
Group	16.10			
Desc	Other			
Subject	Temperature controller			
Desc	not controlling the water valve			
Action	order 48942 part 16L-10-20			
Comments	None			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Reserved

MCI / DINA Service Report

Date: 01/12/98
By: Michael Warton

Customer	[REDACTED] .		State	NC
Contact	[REDACTED]	City	Randleman	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	132,000	Delivery	10/01/95	Model Year
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	012.04 Susp. - Trailing Axle (102DL3)			
Subject	Tag Steering not unlocking			
Desc	Tag Steering not unlocking ,clevis rollers gone.			
Action	Ordered replacement part.			
Comments	none			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/13/97
By: Michael Warton

Customer	[REDACTED] .			State	NC
Contact	[REDACTED]	City	Greensboro		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	77,991	Delivery	12/01/95	Model Year	
VIN					
Group	12.04				
Desc	Other				
Subject	Tag Axle				
Desc	Tag axle would not move when put into reverse.				
Action	Checked and found that the clevis had the roller gone from one side and the pin had partially slide out. Ordered part # 12L-4-73.				
Comments	These always come apart one the same side. took pictures and will send the old one in.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 03/31/97
By: Glenn Lembke

Customer	[REDACTED].	State	CO
Contact	[REDACTED]	City	Colorado Springs
UnitNo	[REDACTED]	Model	102DL3
Miles	140,756	Delivery	12/21/95
VIN		Make	MCI
Group	16.10	Model Year	
Desc			
Subject	Driver temperature Controller.		
Desc	Drivers Temperature Controller was erratic . calling for heat at times when it was to warm and not calling for heat at times when it was to cool.		
Action	Ordered Drivers Temperature Controller, 7L-8-1257 on Order # 45251.		
Comments			
Coach Down	Report Status	Responsible	
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit	

MCI / DINA Service Report

Date: 04/23/97
By: Mike Tomlinson

Customer Contact	██████████ ██████	City	Evansville	State	IN
UnitNo	██████	Model	102DL3	Make	MCI
Miles	62,600	Delivery	01/17/96	Model Year	
VIN					
Group	7.13				
Desc					

Subject Drivers Temperature Controller wo/display
Desc Knob fell off

Action Ordered one 7L-8-1257 Drivers Temperature Controller, Order # 46573.
Comments It appears that UCP no longer stocks this Knob. The Vansco VPN for the Knob only is FK-KLN500B-1/8.

Coach Down	Report Status	Responsible
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit

MCI / DINA Service Report

Date: 03/12/97
By: Michael Warton

Customer	██████████			State	Alabama
Contact	██████████		City	Birmingham	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	119,774	Delivery	01/01/96	Model Year	
VIN					
Group	3.05				
Desc					
Subject	Windshield blind/right side				
Desc	Windshield blind /right side plastic end that holds it to the metal rod ,is broken.				
Action	Ordered Part # 3L-5-144 Blind Assy W/Roller				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/12/97
By: Michael Warton

Customer	██████████	City	Birmingham	State	Alabama
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	119,774	Delivery	01/01/96	Model Year	
VIN					
Group	3.09				
Desc					
Subject	Passanger window Blinds				
Desc	Unit has five window blinds that are raveled along edges and rollers are broken ,will not roll up.				
Action	Ordered five Part# 3L-9-83 window blinds				
Comments					
Coach Down	Report Status	Responsible			
Est'd Date	Cust Demeanor :				
of Resol	Start Visit	End Visit			

MCI / DINA Service Report

Date: 01/21/97
By: Paul Stemen

Customer	██████████	State	NJ
Contact	██████████	City	East Orange
UnitNo	██████	Model	102DL3
Miles	168,210	Delivery	03/04/96
VIN		Make	MCI
Group	4.15	Model Year	
Desc			

Subject Brake valve - E15R
Desc Vary hard to push down, and cannot adjust Roller to plunger.

Action Ordered 1ea. P/N 4L-15-128. E-15R brake valve. Order # 41985.
Comments

Coach Down	Report Status	Responsible
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit

MCI / DINA Service Report

Date: 05/29/97
By: Lanny Martin

Customer Contact	[REDACTED]	City	Chicago	State	IL
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	58,492	Delivery	03/29/96	Model Year	
VIN					
Group Desc	16.10				
Subject Desc	Heat Controller Wont maintain Temp				
Action Comments	On order # 47593 order a Controller part number 16L-10-20.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/02/97
By: Lynn Epperson

Customer	██████████			State	MA
Contact	████		City	Springfield	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	175,000	Delivery	04/30/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature Controller- Main				
Desc	Not reading proper				
Action	ordered a 7L-13-2871on order number 53500				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/28/98
By: Mike Tomlinson

Customer Contact		City	State	ME
		Old Town		
UnitNo		Model	102DL3	Make
Miles	132,000	Delivery	04/30/96	MCI
VIN				
Group	7.08			
Desc	Miscellaneous Electrical Items			
Subject	Temperature Controller - Main HVAC (Fahrenheit)			
Desc	"Failed" - Won't Cycle			
Action Comments	Ordered one 7L-13-2871, Main Temperature Controller Retro-Fit Kit, Order # 65762.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 03/13/97
By: Robert Galea

Customer	██████████			State	BC
Contact	██████████		City	Vancouver	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	114,082	Delivery	06/01/96	Model Year	
VIN					
Group	3.34				
Desc					
Subject	E-Cam W/W motors				
Desc	Internally shorted. Customer replaced fuse and as soon as the W/W were activated, fuse blown again				
Action	Ordered replacement module and controller, 7L-8-1668				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 11/05/97
By: Gilles Gueret

Customer Contact	██████████ ██████████	City	Quebec City	State	QC
UnitNo	██████	Model	102DL3	Make	MCI
Miles	160,440	Delivery	12/16/96	Model Year	
VIN					
Group	4.22				
Desc					
Subject	ABS controller.				
Desc	Customer and writer had several discussions over the phone about troubleshooting system. Customer called back and it seems that the controller has failed .				
Action	Ordered a new 7L-8-668 controller from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/03/97
By: Dan Johnson

Customer Contact	 		City	State	WI
			Madison		
UnitNo		Model	102DL3	Make	MCI
Miles	48,057	Delivery	06/27/97	Model Year	
VIN					
Group	7.08				
Desc	Other				
Subject	Air conditioning				
Desc	Drivers temp controller, 7L-8-1726, would not adjust temperature.				
Action	Ordered replacement on order # 45431.				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/09/97
By: Lanny Martin

Customer Contact	[REDACTED]	City	Maywood	State	NJ.
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	80,695	Delivery	07/01/96	Model Year	
VIN					
Group	7.13				
Desc	Other				
Subject	Pass Heat Controller				
Desc	Will not control temp.				
Action	On order # 48853 order a controller 16L-10-20.				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/21/97
By: Mike Tomlinson

Customer Contact	[REDACTED]	City	Maywood	State	NJ.
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	83,817	Delivery	07/01/96	Model Year	
VIN					
Group	16.01				
Desc	Other				
Subject	Controller - (Fahrenheit)				
Desc	"Failed"				
Action	Ordered one 16L-10-20, Passenger Temperature Controller, Order # 49219.				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	07/30/97	Cust Demeanor :			
		Start Visit	Understanding	End Visit	Calm

MCI / DINA Service Report

Date: 03/27/98
By: Gilles Gueret

Customer Contact	[REDACTED]	City	Halifax	State	NS
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	57,991	Delivery	07/12/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Webasto Controller				
Desc	Customer reports that the webasto controller has failed unable to get preset to work.				
Action	Ordered a 7L-8-1748 controller from warranty.				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 03/15/99
By: Vern Halberg

Customer	██████████	City		State	RI
Contact	██			Cumberland	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	205,000	Delivery	07/29/96	Model Year	
VIN					
Group	016.14 Driver Heater, Defroster, and A/C				
Desc	016.14 Related parts - Driver's HVAC Syst.				
Subject	Drivers controller.				
Desc	will not control the temp.				
Action	Ordered parts to change it over to the cable system.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/18/98
By: Vern Halberg

Customer Contact	██████████ . ██████	City	Bolton	State	CT
UnitNo	██████	Model	102DL3	Make	MCI
Miles	117,000	Delivery	07/23/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Drivers Temp Controller.				
Desc	Will not control the temp.				
Action	Ordered parts to change over to the manual valve.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/30/97
By: Marvin Cleem

Customer Contact			City	State	KY
			Louisville		
UnitNo		Model	102DL3	Make	MCI
Miles	85,000	Delivery	08/19/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Temperature controller				
Desc	not holding correct temperature				
Action	order 51659 part 16L-10-20				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/18/98
By: Robert Wilson

Customer			State	FL
Contact		City	Miami	
UnitNo		Model	102DL3	Make
Miles	105,307	Delivery	10/07/96	Model Year
VIN				MCI
Group	7.13			
Desc	Other			
Subject	HVAC Controller			
Desc	Failed			
Action	Ordered (1) 7L-13-2871 HVAC Controller Kit on Order # 68911			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 04/22/98
By: Lanny Martin

Customer Contact	[REDACTED]	City	Williamsburg	State	OH
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	122,405	Delivery	12/23/96	Model Year	
VIN					
Group	07.08				
Desc	Other				
Subject	Driver Temp. Controller				
Desc	Don't Work				
Action	order a Temp Controller P/N 7L-8-1257.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/12/98
By: Michael Warton

Customer	[REDACTED] .			State	NC
Contact	[REDACTED]	City	Randleman		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	44,071	Delivery	10/01/96	Model Year	
VIN					
Group	7.1502				
Desc	Other				
Subject	Video system				
Desc	Video not responding at times, have to press video button on controller more than once to activate.				
Action	Unit could not be downed long enough to check completely .believe it is the control cable . Will set another time to finish .				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 11/11/98

By: Jon Lee

Customer	██████████.			State	OH
Contact	██████████		City	Martinsburg	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	55,000	Delivery	01/06/97	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	Temp Controller				
Desc	Received call that operator doesn't have control over heat. Discussed ck'g & ohm test of probe, grd connections. Stated controller from stock resolved issue.				
Action	Ordered controller # 7L-8-1254, serv Order # 76441				
Comments	.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	11/30/98	Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 11/28/97
By: Gilles Gueret

Customer	██████████			State	ON
Contact	██████████		City	Ottawa	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	81,627	Delivery	12/02/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Driver's heat controller.				
Desc	Customer reports that this unit has an automated control and the drivers are complaining that it keeps cutting out. All the other units they have purchased have manual controls and they would like this one changed out to the same thing.				
Action	Ordered a manual cotrol kit from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/23/97
By: Mike Tomlinson

Customer Contact	██████████ ██████████	City	State Avis	PA
UnitNo	██████	Model	102DL3	Make
Miles	10,708	Delivery	12/04/96	Model Year
VIN				MCI
Group	16.10			
Desc				
Subject	Heat Controller			
Desc	Display failed			
Action	Ordered one Heat Controller, Order # 42072			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date of Resol	Cust Demeanor :			
	Start Visit	End Visit		

MCI / DINA Service Report

Date: 12/17/97
By: Gilles Gueret

Customer Contact	[REDACTED] .	City	Banff	State	AB
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	72,053	Delivery	12/22/96	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Heat controller				
Desc	Customer reports that the heat controller has failed.				
Action Comments	Ordered a 7L-8-1257 controller from warranty.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/07/98
By: Mike Tomlinson

Customer Contact	[REDACTED]		City	Slippery Rock	State	PA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI	
Miles	70,854	Delivery	04/02/97	Model Year		
VIN						
Group	16.10					
Desc	Other					
Subject	Temperature Controller - Main HVAC System					
Desc	"Failed"					
Action Comments	Ordered one 7L-13-2871, Main HVAC Temperature Controller Retro-fit Kit, Order # 64096.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit	Calm		Calm	

MCI / DINA Service Report

Date: 12/16/98
By: Gilles Gueret

Customer	██████████	City		State	AB
Contact	████			Spruce Grove	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	165,704	Delivery	02/14/97	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Driver's heat controller				
Desc	Customer reports that the power is always on at the valve no matter what the dash display is reporting on the heat light.				
Action	Orderede a 7L-8-1257 driver's heat controller from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/06/98
By: Gilles Gueret

Customer	[REDACTED]		State	QB
Contact	[REDACTED]	City	Quebec	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	228,555	Delivery	02/05/97	Model Year
VIN				MCI
Group	16.10			
Desc	Other			
Subject	Main heat controller			
Desc	Customer reports that the main heat controller no longer controls temperature properly .			
Action	Ordered a 7L-8-1253 controller and a harness for the controller per customer's request.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 05/23/97
By: Dan Johnson

Customer Contact	██████████ ██████████	City	Sewickley	State	PA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	14,365	Delivery	03/10/97	Model Year	
VIN					
Group	3.09				
Desc					
Subject	Passenger window blinds				
Desc	Blind winds on roller crooked				
Action	Ordered two 3L-9-91 new "New View" blinds on order 47457				
Comments	New part numbers for new vendor will be on next "Hot Sheet"				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/13/97
By: Luverne McNamara

Customer	██████████	City	Richfield	State	Wis
Contact	██████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	3,200	Delivery	02/24/97	Model Year	
VIN					
Group	7.08				
Desc					
Subject	Drivers Zone				
Desc	Drivers are complaining that can not regulate temp with controller , just to much swing hot to cold.				
Action					
Comments	This compliant covers all there new delivery .				
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/17/97
By: Mike Tomlinson

Customer Contact			City Richfield	State WI
UnitNo		Model	102DL3	Make
Miles	11,000	Delivery	02/20/97	Model Year
VIN				MCI
Group	16.10			
Desc				
Subject	Temperature Controller - Drivers Heater			
Desc	Will not call for Heat.			
Action	Ordered one 7L-8-1257 Drivers Temperature Controller, Order # 46417.			
Comments				
Coach Down		Report Status	Responsible	
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	End Visit	

MCI / DINA Service Report

Date: 07/11/97
By: Marvin Cleem

Customer	██████████			State	CO
Contact	████		City	Colorado Springs	
UnitNo	████	Model	102DL3	Make	MCI
Miles	36,092	Delivery	02/24/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	cellius controller was ship incorrect				
Action	order 48926 part 16L-10-20				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/09/97
By: Glenn Lembke

Customer	[REDACTED]		State	CO
Contact	[REDACTED]	City	Colorado Springs	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	41,095	Delivery	02/24/97	MCI
VIN				Model Year
Group	16.10			
Desc				
Subject	Temperature controller			
Desc	Cycling before temperature was cool enough.			
Action	Ordered 1 Pc. 16L-10-20, Controller on order # 48865.			
Comments	This is their 4th coach with this problem.			
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol	07/11/97	Start Visit		End Visit

MCI / DINA Service Report

Date: 05/19/97
By: Vern Halberg

Customer			State	MA
Contact		City	Groton	
UnitNo		Model	102DL3	Make
Miles	10,200	Delivery	03/07/97	Model Year
VIN				
Group	7.15			
Desc				
Subject	Drivers Temperature Controller.			
Desc	Will not control the temperature.			
Action	7L-8-1257 controller ordered.			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date	Cust Demeanor :			
of Resol	Start Visit	End Visit		

MCI / DINA Service Report

Date: 03/14/97
By: Vern Halberg

Customer			State	RI
Contact		City	West Warwick	
UnitNo		Model	102DL3	Make
Miles	2,150	Delivery	02/24/97	MCI
VIN				
Group	7.13			
Desc				
Subject	Drivers Temp Controller.			
Desc	Customer reported they can not control the temp.			
Action	7L-8-1257 controller, 7L-8-1726 probe ordered.			
Comments	Writer had customer check out other reason for the problem before ordering these parts.			
Coach Down		Report Status	Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit	End Visit	

MCI / DINA Service Report

Date: 03/25/97
By: Vern Halberg

Customer	[REDACTED]		State	RI
Contact	[REDACTED]	City	W Warwick	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	2,790	Delivery	02/24/97	Model Year
VIN				MCI
Group	7.15			
Desc				
Subject	Drivers Temp Controller			
Desc	Controller will not controll temp at times .			
Action	7L-8-1257 controller ordered, Order # 44880.			
Comments	This is the second controller sent out.			
Coach Down		Report Status	Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit	End Visit	

MCI / DINA Service Report

Date: 01/06/98
By: Vern Halberg

Customer			State	RI
Contact		City	W. Warwick	
UnitNo		Model	102DL3	Make
Miles	55,000	Delivery	02/24/97	MCI
VIN				
Group	7.13			
Desc	Other			
Subject	Drivers Temp Controller.			
Desc	Stops working at times, would start working if the coach was shut down and started again.			
Action	7L-8-1257 Controller ordered. Order # 58432			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/16/99
By: Robert Levasseur

Customer Contact	[REDACTED]	City	London	State	ON
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	161,015	Delivery	02/05/97	Model Year	
VIN					
Group	007.13 Remote Control Box, Inst. panel, J-Box				
Desc	Other				
Subject	Drivers temperature controller				
Desc	Customer reports that unit no longer works				
Action	Ran through a few basic troubleshooting procedures then sent a replacement unit .				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :				
	Start Visit		End Visit		

MCI / DINA Service Report

Date: 06/10/97
By: Marvin Cleem

Customer			State	NY
Contact		City	Elmont	
UnitNo		Model	102DL3	Make
Miles	16,021	Delivery	03/28/97	Model Year
VIN				MCI
Group	16.10			
Desc				
Subject	Temperature controller			
Desc	not controlling temperature			
Action	order 47981 part 7L-8-1254			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 04/08/97

By: Bob Cox

Customer	██████████ .	State	TX
Contact	██████████	City	Grand Prairie
UnitNo	██████	Model	102DL3
Miles	6,890	Delivery	02/12/97
VIN		Make	MCI
Group	3.09	Model Year	
Desc			
Subject	Passenger Window Blind		
Desc	Blind pulled away from roller		
Action	New blind 3L-9-91 ordered		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 08/18/97
By: Vern Halberg

Customer	[REDACTED]			State	CT
Contact	[REDACTED]	City	East Hartford		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	34,000	Delivery	03/20/97	Model Year	
VIN					
Group	7.13				
Desc	Other				
Subject	Drivers Temp.				
Desc	Can not control temp.				
Action	7L-8-1726 probe and 7L-8-1257 controller ordered.				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 08/18/97
By: Vern Halberg

Customer Contact	[REDACTED]. [REDACTED]	City	East Hartford	State CT
UnitNo	[REDACTED]	Model	102DL3	Make MCI
Miles	32,000	Delivery	03/20/97	Model Year
VIN				
Group	7.13			
Desc				
Subject	Drivers Temp.			
Desc	Can not control the temp.			
Action	7L-8-1726 probe and 7L-8-1257 controller ordered.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 08/15/97
By: Mike Tomlinson

Customer Contact	[REDACTED]		State	CA
	[REDACTED]	City	Anaheim	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	33,000	Delivery	03/24/97	Model Year
VIN				MCI
Group Desc	7.13			
Subject Desc	Temperature Controller - Fahrenheit Display goes "Blank" at times.			
Action Comments	Ordered one 7L-8-1254, Passenger Temperature Controller, Order # 53027.			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/17/97
By: Marvin Cleem

Customer Contact	██████████ ██████	City	Jersey City	State	NJ
UnitNo	██████	Model	102DL3	Make	MCI
Miles	40,644	Delivery	03/28/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	probe drivers heater				
Desc	not controlling water valve				
Action	order 54360 part 7L-8-1311				
Comments	Temperature controller had already been changed with no help controller calling for heat all the time				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/28/97
By: Marvin Cleem

Customer	██████████	City	Richfield	State	MN
Contact	██████████				
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	10,000	Delivery	03/31/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	not controlling temperature				
Action	order 50612 part 7L-8-1254				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 02/02/99

By: Robert Levasseur

Customer	██████████			State	AB
Contact	██████████		City	Banff	
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	209,443	Delivery		Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	Drivers Temperature Controller				
Desc	Parts clerk called in the order . All that he could tell me was that it did not regulate the temperature anymore .				
Action	Shipped a replacement controller				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/28/97
By: Mike Tomlinson

Customer	[REDACTED]			State	NJ
Contact	[REDACTED]	City	Passaic		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	10,000	Delivery	04/22/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Controller - Fahrenheit				
Desc	Temperature reading on Display would jump to around 80 degrees whenever the Knob was touched.				
Action	Ordered one 7L-8-1254, Vansco Passenger Temperature Controller, Order # 47560.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :				
of Resol	Start Visit		End Visit		

MCI / DINA Service Report

Date: 05/14/97
By: Marvin Cleem

Customer Contact	[REDACTED]	City	Atlantic City	State	NJ
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	6,504	Delivery	04/18/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	controler 7L-8-1254				
Desc	incorrect controller was shipped				
Action	order 47163				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/10/97
By: Dan Johnson

Customer Contact	██████████ ██████████	City	Houston	State	TX
UnitNo	██████	Model	102DL3	Make	MCI
Miles	6,945	Delivery	05/05/97	Model Year	
VIN					
Group	7.15				
Desc					
Subject	Temperature controller				
Desc	Faxed Warranty order				
Action	Ordered on # 47988				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/17/97
By: Mike Tomlinson

Customer Contact	[REDACTED] .	State	CA
	City	Anaheim	
UnitNo	[REDACTED]	Model	102DL3
Miles	10,746	Delivery	05/27/97
VIN		Make	MCI
Group	16.01	Model Year	
Desc			
Subject	Temperature Controller - Drivers Heater		
Desc	"Continually calling for Heat.		
Action	Ordered one 7L-8-1257, Drivers Temperature Controller, Order # 49108.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 08/04/97
By: Mike Tomlinson

Customer Contact	██████████ ██████████	City	Bronx	State	NY
UnitNo	██████	Model	102DL3	Make	MCI
Miles	2,200	Delivery	06/05/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Controller - (Fahrenheit)				
Desc	"Failed"				
Action	Ordered one 7L-8-1254, Passenger Temperature Controller, Order # 52692.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/02/97
By: Gilles Gueret

Customer	██████████	State	QC
Contact	██████	City	Farnham
UnitNo	██████	Model	102DL3
Miles	5,135	Delivery	06/17/97
VIN		Make	MCI
Group	16.10	Model Year	
Desc			

Subject Driver's heat controller
Desc Customer reports that the driver's heat cotroller does not function properly.

Action Advised customer on how to trouble shoot system. Customer called back and writer ordered a new controller 7L-8-1655 and a new probe 7L-8-1726 from warranty.

Comments

Coach Down **Report Status** Closed **Responsible**

Est'd Date **Cust Demeanor :**
of Resol **Start Visit** **End Visit**

MCI / DINA Service Report

Date: 11/28/97
By: Gilles Gueret

Customer	██████████	City	Farnham	State	QC
Contact	██████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	58,590	Delivery	06/17/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Driver's heat controller.				
Desc	Customer reports that the heat controller has started to act erratically again . This unit has been replaced once already. Customer would like the old manual cable which is more reliable as far as he's concerned.				
Action	Ordered a manual control kit from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 11/28/97
By: Gilles Gueret

Customer	██████████	City	Farnham	State	QC
Contact	██████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	40,362	Delivery	06/17/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Driver's heat controller.				
Desc	Customer finds the electronic driver heat controller very unstable or reliable . Requested this be changed also as was 49872.				
Action	Ordered a manual cable control kit from warranty .				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :				
of Resol	Start Visit		End Visit		

MCI / DINA Service Report

Date: 08/04/97
By: Marvin Cleem

Customer Contact	[REDACTED]	City	Clinton	State	NY
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	6,200	Delivery	06/16/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	no A/C				
Action	order 52700 part 7L-8-1254				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/19/97
By: Mike Tomlinson

Customer Contact	████████████████████	City	Clinton	State	NY
UnitNo	██████	Model	102DL3	Make	MCI
Miles	1,647	Delivery	06/16/97	Model Year	
VIN					
Group	16.10				
Desc					

Subject Controller (Fahrenheit)
Desc Displays' inaccurate temperature in passenger area.

Action Comments Ordered one 7L-8-1254, Passenger Temperature Controller (Fahrenheit), Order # 48252.

Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 07/17/97
By: Marvin Cleem

Customer Contact	████████████████████	City	Clinton	State	NY
UnitNo	██████	Model	102DL3	Make	MCI
Miles	6,266	Delivery	06/16/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	not holding temperature going blank				
Action	order 49112 part 7L-8-1254				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 08/12/97
By: Lanny Martin

Customer Contact	[REDACTED]. [REDACTED]	City	Clinton	State NY
UnitNo	[REDACTED]	Model	102DL3	Make MCI
Miles	11,000	Delivery	06/16/97	Model Year
VIN				
Group	7.13			
Desc				
Subject	Pass Temp Controller			
Desc	Quit working			
Action	Order a Temp Controller P/N 7L-8-1254. (52889)			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/04/97
By: Gilles Gueret

Customer	██████████			State	QC
Contact	██████████		City	Quebec City	
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	7,800	Delivery	06/19/97	Model Year	
VIN					
Group	7.15				
Desc					
Subject	REI system controller.				
Desc	Customer reports that the VCP plays as soon as the cassette is installed there is no volume and the controller shows rewind on the display .				
Action	Called REI and discussed problem with Jim McNab and he suggested a method to diagnose the problem. Called customer back and discussed test procedure . Customer called back and reported that the problem was the controller . Ordered a new 7L-8-643 controller from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/15/97
By: Gilles Gueret

Customer	██████████			State	QC
Contact	██████████		City	Quebec City	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	49,780	Delivery	06/19/97	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Main heat controller				
Desc	Customer reports heat controller keeps cutting out.				
Action	Ordered a new 7L-8-1253 heat controller from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/14/97
By: Vern Halberg

Customer	██████	City	Springfield	State	MA
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	8,284	Delivery	06/23/97	Model Year	
VIN					
Group	16.10				
Desc					

Subject Air Conditioning
Desc A/C would stop working at times, driver reported the passenger controller would go blank at times, writer checked out the electrical circuit from A to Z and could not find a problem why this should happen. Ordered 7L-8-1254 controller, Order # 48991.

Action
Comments

Coach Down **Report Status** Closed **Responsible**

Est'd Date **Cust Demeanor :**
of Resol **Start Visit** **End Visit**

MCI / DINA Service Report

Date: 07/14/97
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Springfield	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	8,284	Delivery	06/23/97	MCI
VIN				
Group	16.10			
Desc				
Subject	Air Conditioning			
Desc	A/C would stop working at times. According to the drivers write up the passenger controller would go blank.			
Action	Writer checked out the electrical circuit from A to Z and could not find a reason why this should happen. Ordered 7L-8-1254 controller. Order # 48990.			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :		End Visit	
	Start Visit			

MCI / DINA Service Report

Date: 08/27/97
By: Marvin Cleem

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Springfield	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	22,222	Delivery	06/23/97	Model Year
VIN				MCI
Group	16.10			
Desc				
Subject	temperature controller			
Desc	going blank			
Action	order 53399 part 7L-8-1254			
Comments	customer check all connections			
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 08/06/98
By: Gilles Gueret

Customer	[REDACTED]		State	ON
Contact	[REDACTED]	City	Ottawa	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	225,990	Delivery	07/11/97	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	Heat controller.			
Desc	Customer reports that the heat controller has failed.			
Action	Ordered a 7L-8-1253 from warranty.			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/23/98
By: Jacques Gagne

Customer	██████████			State	CA
Contact	██████████		City	Compton	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	17,663	Delivery	12/15/97	Model Year	
VIN					
Group	7.13				
Desc	Other				
Subject	A/C controller				
Desc	defective				
Action	replaced				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 11/28/97
By: Gilles Gueret

Customer Contact	██████████ ██████████	City	Montreal	State	QC
UnitNo	██████	Model	102DL3	Make	MCI
Miles	38,244	Delivery	08/06/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Driver's heat controller.				
Desc	Customer reports that the controller keeps cutting out and the driver's have to pull over all the time to shut the coach off to reset it . Customer runs a line haul operation and is tired of hearing about coaches getting in late because of this.				
Action	Ordered a manual control kit from warranty . Customer to install.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 11/28/97
By: Gilles Gueret

Customer Contact	[REDACTED]	City	Montreal	State	QC
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	51,358	Delivery	09/29/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Drivers heat controller.				
Desc	Customer reports that the controller keeps cutting out and the driver's have to pull over all the time to shut the coach off to reset it . Customer runs a line haul operation and is tired of hearing about coaches getting in late because of this.				
Action Comments	Ordered up a manual control cable kit from warranty. Customer to install to install.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 11/28/97
By: Gilles Gueret

Customer Contact	██████████ ██████████	City	Montreal	State	QC
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	33,192	Delivery	09/29/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Driver's heat controller				
Desc	Customer reports that the controller keeps cutting out and the driver's have to pull over all the time to shut the coach off to reset it . Customer runs a line haul operation and is tired of hearing about coaches getting in late because of this.				
Action	Ordered a manual controller from warranty . Customer to install.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 02/05/98
By: Vern Halberg

Customer Contact	 		City Taunton	State MA
UnitNo		Model	102DL3	Make
Miles	32,097	Delivery	07/07/97	Model Year
VIN				
Group	3.09			
Desc	Other			
Subject	Passenger Blinds			
Desc	Pin is broken off the roller.			
Action	3L-9-92 Blind ordered #5 L/H. Order # 59648			
Comments	Discussed with the customer the amount of turns needed on the spring. Different from older blinds.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 03/15/99
By: Gilles Gueret

Customer	██████			State	AB
Contact	██████████		City	Calgary	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	282,946	Delivery		Model Year	
VIN					
Group	003.34 W/S Wiper/Washer				
Desc	003.34 W/S Wiper Control Panel				
Subject	Wiper Controller				
Desc	Customer reports that the wiper controller has failed.				
Action	Ordered a 7L-8-1668 controller from warranty.				
Comments	Ordered by Parts person unknown reason for failure.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/25/97
By: Robert Wilson

Customer	██████████			State	MD
Contact	██████████		City	Millersville	
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	4,871	Delivery	08/26/97	Model Year	
VIN					
Group	7.13				
Desc					
Subject	Drivers Heat Controller				
Desc	Not Controlling Water Valve				
Action	Ordered (1) 7L-8-1257 Controller on Order # 54796				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 11/05/97
By: Gilles Gueret

Customer Contact	[REDACTED]	City	Chibougamau	State	Qc
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	4,550	Delivery	10/03/97	Model Year	
VIN					
Group	3.34				
Desc					
Subject	Wiper Motor				
Desc	Customer reports right hand wiper works erratically . Discussed with customer how to check if it is the controller or the motor . Customer called back and reported the problem was the motor.				
Action	Ordered a new wiper motor 7L-8-1347 motor from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 04/20/98
By: Vern Halberg

Customer	██████████			State	RI
Contact	██████████		City	Providence	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	38,000	Delivery	09/23/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Temp Controller.				
Desc	7L-8-1254 Vansco passenger Temp controller. Blanking out at times, starts working again after powering down.				
Action	Discussed chassis grounding the water valve.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/27/97
By: Vern Halberg

Customer Contact			City	State	MA
			Springfield		
UnitNo		Model	102DL3	Make	MCI
Miles	2,100	Delivery	10/06/97	Model Year	
VIN					
Group	3.0				
Desc					
Subject	Wheelchair Lift (Ricon)				
Desc	No power to the hand controller.				
Action	Micro switch on the upper lift door was sticking .				
Comments	Sprayed lubricant on the switch actuator.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/16/98
By: Robert Wilson

Customer Contact	[REDACTED]		City	State	NH
	[REDACTED]		Plaistow		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	44,343	Delivery	10/14/97	Model Year	
VIN					
Group	7.08				
Desc	Other				
Subject	HVAC Controller				
Desc	Failed				
Action Comments	Ordered (1) 7L-8-1254 Controller on Order # 68688				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 02/04/98
By: Vern Halberg

Customer		State	MA
Contact		City	Fairhaven
UnitNo		Model	102DL3
Miles	20,939	Delivery	10/08/97
VIN		Make	MCI
Group	4.04	Model Year	
Desc	Other		
Subject	Drive Axle Brakes.		
Desc	L/H drive axle brake was hanging up at times, the linings were about worn out.		
Action	Found the cam lacking grease, the rollers sized in the shoes so they would not roll.		
Comments	none		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 02/04/98
By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Fairhaven		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	20,253	Delivery	10/12/97	Model Year	
VIN					
Group	4.04				
Desc	Other				
Subject	Drive Axle Brake.				
Desc	L/H brake was not releasing.				
Action	Disassembled brake and found the following, rollers were seized in the shoes, and had flat spots on them from not turning, the linings were completely worn out, top anchor pin looked as if grease had not gotten to it, the grease was dry looking and caked. Replaced the following. Linings, rollers, return springs.				
Comments	Slack adjuster, chamber, cam, checked out ok.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 02/09/98
By: Robert Wilson

Customer Contact	██████████.	City	Williamsburg	State	VA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	10,000	Delivery	11/21/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Heat Controller				
Desc	Failed				
Action	Ordered (1) 7L-8-1254 Controller on Order # 59673				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	02/10/98	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/16/98
By: Mike Tomlinson

Customer Contact	[REDACTED]. [REDACTED]	City	Bowling Green
State			KY
UnitNo	[REDACTED]	Model	102DL3
Miles	17,000	Delivery	10/17/97
VIN		Make	MCI
Group	7.08	Model Year	
Desc	Miscellaneous Electrical Items		
Subject	Temperature Controller - Passenger		
Desc	"Failed"		
Action	Ordered one 7L-8-1254, Passenger Temperature Controller, Order # 64926.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 12/02/97
By: Vern Halberg

Customer Contact	██████████ ██████████████████ ██████████	City	Millbury	State	MA
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	4,085	Delivery	10/31/97	Model Year	
VIN					
Group	7.13				
Desc	Other				
Subject	Temp Controller				
Desc	Customer stated they cannot control the temp inside the coach. He stated he has checked it out and the controller is bad.				
Action	He has ordered a 7L-8-1254 controller.				
Comments	.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/17/98
By: Vern Halberg

Customer Contact	██████████ ██████████████████ ██████	City	Millbury	State	MA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	21,300	Delivery	10/31/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject Desc	Passenger Temp Controller. Controller blanks out at times.				
Action	Writer removed the main water valve ground from the harness, and grounded it by the valve.				
Comments	Customer will monitor				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Hostile
		Start Visit	Hostile		

MCI / DINA Service Report

Date: 04/23/98

By: Bob Cox

Customer Contact	██████████ ██████████	City	Houston	State	TX
UnitNo	██████	Model	102DL3	Make	MCI
Miles	50,968	Delivery	11/07/97	Model Year	
VIN					
Group	7.13				
Desc	Other				
Subject	Passenger heat controller.				
Desc	Controller functioning.				
Action	Replaced (vansco) 7L-8-1253 controller.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 04/07/97
By: Lanny Martin

Customer Contact	[REDACTED]	City	Denver	State	CO
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	15,900	Delivery	12/13/97	Model Year	
VIN					
Group	07.08				
Desc	Other				
Subject	ECU-Controller				
Desc	Don't Work				
Action Comments	Order Controller P/N 7L-8-2013 Order # 63961 (12)				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/15/97
By: Luverne McNamara

Customer	██████████	City	Rockford	State	IL
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	4,929	Delivery	11/21/97	Model Year	
VIN					
Group	7.8				
Desc	Other				
Subject	Temp Controller				
Desc	Drivers are complaining that controller shuts off at times & they have to shut ign switch off & repower before temp can be control again.				
Action	Writer roadtested coach approx. 80 miles didn't get controller to act up, Questioning the drivers again they mention that this only happened when they were around the airport. 7L-8-1254 ordered.				
Comments					
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2007	Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 01/27/98
By: Michael Warton

Customer Contact	[REDACTED]	City	Kennesaw	State	GA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	3,508	Delivery	11/01/97	Model Year	
VIN					
Group	7.1507				
Desc	Other				
Subject	VCR not working.				
Desc	System not working.				
Action Comments	Ordered controller. 7L-8-643				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol	01/27/98	Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 01/08/98
By: Robert Wilson

Customer	[REDACTED]		State	FL
Contact	[REDACTED]	City	Kennedy Space Center	
UnitNo	[REDACTED]	Model	102DL3	Make MCI
Miles	3,479	Delivery	12/12/97	Model Year
VIN				
Group	16.10			
Desc	Other			
Subject	Temp. Controller			
Desc	Failed			
Action	Ordered (1) 7L-8-1254 Controller on Order # 58587			
Comments	Controller Goes Blank			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/06/98
By: Robert Wilson

Customer	[REDACTED]	State	FL
Contact	[REDACTED]	City	Kennedy Space Center
UnitNo	[REDACTED]	Model	102DL3
Miles	3,554	Delivery	12/12/97
VIN		Make	MCI
Group	16.10	Model Year	
Desc	Other		
Subject	Temp. Controller		
Desc	Failed		
Action	Ordered (1) 7L-8-1254 Controller on Order # 58473		
Comments	Controller goes Blank		
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 12/18/97
By: Robert Wilson

Customer	██████████	State	FL
Contact	██████████	City	Kennedy Space Center
UnitNo	██████	Model	102DL3
Miles	2,200	Delivery	12/15/97
VIN		Make	MCI
Group	3.05	Model Year	
Desc	Other		
Subject	Windshield Blind, RH Side		
Desc	Broke		
Action	Ordered (1) 3K-5-8 Blind Assy Roller/End Cap on Order # 58093		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 01/08/98
By: Robert Wilson

Customer	[REDACTED]	State	FL
Contact	[REDACTED]	City	Kennedy Space Center
UnitNo	[REDACTED]	Model	102DL3
Miles	2,997	Delivery	12/15/97
VIN		Make	MCI
Group	16.10	Model Year	
Desc	Other		
Subject	Temp. Controller		
Desc	Failed		
Action	Ordered (1) 7L-8-1254 Controller on Order # 58585		
Comments	Controller Goes Blank		
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 01/08/98
By: Robert Wilson

Customer	██████████	State	FL
Contact	██████████	City	Kennedy Space Center
UnitNo	██████	Model	102DL3
Miles	3,458	Delivery	12/15/97
VIN		Make	MCI
Group	16.10	Model Year	
Desc	Other		
Subject	Temp. Controller		
Desc	Failed		
Action	Ordered (1) 7L-8-1254 Controller on Order # 58586		
Comments	Controller Goes Blank		
Coach Down		Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	
		End Visit	

MCI / DINA Service Report

Date: 09/29/99
By: Vern Halberg

Customer Contact		City	Holyoke	State	MA
UnitNo		Model	102DL3	Make	MCI
Miles	127,870	Delivery	12/17/97	Model Year	
VIN					
Group	003.15 Misc. Interior				
Desc	Other				
Subject	Passenger Blinds				
Desc	Roller springs failed and ends frayed.				
Action	(13.) 3L-9-91(1.) 3L-9-92 (1.) 3L-9-93 blinds ordered.				
Comments	No comment				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Understanding	End Visit	Understanding

MCI / DINA Service Report

Date: 01/12/98
By: Vern Halberg

Customer			State	MA
Contact		City	Millbury	
UnitNo		Model	102DL3	Make
Miles	2,400	Delivery	12/26/97	MCI
VIN				
Group	16.10			
Desc	Other			
Subject	Temperature Controller. (passenger)			
Desc	Controller stops working, and then starts working at times when the coach it shut down and restarted.			
Action	16L-10-22 Controller ordered.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 03/17/98
By: Vern Halberg

Customer			State	MA
Contact		City	Millbury	
UnitNo		Model	102DL3	Make
Miles	20,967	Delivery	12/26/97	MCI
VIN				Model Year
Group	16.10			
Desc	Other			
Subject	Passenger Temp Controller.			
Desc	Controller blanks out at times.			
Action	Writer removed the main water valve ground from the harness, and attached it at the water valve.			
Comments	Customer will monitor.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 01/06/98

By: Bob Cox

Customer	██████████			State	LA
Contact	██████████		City	Baton Rouge	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	3,970	Delivery	12/22/97	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Temperature Controller				
Desc	Controller faulty				
Action	Controller 7L-8-1254 ordered # 58570				
Comments	Unable to control the temperature				
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/28/97
By: Gilles Gueret

Customer	██████████	City	██████████	State	MB
Contact	████	City	██████████	State	Flin Flon
UnitNo	██████	Model	102DL3	Make	MCI
Miles	2,700	Delivery	01/22/98	Model Year	
VIN					
Group	16.10				
Desc	Other				
Subject	Heat Controller				
Desc	Customer called and reported that the heat controller keeps cutting out.				
Action	Discussed problem advised customer to disconnect light dimmer feature and call back if controller cuts out again. It seems that for some reason on some coaches the dimmer circuit causes the controller to shut off causing the driver to stop the coach and and restart it which turns the main heat controller back on.				
Comments					
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	02/07/98	Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 03/17/98
By: Gilles Gueret

Customer		City	State	ON	
Contact			North Bay		
UnitNo		Model	102DL3	Make	MCI
Miles	12,572	Delivery	01/16/98	Model Year	
VIN					
Group	7.13				
Desc	Other				

Subject Customer reports that the main heat controller no longer controls heat, red light on all the time. Customer checked probe with ohmmeter it is OK.

Desc Ordered a 7L-8-1254 controller from warranty.

Action
Comments

Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 03/23/98
By: Luverne McNamara

Customer Contact	[REDACTED]		State	IL
		City	Dixon	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	3,750	Delivery	03/03/98	Model Year
VIN				MCI
Group	7.13			
Desc	Other			
Subject	Temp Control			
Desc	Controller blanks out, turning master switch off & back on will reset controller.			
Action	Main water valve solenoid grounded to frame.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 03/25/98
By: Robert Wilson

Customer Contact			City	Williamsburg	State	VA
UnitNo		Model	102DL3	Make	MCI	
Miles	4,890	Delivery	03/11/98	Model Year		
VIN						
Group	16.1					
Desc	Other					
Subject	Temp Controller					
Desc	Going Blank					
Action	Writer cut ground wire at main water valve and grounded close to valve.					
Comments	Customer will monitor					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	03/25/98	Cust Demeanor :		End Visit		
		Start Visit	Calm			
					Calm	

MCI / DINA Service Report

Date: 04/15/98
By: Vern Halberg

Customer	[REDACTED]		State	CT
Contact	[REDACTED]	City	New Britian	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	4,100	Delivery	03/25/98	Model Year
VIN				MCI
Group	7.15			
Desc	Other			
Subject	Temp Controller			
Desc	The 7L-8-1254 Vansco passenger temp controller will drop out at times , and start working again when the power is turned on and off.			
Action	Customer will chassis ground the main water valve . And monitor.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 04/15/98
By: Vern Halberg

Customer	██████████	City		State	CT
Contact	██████████			New Britian	
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	3,900	Delivery	03/25/98	Model Year	
VIN					
Group	7.15				
Desc	Other				
Subject	Temp Controller				
Desc	The 7L-8-1254 Vansco passenger temp controller will stop working at times , goes blank. And then start again when the power is turned off and on.				
Action	Customer will chassis ground the main water valve , and let writer know if this helps.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/21/98
By: Robert Levasseur

Customer	[REDACTED]		State	ON
Contact	[REDACTED]	City	BINBROOK	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	9,805	Delivery	04/18/98	MCI
VIN				
Group	16.10			
Desc	HVAC SYSTEM TEMPERATURE CONTROLLER			
Subject	TEMP CONTROLLER			
Desc	Customer reports that controller not workink			
Action	Sent a replaceemnt controller 7L-8-1253			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 09/02/98
By: Robert Levasseur

Customer Contact	[REDACTED]	City	BINBROOK	State ON
UnitNo	[REDACTED]	Model	102DL3	Make MCI
Miles	42,469	Delivery		Model Year
VIN				
Group	016.01 Misc. Install. Layout			
Desc	Other			
Subject	HVAC Controller			
Desc	Customer reports that controller has failed			
Action	Sent replacement controller			
Comments	Had the customer run through troubleshooting to confirm his problem			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 04/14/99
By: Richard Olsonawski

Customer	[REDACTED]		State	WA
Contact	[REDACTED]	City	Seattle	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	193,925	Delivery	05/06/98	Model Year
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	HVAC controller			
Desc	HVAC controller blanks out at times.			
Action	Replaced 16L-10-22 HVAC unit.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 05/03/2000
By: Jacques Gagne

Customer Contact	██████████ ██████████	City	Los Angeles	State	CA
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	337,747	Delivery	04/15/99	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	Wheel chair control				
Desc	defective				
Action	repaired				
Comments	replaced wheel chaie hand controller				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 12/08/98
By: Gilles Gueret

Customer	██████████	City		State	MS
Contact	████				
UnitNo	████	Model	102DL3	Make	MCI
Miles	17,993	Delivery		Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Dash heat controller.				
Desc	Customer reports that the dash heat controller keeps switching from Fahrenheit to Celsius all the time.				
Action	Instructed customer to lift dash and check for wire touching ground. Customer to check and repair.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 02/17/99

By: Jon Lee

Customer	██████████	State	OH
Contact	██████████	City	Wheelersburg
UnitNo	██████	Model	102DL3
Miles	30,194	Delivery	09/02/98
VIN		Make	MCI
Group	004.01 Frt Air Brake	Model Year	
Desc	004.01 Brake Asm (Drum) Frt Axle		
Subject	R Frt Brake / Popping Noise		
Desc	Noise occurring at initial start off after being parked at night . At times necessary to make reverse movement to be able to release. Issue doesn't reoccur till next day.		
Action	R Frt brake disassembled and inspected. Issue possibly related to previous overheat event. Brake lining, rollers, pins, chamber and drum cleaned - ck'd and reassembled. Roadtested.		
Comments	Monitoring for any further complaint.		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol	03/01/99	Start Visit	Reserved
		End Visit	Reserved

MCI / DINA Service Report

Date: 04/13/2001
By: Jacques Gagne

Customer	████████████████	State	CA
Contact	██████████	City	Oakland
UnitNo	██████	Model	102DL3
Miles	176,081	Delivery	07/15/99
VIN		Make	MCI
Group	007.08 Misc. Electrical Items	Model Year	
Desc	Other		
Subject	sound system		
Desc	defective		
Action	repaired		
Comments	replaced radio controller and 3 speakers		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 01/03/2001
By: Jacques Gagne

Customer	[REDACTED]		State	CA
Contact	[REDACTED]	City	Encino	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	180,734	Delivery	10/15/98	Model Year
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	A/C dash controller			
Desc	goes blank at time			
Action	repaired			
Comments	replaced dash controller			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 03/28/99
By: Lynn Epperson

Customer	██████			State	NJ
Contact	████████		City	Lodi	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	9,486	Delivery	12/09/98	Model Year	
VIN					
Group					
Desc	Other				
Subject	A/C Heat Controller				
Desc	N o display				
Action	Atlantic DDA installed a 7L-8-1254 on order # 84438				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/28/99
By: Lynn Epperson

Customer	██████			State	NJ
Contact	██████████		City	Lodi	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	9,486	Delivery	12/09/98	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	HVAC Controller				
Desc	No read out , blank				
Action	Atlantic DDA found power to controller & ground R & R controller				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/14/99

By: Richard Olsonawski

Customer	██████████	State	WA
Contact	██████	City	Seattle
UnitNo	██████	Model	102DL3
Miles	4,304	Delivery	03/02/99
VIN		Make	MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control		
Desc	Other		
Subject	HVAC controller		
Desc	HVAC controller blank out at times. Will not come back on till you shut coach off and restart in then it will work for some time.		
Action	Replaced HVAC controller unit 16L-10-22		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 03/17/99
By: Janos Bokor

Customer	[REDACTED]		State	NY
Contact	[REDACTED]	City	Vails Gate	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	1,921	Delivery	03/08/99	Model Year
VIN				MCI
Group	004.04 Rear & Tag Axle Air Brake			
Desc	004.04 Brake Asm (Drum) Trailing Axle			
Subject	R.Rear Tag brake			
Desc	Not releasing after brake application			
Action	Pull off wheel and drum, fined to tight rollers in brake shoes			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol	03/17/99	Start Visit		End Visit

MCI / DINA Service Report

Date: 04/28/99
By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Chelsea		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	6,800	Delivery	03/24/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	HVAC Controller.				
Desc	Stops working at times.				
Action	Customer replaced.				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/26/99
By: Luverne McNamara

Customer			State	IL
Contact		City	Chicago	
UnitNo		Model	102DL3	Make
Miles	2,500	Delivery	04/30/99	Model Year
VIN				MCI
Group	016.01 Misc. Install. Layout			
Desc	016.07 Water Valve			
Subject	Hear controller.			
Desc	Controller blanks out at times, Ignition switch has to cycled to be able to control again.			
Action	Grounded water valve solenoid in central heat compartment.			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 08/30/99
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Los Angeles	State	CA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	11,133	Delivery	03/15/99	Model Year	
VIN					
Group	016.12 C/H & A/C Compt.				
Desc	016.12 Panels & Brkts. - Cond. Compt.				
Subject	A/C system				
Desc	Other				
Action	defective				
Comments	found 7L-8-1254 controller defective				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 10/07/99
By: Gilles Gueret

Customer	[REDACTED]				
Contact	[REDACTED]	City	Las Vegas		State NV
UnitNo	[REDACTED]	Model	102DL3		Make MCI
Miles	58,014	Delivery	04/01/99		Model Year
VIN					
Group	004.22 Misc. Valves				
Desc	004.22 Controller Asm. - ABS				
Subject	ECU				
Desc	Inoperative				
Action	Ordered a replacement				
Comments	Ordered a 7L-8-3175. Conf. 02968				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 04/29/99
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Springfield	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	8,000	Delivery	04/05/99	MCI
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	Vansco temp controller.			
Desc	Stops working at times.			
Action	Customer will chassis ground the main water valve .			
Comments	According to the customer grounding the water valve corrected this problem on their last year deliveries. Perhaps we need to make a engineering change.			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/29/99
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Springfield	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	8,000	Delivery	04/05/99	MCI
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	Vansco temp controller.			
Desc	Stops working at times.			
Action	Customer will chassis ground the main water valve .			
Comments	According to the customer grounding the water valve corrected this problem on their last year deliveries. Perhaps we need to make a engineering change.			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/29/99
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Springfield	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	8,000	Delivery	04/05/99	MCI
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	Vansco temp controller.			
Desc	Stops working at times.			
Action	Customer will chassis ground the main water valve .			
Comments	According to the customer grounding the water valve corrected this problem on their last year deliveries. Perhaps we need to make a engineering change.			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :		End Visit	
	Start Visit			

MCI / DINA Service Report

Date: 10/04/2000
By: Robert Wilson

Customer	[REDACTED]		State	FL
Contact	[REDACTED]	City	Palm Harbor	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	115,022	Delivery	05/21/99	Model Year
VIN				MCI
Group	004.22 Misc. Valves			
Desc	004.22 Controller Asm. - ABS			
Subject	ABS			
Desc	Light on in dash			
Action	Advised customer on how to check			
Comments	Computer giving LFT Rear Sensor light / Customer will correct			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 10/23/2000
By: Richard Olsonawski

Customer Contact	[REDACTED]		City	State	AK
			Anchorage		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	23,500	Delivery	11/07/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Heat controller				
Desc	No read out at times.				
Action	Took controller apart and glued broad into houses. It was moving around an not making contact at time.				
Comments	Since controller broad has be glued in place not more reports of no reading on controller face.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/23/2000	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 10/23/2000

By: Richard Olsonawski

Customer		State	AK
Contact		City	Anchorage
UnitNo		Model	102DL3
Miles	17,800	Delivery	11/07/99
VIN		Make	MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control		
Desc	016.10 HVAC Syst. - Misc. Control Components		
Subject	Heat controller		
Desc	No read out at times.		
Action	Took controller apart and glued broad into houses. It was moving around an not making contact at time.		
Comments	Since controller broad has be glued in place not more reports of no reading on controller face.		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date of Resol	10/23/2000	Cust Demeanor :	
		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 10/23/2000
By: Richard Olsonawski

Customer	[REDACTED]			State	AK
Contact	[REDACTED]	City	Anchorage		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	8,500	Delivery	11/07/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Heat controller				
Desc	No read out at times.				
Action	Took controller apart and glued broad into houses. It was moving around an not making contact at time.				
Comments	Since controller broad has be glued in place not more reports of no reading on controller face.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/23/2000	Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 10/25/2000
By: Jacques Gagne

Customer Contact	██████████ ██████████	City	Los Angeles	State	CA
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	318,719	Delivery	05/15/99	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	audio system				
Desc	defective				
Action	repaired				
Comments	replaced main controller and radio				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 11/04/99
By: Frank Cantwell

Customer	[REDACTED]		State	CA
Contact	[REDACTED]	City	Oakland	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	12,000	Delivery	08/18/99	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	Temp. Control blanking out			
Desc	Other			
Action	Move Pass. Heater valve solenoid ground wire to chassis ground			
Comments	Corrected problem with temp. controller.			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Reserved	End Visit
				Reserved

MCI / DINA Service Report

Date: 01/13/2003

By: Jon Lee

Customer	[REDACTED]			State	NC
Contact	[REDACTED]	City	Henderson		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	237,747	Delivery	06/14/2000	Model Year	
VIN					
Group	004.22 Misc. Valves				
Desc	004.22 Controller Asm. - ABS				
Subject	FCP 188				
Desc	Bendix Controller Replacement				
Action	Performed /Completed				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	01/13/2003	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/11/2000

By: Vern Halberg

Customer	██████████	City	Lindwood	State	MA
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	30,359	Delivery	08/08/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject					
Desc	Other				
Action	Temp controller stops working at times. checked ground at water valve. Controller replaced.				
Comments	No				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/23/2000

By: Richard Olsonawski

Customer	[REDACTED]			State	AK
Contact	[REDACTED]	City	Anchorage		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	18,918	Delivery	11/07/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Heat controller				
Desc	No read out at times.				
Action	Took controller apart and glued broad into houses. It was moving around an not making contact at time.				
Comments	Since controller broad has be glued in place not more reports of no reading on controller face.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/23/2000	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/08/2002

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Williamsburg		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	134,141	Delivery	10/19/99	Model Year	
VIN					
Group	004.03 Frt Air Brake Slack Adj.				
Desc	004.03 Slack Adj. (Auto) Frt Axle w/Drum Brakes				
Subject	Frt Brakes				
Desc	Popping Noise				
Action	Onsite ck @ Pentagon City VA. Unable to duplicate after brk adj on frt brakes. Recommended lubricating cam & anchor rollers w/anti-seize.				
Comments	Monitoring. Slack adjuster replacement recommended if repetitive adjustment required to maintain proper spec.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/08/2002	Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 01/13/2003

By: Jon Lee

Customer	[REDACTED]			State	NC
Contact	[REDACTED]	City	Henderson		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	185,195	Delivery	06/14/2000	Model Year	
VIN					
Group	004.22 Misc. Valves				
Desc	004.22 Controller Asm. - ABS				
Subject	FCP 188				
Desc	Bendix Controller Replacement				
Action	Performed /Completed				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	01/13/2003	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/10/2000

By: Janos Bokor

Customer	██████████			State	PA
Contact	██████		City	Millersburg	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	5,620	Delivery	09/06/2000	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Dash Control Unit				
Subject	HVAC Controller				
Desc	Locking Up				
Action	Order Parts				
Comments	Dash controller unit shows unreal numbers, usually at start ups (because of that, the system locks up in full heat position). To correct the problem, the driver has to reset it with ignition. Order part overnight / Part # 7L-8-1254 / Order # P271680				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/11/2000	Cust Demeanor :			
		Start Visit	Understanding	End Visit	Reserved

MCI / DINA Service Report

Date: 11/10/2000

By: Janos Bokor

Customer	██████████	City	Millersburg	State	PA
Contact	██████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	9,146	Delivery	09/06/2000	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Dash Control				
Subject	HVAC Controller				
Desc	Defective Part				
Action	Reorder part				
Comments	Customer received a new part (7L-8-1254) from order # P271680. The next day, after they installed the new controller unit, the screen went blank and lost the A/C. They had to switch buses, and then they reinstalled the old control unit temporally . New order # P303840				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	10/13/2000	Cust Demeanor :			
		Start Visit	Understanding	End Visit	Understanding

MCI / DINA Service Report

Date: 06/14/2001
By: Frank Cantwell

Customer	██████████	City	Menlo Park	State	CA
Contact	██████████				
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	28,630	Delivery	12/05/2000	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	HVAC				
Subject	Heat Controller 7L-8-1254				
Desc	Defective				
Action	Replaced				
Comments	Installed the new 7L-8-3687 Vansco heat controller. Customer was frustrated with the knob coming loose on the previous Vansco controller. Order P464810				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Reserved	End Visit	Calm

MCI / DINA Service Report

Date: 03/13/2001

By: Vern Halberg

Customer	[REDACTED] .			State	MA
Contact	[REDACTED]	City	Chelsea		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	32,180	Delivery	11/08/2000	Model Year	
VIN					
Group	004.04 Rear & Tag Axle Air Brake				
Desc	004.04 Brake Asm (Drum) Rear Drive Axle				
Subject	Drive Axle Q Brakes.				
Desc	Wore out				
Action	Customer replaced. Information only.				
Comments	Customer believes this mileage is premature for brake life . They do not like that the linings do not have a wear line, also the drums where grooved to the point they had to be replaced. And the shoe anchor rollers were seized in the bushing they had to dr				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/09/2001

By: Marvin Cleem

Customer	██████████			State	FL
Contact	██████		City	Miami	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	61,686	Delivery	12/12/2000	Model Year	
VIN					
Group	004.01	Frt Air Brake			
Desc	Other				
Subject	Noise in front brake when applied				
Desc	Other				
Action	customer removed drum and lubricated the rollers				
Comments	this is the Q plus brake				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/13/99

By: Jon Lee

Customer	██████████	City	Fort Wayne	State	IN
Contact	██████				
UnitNo	████	Model	102EL3	Make	MCI
Miles	4,800	Delivery	12/15/98	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	Dash / Low Air Lite				
Desc	Call received / indicator LED out on RH target cluster group.				
Action	Main controller ordered. Part # 07-08-1163 / Serv Order 79173. Earlier efforts to resolve issue had an instrument panel sent out, (requested by customer) to be returned.				
Comments	.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/14/99	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 04/23/98

By: Bob Cox

Customer Contact	██████████ ██████████	City	Houston	State	TX
UnitNo	██████	Model	102EL3	Make	MCI
Miles	10	Delivery	03/31/98	Model Year	
VIN					
Group	7.13				
Desc	Other				
Subject	Temp controlller.				
Desc	Controller stops functioning.				
Action	Replaced (Vansco) 7L-8-1253 controller.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 11/17/99
By: James Wilken

Customer Contact	[REDACTED]		City	CHICAGO	State	IL
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	66,004	Delivery	11/28/98	Model Year		
VIN						
Group	Other					
Desc	Other					
Subject	Ricon Wheelchair					
Desc	Roller stop not worki					
Action	Replace UVES 843					
Comments	none.					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit	Calm			Calm

MCI / DINA Service Report

Date: 03/13/2001

By: Vern Halberg

Customer Contact	[REDACTED]		City	Chelsea	State	MA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	36,000	Delivery	11/08/2000	Model Year		
VIN						
Group	004.04 Rear & Tag Axle Air Brake					
Desc	004.04 Brake Asm (Drum) Rear Drive Axle					
Subject	Drive Axle Q Brakes.					
Desc	Wore out					
Action	Customer replaced. Information only.					
Comments	Customer believes this mileage is premature for brake life . They do not like that the linings do not have a wear line, also the drums where grooved to the point they had to be replaced. And the shoe anchor rollers were seized in the bushing they had to dr					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Reserved	
		Start Visit	Reserved			

MCI / DINA Service Report

Date: 03/13/2001

By: Vern Halberg

Customer	[REDACTED] .			State	MA
Contact	[REDACTED]	City	Chelsea		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	37,000	Delivery	11/08/2000	Model Year	
VIN					
Group	004.04 Rear & Tag Axle Air Brake				
Desc	004.04 Brake Asm (Drum) Rear Drive Axle				
Subject	Drive Axle Q Brakes.				
Desc	Wore out				
Action	Customer replaced. Information only.				
Comments	Customer believes this mileage is premature for brake life . They do not like that the linings do not have a wear line, also the drums where grooved to the point they had to be replaced. And the shoe anchor rollers were seized in the bushing they had to drive them out.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 10/21/97
By: Richard Olsonawski

Customer	██████████	City	Seattle	State	WA
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	5,654	Delivery	09/26/97	Model Year	
VIN					
Group	3.31				
Desc	Other				
Subject	Right side engine door				
Desc	This door the hinge let the door move out ward and it moves in the wind . Driver can see it moving.				
Action	on rework program				
Comments	May need roller like on the front "J" box door. If the hinge get bent then door could be out of alignment. Should have retainer also, shops have gorillas for mechanics and if you think it won't get damaged give it to those guy.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	12/31/97	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 02/27/98
By: Richard Olsonawski

Customer	██████████			State	WA
Contact	██████████		City	Seattle	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	16,654	Delivery	09/26/97	Model Year	
VIN					
Group	3.32				
Desc	Other				
Subject	Roller on door latch pin				
Desc	Roller on door latch pin missing				
Action	Pin order for this coach				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/16/98
By: Richard Olsonawski

Customer			State	WA
Contact		City	Seattle	
UnitNo		Model	102EL3	Make
Miles	34,833	Delivery	09/26/97	Model Year
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	HVAC controller			
Desc	HVAC well not hold 4 hours memory			
Action	Replace controller 16-10-1003 on order #78155			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 05/13/98
By: Richard Olsonawski

Customer	██████████			State	MT
Contact	██████████		City	Billings	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	20,789	Delivery	03/16/98	Model Year	
VIN					
Group	7.20				
Desc	Other				
Subject	Controller				
Desc	Front speaker making cracking noise in speaker				
Action	Replace controller unit 07-20-1091 on order # 66968				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/16/98
By: Richard Olsonawski

Customer Contact	██████████ ██████████	City		State	MT
UnitNo	██████	Model	102EL3	Make	MCI
Miles	24,406	Delivery	03/16/98	Model Year	
VIN					
Group	16.10				
Desc	HVAC				
Subject	HVAC controller				
Desc	AC shutting down for no reason then stating up.				
Action	Discussing to replace control 16-10-1006				
Comments	replaced controller				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	08/31/98	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 09/21/98
By: Richard Olsonawski

Customer	[REDACTED]		State	MT
Contact	[REDACTED]	City	Billings	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	31,890	Delivery	03/16/98	Model Year
VIN				MCI
Group	016.12 C/H & A/C Compt.			
Desc	Other			
Subject	HVAC controller			
Desc	Wrong rev on display			
Action	Ordered control with Rev. 1.5 16-10-1006			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/20/98

By: Robert Levasseur

Customer	██████████	State	ON
Contact	██████████	City	PETERBOROUGH
UnitNo	██████	Model	102EL3
Miles	21,028	Delivery	12/01/97
VIN		Make	MCI
Group	16.01	Model Year	
Desc	Other		
Subject	HVAC module		
Desc	Customer reports that the fans in the bus will turn off .		
Action	Sent a replacement controller 16-10-1006		
Comments	Customer confirmed voltage was good in the controller even when the system would shut down .Their were no codes as well .		
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 09/14/98
By: Richard Olsonawski

Customer	[REDACTED]		State	WA
Contact	[REDACTED]	City	Seattle	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	10,034	Delivery	06/12/98	Model Year
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	HVAC controller			
Desc	Will not hold 4 hour time			
Action	Replaced HVAC display 16-10-1001			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 12/16/98
By: Richard Olsonawski

Customer	██████████	City	Seattle	State	WA
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	28,662	Delivery	06/12/98	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	HVAC controller				
Desc	HVAC controller will not hold 4 hour memory				
Action	Replace controller 16-10-1003 on order #78157				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :				
of Resol	Start Visit		End Visit		

MCI / DINA Service Report

Date: 12/16/98
By: Richard Olsonawski

Customer	[REDACTED]		State	WA
Contact	[REDACTED]	City	Seattle	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	30,134	Delivery	12/03/97	Model Year
VIN				MCI
Group	006.10 Air Controls & Equipment			
Desc	Other			
Subject	HVAC controller			
Desc	HVAC will not hold 4 hour memory			
Action	Replace controller 16-10-1003 on order #78158			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/02/97
By: Gilles Gueret

Customer	██████████	State	IL
Contact	██████████	City	Chicago
UnitNo	██████	Model	102EL3
Miles	0	Delivery	
VIN		Make	MCI
Group	16.10	Model Year	
Desc	Other		

Subject Controller Failure

Desc Salesman called on Thursday evening and reported that he shut coach off at hotel and that the parcel rack fans kept on running. Advised him to cut main power switch and see if this cut out fans. It worked OK after that. Salesman called back Friday early AM and reported that the he was still having problems. Called Dave Kroeker and discussed problem. Called salesman back and advised him to pull the fuses for the parcel rack fans , explained to him which ones and Faxed a picture of the fuse panel. Around 4:00 p.m. Salesman called back and advised writer that oops it's not the parcel rack motors running but the main evaporator motors. Advised him if system was running fine other than being on when key is off, to just cut the main power till we get someone to do some more tests to see what has failed. Late Friday night Salesman called again and reported that the defroster system keeps cutting out all together. Unit is going to US Saturday. Advised by salesman that the system was working again on Saturday except fans stay on and driver defroster cuts out intermittantly.

Action Called Dave Kroeker about problem Monday AM and he advises replacing HVAC controller. Parts to be sent to Dallas for them to replace. Ordered a new 16-10-1006 thru US service for delivery to Hausman Dallas. Called Hausman in Dallas and talked to Bob and advised of problem and that parts on there way.

Comments

Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 01/05/98
By: Joey Loeffler

Customer	██████████ .	City	Dallas	State	TX
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	1,877	Delivery	01/01/98	Model Year	
VIN					
Group	16.01				
Desc	Other				
Subject	A/C Controller				
Desc	A/C Controller failed.				
Action	Ordered new controller 16-10-1006 on warranty.				
Comments	Coach not delivered to customer yet. Could not enter order in MAI order system. Faxed order to warranty.				
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	02/01/98	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/27/97
By: Michael Warton

Customer Contact	 	City	Nashville	State	TN
UnitNo		Model	102EL3	Make	MCI
Miles	33,355	Delivery	10/01/97	Model Year	
VIN					
Group	7				
Desc	Other				
Subject	Electrical system				
Desc	Lost the data link on A/C controller, rear tank gauge, kneeler.				
Action	Switched #3 module with #1. Results, no A/C data link, rear tank gauge, dash diagnostics, engine would not start. Switched #2 with #1 Results, no rear tank gauge, dash diagnostics, engine started but would not go in gear. right headlight did not burn. Switched #3 with #1 Results, Engine start and go in gear. still no A/C data link, rear tank gauge, And now the left headlight is out. Checked serial numbers, they were 090 series. ordered replacements.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol	11/01/97	Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 07/16/2000
By: Jacques Gagne

Customer Contact	██████████ ██████████	City	South Gate	State	CA
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	181,687	Delivery	12/01/97	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC controller				
Desc	defective				
Action	repaired				
Comments	replaced controller and sensor				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 01/19/99

By: Jon Lee

Customer	[REDACTED]			State	MI
Contact	[REDACTED]	City	Millington		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	42,000	Delivery	06/01/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Drivers Display				
Desc	Regular Hard Braking Alarm and Code under normal operation. Unconventional - unreliable information being displayed and recorded at display. Gateway has already been replaced twice.				
Action	Main Controller ordered : Part # 07-08-1163 / Serv Order 79649				
Comments	Ongoing issue - for troubleshooting and research history see report dated 11/11/98.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Hostile
		Start Visit	Hostile		

MCI / DINA Service Report

Date: 01/27/99

By: Jon Lee

Customer	[REDACTED]			State	MI
Contact	[REDACTED]	City	Millington		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	42,000	Delivery	06/01/98	Model Year	
VIN					
Group	016.16 Aux. Heater				
Desc	Other				
Subject	Espar Heater / Dash Indicator				
Desc	Auxiliary heater enable indicator doesn't lite up under manual ignition, only with HVAC function.				
Action	Became an issue after Main Controller, Driver Display, and Gateway Software Revisions were upgraded. Interlock module 07-18-1006. Repl. upgrade ordered part # 07-18-1010.				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 03/12/99

By: Jon Lee

Customer Contact	████████████████████ ██████████	City	Millington	State	MI
UnitNo	██████	Model	102EL3	Make	MCI
Miles	44,900	Delivery	06/01/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Hard Braking Alarm.				
Desc	Customer reports Hard Braking Alarm still an open ongoing issue even since upgrading relay modules, driver display, HVAC display, and main controller to current revisions. Conditions of alarm are highway speeds usually with cruise on. Intermittent sonalert beep without any display indications of problems, faults, or alarms. Owner requesting Data Page documentation to evaluate and confirm severity and need to resolve issue. States issue has been occurring since 9/98, even though first specific reports were filed 11/98.				
Action	Information only. Writer to source plug and cable for MPSI printer to access DDEC Data Page information				
Comments	Conversations with Service Center and Winnipeg staff on issue haven't been able to establish source or reason for complaint since last Nov. Limited access to vehicle because of usage is hindering resolution of issue.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor:		End Visit	
		Start Visit	Hostile		Hostile

MCI / DINA Service Report

Date: 05/28/99

By: Steve Kiner

Customer	██████████			State	IL
Contact	██████████		City	Gillespie	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	70,000	Delivery	12/09/97	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject					
Desc	Other				
Action	Dash illumination didn't work. Dimmer control was replaced even though old unit worked properly on a second coach. Sent a new piano and that fixed the problem				
Comments	Switch illumination is controlled by main dash controller . Suggest replacing piano as first step instead of last				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 09/23/99
By: James Wilken

Customer	[REDACTED]			State	Ab
Contact	[REDACTED]	City	Banff		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	135,000	Delivery	02/06/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Dash Main Controller				
Desc	No IP or switch illumination.				
Action	Replace main controller				
Comments	None other then a trouble shooting chart or a electrical schematic would have saved a lot of time.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 10/26/98
By: Gilles Gueret

Customer	██████████	City	Branford	State	ON
Contact	██████████				
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	95,923	Delivery	02/11/98	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	REI main controller.				
Desc	Customer reports that after doing some tests they found that the dash main controller no longer functions.				
Action	Ordered a 07-20-1091 controller from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/22/98

By: Robert Levasseur

Customer	████████			State	ON
Contact	████████		City	Branford	
UnitNo	████████	Model	102EL3	Make	MCI
Miles	105,000	Delivery	02/11/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Main Controller (Piano)				
Desc	Customer reports that alrms in IP will sound without a warning buzzer . The gauges as well were irratic				
Action	Sent a replacement main controller				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/20/98
By: Gilles Gueret

Customer			State	Qc
Contact		City	Clarenceville	
UnitNo		Model	102EL3	Make
Miles		Delivery	03/01/98	Model Year
VIN				MCI
Group	007.08 Misc. Electrical Items			
Desc	Other			
Subject	Erratic Dash function.			
Desc	As per report of 13/10/98 we have still not corrected the erratic funtion of the dash . Called Andy Fung and Ron B. and discussed problem.			
Action	It was suggested at this time to replace the dash controller. Ordered a 07-08-1155 controller dash from warranty.			
Comments				
Coach Down		Report Status	Open	Responsible
Est'd Date of Resol	11/05/98	Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 10/20/98
By: Gilles Gueret

Customer	[REDACTED]		State	Qc
Contact	[REDACTED]	City	Clarenceville	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	62,385	Delivery	03/01/98	MCI
VIN				
Group	007.08 Misc. Electrical Items			
Desc	Other			
Subject	REI Controller			
Desc	Call from Jacques Lortie at St Hubert advises that after testing coach for no PA or Radio he has concluded that the dash controller has failed . It will not reset.			
Action	This is the second dash controller installed in this coach . Ordered a replacement 07-20-1091 controller from warranty.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 02/01/99
By: James Wilken

Customer	██████████	State	AB
Contact	██████████	City	Edmonton
UnitNo	██████████	Model	102EL3
Miles	85,452	Delivery	04/22/98
VIN		Make	MCI
Group	007.08 Misc. Electrical Items		
Desc	007.08 Sensor - Low Coolant Level Warning		
Subject	Instrument gauges freeze in position at times.		
Desc	All gauges including fuel and air pressure freeze in position . also tell tales do not work when this happens.This happens at different times.		
Action	They dont have a mechanic so I advised the driver to shut unit off when they freeze up , then do gauge and telldes self test . The early E coaches prior to around 60060 had a grd stud for the IP and controller behind the dash instead of the frt. J box this may what's loose. To verify if this is the grd style you need to turn ign . switch on and then the headlight switch if the switch illumination comes on you have the behind the dash grounding system.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 04/03/98
By: Leon Wilkins

Customer			State	PA
Contact		City	Elizabethtown	
UnitNo		Model	102EL3	
Miles	2,000	Delivery	03/25/98	
VIN		Make	MCI	
Group	16	Model Year		
Desc	Other			
Subject	A C			
Desc	code 27 came up on AC controller on first trip			
Action	Arranged for Arkansas bus service near Orlando FL to look at it			
Comments	Factory needs to leak test better !			
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol	04/04/98	Start Visit		End Visit

MCI / DINA Service Report

Date: 06/09/98
By: Vern Halberg

Customer			State	MA
Contact		City	Groton	
UnitNo		Model	102EL3	Make
Miles	28,000	Delivery	12/01/97	Model Year
VIN				
Group	7.14			
Desc	Dash Harness and Module Installation			
Subject	Low / High ride chime comes on at times when the coach is running down the road .			
Desc				
Action	07-08-1155 Main Controller ordered. Order # 68143.			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/16/98
By: Jacques Gagne

Customer Contact			City	State	NV
				Las Vegas	
UnitNo		Model	102EL3	Make	MCI
Miles	30,724	Delivery	01/13/98	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	Main controller				
Desc	P/S light stay on in the dash				
Action	order piano box to be replaced on 9/17/98				
Comments					
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/23/98

By: Jon Lee

Customer	██████████			State	IN.
Contact	██████████		City	Ft. Wayne	
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	26,653	Delivery	01/29/98	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Main controller				
Desc	Intermittent operation of HVAC				
Action	Troubleshoot over phone with operator. Main controller suspect ,Dr. display staying online. serv. order #69155 overnite - 16-10-1006 controller				
Comments	No rev. card on hand for 8003.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	06/25/98	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 11/17/98

By: Jon Lee

Customer	██████████			State	IN.
Contact	██████████		City	Ft. Wayne	
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	54,173	Delivery	01/29/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Main Controller / REI				
Desc	Unable to control volume				
Action	Ordered repl part # 07-20-91 : Serv Order # 76478				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	11/17/98	Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 07/15/99

By: Jon Lee

Customer	██████████	City	Ft. Wayne	State	IN.
Contact	██████████				
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	92,000	Delivery	01/29/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	I P / Dash				
Subject	Air Gauges				
Desc	In accurate indication at dash / excessively low - coach pulled from service because of inability to pass requirements of DOT insp. D2 governor unloads @ 120 psi (New liquid filled gauge used to test)				
Action	History: Coach has been pulled from service for approx. fifteen (15) days. Service Center involvement along with Winnipeg contact has yet to successfully resolve this issue . Repl'd / Transducers (4ea) - Full set of relay modules - upgraded 12vlt modules (2ea /07-18-1012) - Full set of old Rev Relay Modules - Drivers Display - I P - Gateway - Main Controller - Grd Module (Frt J Box) - Circuit ck's for voltage & grd resistance compared with sister coach are within 2/10th's of a volt or ohm. Taking coach back to HBSI 7/16/99 for second time.				
Comments	Inability to determine what portion or area 1850 communication is being corrupted , disrupted, or impeded is the main factor in the extreme down time in resolving this issue . Tools to properly diagnose are not available at this time so throwing parts at the problem so far is the extent of practical efforts - along with disconnecting the components to see if the issue reacts in one way or another. Owner inquires why production installs an 1850 . comm port if no reader or tool is being made available? Writer unable to answer. Owners very upset, frustrated, and growing increasingly impatient with this expensive effort to resolve issue when considering costs to operations and OEM .				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	07/26/99	Cust Demeanor :			
		Start Visit	Hostile	End Visit	Hostile

MCI / DINA Service Report

Date: 09/25/2000

By: Jon Lee

Customer	██████████			State	IN.
Contact	██████████		City	Ft. Wayne	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	157,000	Delivery	01/29/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	RH Target Cluster				
Desc	Staying on				
Action	Information				
Comments	Operator reports RH target cluster staying on after ign self test and start. Discussion referenced to sense access wire connection at ign switch and trouble shooting main controller. None available to him for swap out test. Coach out of wty and owner doesn't want to throw parts at issue for Shooshology style repair. Monitoring.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 11/26/99
By: Jacques Gagne

Customer	[REDACTED]			State	ID
Contact	[REDACTED]	City	Boise		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	131,476	Delivery	04/10/98	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	HVAC system				
Desc	defective				
Action	Replaced main HVAC controller				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/19/98
By: Lynn Epperson

Customer Contact	 		City	Raleigh	State	NC
UnitNo		Model	102EL3	Make	MCI	
Miles	26,000	Delivery	02/20/98	Model Year		
VIN						
Group	16.01					
Desc	Other					
Subject	A/C not cooling					
Desc	A/C system was going on & off , We fell like it is in main controller , check freon OK.					
Action	Ordered one (16-10-1006) on order #67260					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 02/25/98
By: Paul Stemen

Customer	██████████████████.	State	NJ
Contact	██████████	City	Mahwah
UnitNo	██████	Model	102EL3
Miles	3,556	Delivery	12/14/97
VIN		Make	MCI
Group	16.01	Model Year	
Desc	Other		
Subject	controller		
Desc	HVAC controller failed. Could not control drivers fan speed		
Action	H.B.S. took controller out of unit 60068, and installed in this unit		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 12/18/97
By: Richard Olsonawski

Customer Contact	 		City	State	MO
			Creighton		
UnitNo		Model	102EL3	Make	MCI
Miles	1,006	Delivery	12/15/97	Model Year	
VIN					
Group	7.20				
Desc	Other				
Subject	Monitors				
Desc	All monitors on all the time. Can not shut off.				
Action	Replace Monitor controller.				
Comments	controller was replaced				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	02/01/98	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/17/2000
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Downey	State	CA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	169,906	Delivery	12/15/97	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Audio system				
Desc	defective				
Action	replaced radio and main controller				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 12/18/97
By: Richard Olsonawski

Customer	[REDACTED]		State	MO
Contact	[REDACTED]	City	Creighton	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	907	Delivery	12/15/97	Model Year
VIN				MCI
Group	7.20			
Desc	Other			
Subject	Wireless mike controller			
Desc	Wireless mike controller panel face plate falling off .			
Action	Has been glued on once. Replaced 07-20-1087 on # 58233			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/30/98

By: Jim Gabor

Customer	██████			State	NJ
Contact	██████████		City	Mahwah	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	1,800	Delivery	12/01/97	Model Year	
VIN					
Group	3.01				
Desc	Other				
Subject	HVAC				
Desc	No control from the drivers zone button. Stays on Auto all the time.				
Action	Checked all connections, the other buttons operate correctly. Ordered 1 ea 16-10-1006 controller.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/30/98

By: Jim Gabor

Customer	██████			State	NJ
Contact	██████████		City	Mahwah	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	1,800	Delivery	12/01/97	Model Year	
VIN					
Group	3.01				
Desc	Other				
Subject	HVAC				
Desc	No control from the drivers zone button. Stays on Auto all the time.				
Action	Checked all connections, the other buttons operate correctly. Ordered 1 ea 16-10-1006 controller.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 02/18/98
By: Paul Stemen

Customer Contact	[REDACTED]		City	Mahwah	State	NJ
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	1,800	Delivery	12/01/97	Model Year		
VIN						
Group	16.01					
Desc	Other					
Subject	Controller					
Desc	HVAC controller failed. Could no get defroster off high					
Action	Customer ordered part. Writer installed					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 01/28/98
By: Mike Tomlinson

Customer	[REDACTED] .		State	NJ
Contact	[REDACTED]	City	Mahwah	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	1,765	Delivery	12/14/97	Model Year
VIN				MCI
Group	16.01			
Desc	Other			

Subject Controller - Main AC
Desc "Failed" - HVAC Display reads "NO DATA" and the Main Controller is also not maintaining the 72 degree set point temperature automatically as it is supposed to do if the HVAC Display fails, or if the communication link between the HVAC Display and the Main Controller would fail.

Action Ordered one 16-10-1006, Main HVAC Controller, Order # 59334.
Comments

Coach Down	Report Status Closed	Responsible
Est'd Date of Resol	Cust Demeanor :	
	Start Visit	End Visit

MCI / DINA Service Report

Date: 02/17/98
By: Paul Stemen

Customer	██████████ .			State	NJ
Contact	██████████		City	Mahwah	
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	1,765	Delivery	12/14/97	Model Year	
VIN					
Group	16.01				
Desc	Other				
Subject	Controller				
Desc	HVAC controller failed. Display on dash read (no data)				
Action	Controller ordered by Mr. Gabor. Writer installed.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 02/25/98
By: Paul Stemen

Customer	[REDACTED] .		State	NJ
Contact	[REDACTED]	City	Mahwah	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	2,017	Delivery	12/14/97	MCI
VIN				
Group	16.01			
Desc	Other			
Subject	Controller			
Desc	HVAC controller failed. Drivers display reads (no data)			
Action	Ordered 1ea. P/N 16-10-1006 controller. Order # 60569			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 08/15/2000
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Brea	State	CA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	93,384	Delivery	05/15/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Audio system				
Desc	defective				
Action	checked				
Comments	system cut on and off at time . Call REI and they say that a memory chip in the main cotroller might be loosing is memory . Replacing the main controller might solved this , on the other end it might not ! go figure				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 02/09/99

By: Jon Lee

Customer Contact	[REDACTED]		City	Battle Creek	State	MI
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	75,000	Delivery	03/01/98	Model Year		
VIN						
Group	007.08 Misc. Electrical Items					
Desc	Other					
Subject	Driver Display Info / Intermittent Dash Functions					
Desc	Unreliable information from drivers display / Peak Speed - 127mph (72 mph top end limit) - Peak RPM - 16,383rpm (2,600rpm Over Speed Setting) Cruise Usage 00.0 HRS.					
Action	Unable to duplicate dash complaint at visit. Connections at ignition switch ck'd. Software revision level of Main Controller suspect. Repl part # 07-08-1163 (Main Controller) ordered.					
Comments	Drivers Display revision level D-4 (2764-3411-2994-9711)					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol	02/15/99	Cust Demeanor :		End Visit	Reserved	
		Start Visit	Reserved			

MCI / DINA Service Report

Date: 01/18/2000
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Alhambra	State	CA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	181,912	Delivery	03/09/98	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	AC main controller				
Desc	defective				
Action	replaced				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 03/16/98
By: Joey Loeffler

Customer	[REDACTED] .		State	AL
Contact	[REDACTED]	City	Birmingham	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	2,500	Delivery	03/06/98	Model Year
VIN				MCI
Group	16.10			
Desc	Other			
Subject	A/C Malfunction			
Desc	Coach A/C will not work now that ambient temperature is above 72 degrees.			
Action	Customer to take coach into Carrier of Birmingham to check and repair .			
Comments	Coach 60154 delivered same day is now at Carrier with similar problem . Code 27 and no freon at all in system. Update: 3/20/98 Coach now at Carrier appears to have bad main control module & display. Parts ordered on Wty order# 62188 16-10-1003 display and 16-10-1006 main controller for Saturday delivery .			
Coach Down		Report Status	Open	Responsible
Est'd Date of Resol	04/06/98	Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 03/07/98
By: Richard Olsonawski

Customer	[REDACTED].		State	WA
Contact	[REDACTED]	City	Puyallup	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	4,902	Delivery	02/19/98	Model Year
VIN				MCI
Group	16.10			
Desc	Other			
Subject	HVAC controller			
Desc	Display fails after 1 to 2 hours of run time.			
Action	Replace controller 16-10-1006			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/22/98
By: Lynn Epperson

Customer	[REDACTED]		State	KS
Contact	[REDACTED]	City	Edwardsville	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	11,000	Delivery	03/03/98	MCI
VIN				
Group	16.01			
Desc	Other			
Subject	HVAC Controller			
Desc	A/C is going on & off			
Action	Ordered a (16-10-1006) on order number 65283			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 06/24/98

By: Bob Cox

Customer Contact	██████████ ██████████	City	Edwardsville	State	KS
UnitNo	██████	Model	102EL3	Make	MCI
Miles	24,127	Delivery	03/03/98	Model Year	
VIN					
Group	16.01				
Desc	Other				
Subject	HVAC main controller				
Desc	8001 software				
Action	8002 software download completed				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 06/24/98

By: Bob Cox

Customer	██████████			State	KS
Contact	██████████		City	Edwardsville	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	24,127	Delivery	03/03/98	Model Year	
VIN					
Group	7.08				
Desc	Other				
Subject	Instrument panel				
Desc	Instrument panel went through a continual systems test on the road				
Action	Replaced main controller 07-08-1163 & found loose ground wire on ignition switch				
Comments	Problem resolved				
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/13/98
By: Vern Halberg

Customer	██████████	City	Millbury	State	MA
Contact	██████████████████				
	██████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	29,782	Delivery	02/23/98	Model Year	
VIN					
Group	016.01	Misc. Install. Layout			
Desc	Other				
Subject	A/C controller				
Desc	Installed 8003 softwear.				
Action					
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 02/18/98
By: Vern Halberg

Customer			State	MA
Contact		City	Millbury	
UnitNo		Model	102EL3	Make
Miles	1,900	Delivery	02/13/98	Model Year
VIN				MCI
Group	7.08			
Desc	Other			
Subject	Cruise Control and Electric.			
Desc	Not working.			
Action	Found lose connection at the VP Controller.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 10/13/98
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Millbury	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	31,815	Delivery	02/13/98	MCI
VIN				
Group	016.01 Misc. Install. Layout			
Desc	Other			
Subject	A/C controller.			
Desc	Installed 8003 softwear.			
Action				
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/13/98
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Millbury	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	36,177	Delivery	02/13/98	MCI
VIN				
Group	016.01 Misc. Install. Layout			
Desc	Other			
Subject	A/C controller			
Desc	Installed 8003 softwear			
Action				
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/26/98
By: Vern Halberg

Customer Contact	██████ ██████	City	Old Town	State	ME
UnitNo	██████	Model	102EL3	Make	MCI
Miles	11,723	Delivery	03/27/98	Model Year	
VIN					
Group	16.01				
Desc	Air Conditioning				
Subject	Would Not Cool.				
Desc	Compressor clutch would keep cutting out because of high pressure. The 16-10-1006 Main Controller was replaced because it was believed it was seeing a false high pressure reading, this did not correct the problem. Writer found out Hausman in NJ had used nitrogen to find a freon leak, apparently it had gotten trapped and mixed with the 134A freon, this caused some very erratic readings.				
Action	Evacuated the system and recharged.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor:		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 07/20/99
By: Marvin Cleem

Customer	██████████	City	Bethlehem	State	PA
Contact	████				
UnitNo	████	Model	102EL3	Make	MCI
Miles	95,000	Delivery	07/03/98	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Transducer				
Desc	Suction and discharge transducer not giving correct signal				
Action	order 92657				
Comments	coach was not cooling, display showed 315 and 317 for suction and discharge pressure. Installed gauges on compressor and suction was 62 and discharge was 120. voltage and ground was ok at transducer. Signal voltage returning to controller was 3.5 from both transducers.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 04/02/98
By: Mike Tomlinson

Customer	[REDACTED]			State	TN
Contact	[REDACTED]	City	Memphis		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	2,340	Delivery	03/11/98	Model Year	
VIN					
Group	16.01				
Desc	Other				
Subject	"HVAC System"				
Desc	HVAC Display in Drivers Area reads "NO DATA"				
Action	Trouble-shot system, checked 24 volt "Battery" inputs on (pins 1&4), Ground on pin (3) and 12 volt "Engine Running Signal" on pin (2) of Plug-60 @ the HVAC Controller. All voltages were correct, also the two Carrier installed Fuses inside the Main HVAC Controller were also checked and found to be OK, the HVAC Main Controller was not attempting to maintain the 72 degree automatic setpoint, thus one 16-10-1006 Main HVAC Controller was ordered on Order # 63565, & shipped to Carolina American in Greensboro, NC. which is where this Coach was being worked on.				
Comments	When Main Controller arrived it did not cure the problem, after further review it was found that the 12 volt "Engine Running Signal" from 12 volt Relay Module # 3 would disappear when any type of load was applied to this circuit, swapped 12 volt Relay Modules # 2 & #3, HVAC System operated correctly.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor:		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 04/14/98
By: Vern Halberg

Customer			State	CT
Contact		City	East Hartford	
UnitNo		Model	102EL3	Make
Miles	1,981	Delivery	04/09/98	Model Year
VIN				MCI
Group	16.01			
Desc	Other			
Subject	HVAC			
Desc	HVAC would not come on, Display showing No Data.			
Action	Checked it out and found a plug inside the controller not making good contact.			
Comments	none			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 08/02/99
By: Luverne McNamara

Customer	[REDACTED]		State	WI
Contact	[REDACTED]	City	Durand	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	93,000	Delivery	04/15/98	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	HVAC Controller			
Desc	7.5 AMP Fuse opens after 1/2 hr run time.			
Action	Removed 15 amp fuse & checked draw which was 2.567 amps Checked complete circuit & found everything running normal.			
Comments	The main controller & clutch coil has been replaced. The customer found a 10 amp fuse in new controller.			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 07/17/98
By: Michael Warton

Customer Contact			City	State	TN
			Knoxville		
UnitNo		Model	102EL3	Make	MCI
Miles	213,846	Delivery	03/18/98	Model Year	
VIN					
Group	003.10 Entrance Door Control				
Desc	003.10 Control Asm. - Sedan Ent. Door				
Subject	Door latch				
Desc	Door latch staying out, also fast idle not working. also hvac controller for defroster .				
Action	After extensive checking finally found that this will happen if you remove the fuses to the ESPAR heater timer. As what I had done .				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol	07/01/98	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/04/2001

By: Steve Kiner

Customer Contact	██████████ ██████	City	ST. Stephen	State	MN
UnitNo	██████	Model	102EL3	Make	MCI
Miles	105,000	Delivery	03/27/98	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Condenser Fan Stays on				
Desc	Rear condenser fan comes on when coach starts regardless of outside temperature. Compressor clutch isn't energizing when the condenser fan is on.				
Action	Customer checked continuity on circuits 1040 & 1041. Customer found about 1" of ckt 1041 corroded. The corrosion was about 5-6 ft from the compressor between the two clamps securing the harness to the left of the RH taillight. The wire was in the center of the harness bundle and did have slight damage to the insulation.				
Comments	These two circuits are connected to the high pressure switch on the A/C compressor. Any break in continuity between these two circuits signals the HVAC controller that high discharge pressure is present in the system. The controller then shuts off the compressor clutch and the front condenser fan, since the clutch and front condenser fan are controlled by the same wire. The rear fan goes to high speed until continuity is re-established through the pressure switch. Vern Halberg had two coaches in his region that had the same situation, and the wire was corroded in the same spot.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor:		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 04/20/99
By: Gilles Gueret

Customer	[REDACTED]		State	QC
Contact	[REDACTED]	City	St Augustin	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	71,785	Delivery	08/28/98	MCI
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	HVAC dash controller.			
Desc	Unit has continuous comm loss Code 24.			
Action	This unit has been checked several times. Ordered a replacement Hvac display 16-10-1003 from warranty.			
Comments	none			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/02/98
By: James Wilken

Customer	[REDACTED] .		State	AB
Contact	[REDACTED]	City	Banff	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	1,653	Delivery	04/15/98	Model Year
VIN				MCI
Group	16.01			
Desc	Other			
Subject	HVAC ,ECU			
Desc	Dash controller reads out WR[auto\\\\\\\\\\\\up[ok ehen it warms up.			
Action	Order new ECU			
Comments				
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 06/18/98
By: James Wilken

Customer	[REDACTED] .		State	AB
Contact	[REDACTED]	City	Banff	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	9,630	Delivery	04/15/98	Model Year
VIN				MCI
Group	7.20			
Desc	Other			
Subject	Controller.			
Desc	Not able to adjust volume control.			
Action	Replaced			
Comments				
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 06/22/98
By: James Wilken

Customer	██████████ .	State	AB
Contact	██████████	City	Banff
UnitNo	██████	Model	102EL3
Miles	9,241	Delivery	04/16/98
VIN		Make	MCI
Group	7.20	Model Year	
Desc	Other		
Subject	Controller		
Desc	Volume button stuck down .		
Action	Order new controller.		
Comments			
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 10/19/98
By: James Wilken

Customer	[REDACTED] .		State	AB
Contact	[REDACTED]	City	Banff	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	29,133	Delivery	04/20/98	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	16-10-1006			
Desc	Fans will not come on auto they need to be manually controlled			
Action	Order controller module.			
Comments				
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/26/98

By: Robert Levasseur

Customer	██████████			State	ON
Contact	██████████		City	Concord	
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	12,725	Delivery	04/30/98	Model Year	
VIN					
Group	7.20				
Desc	Other				
Subject	REI control head				
Desc	Customer reports that the controller working eratically . As well he tried to reset it and it would not .				
Action	Sent a replacement controller 07-20-1091				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/30/98
By: Gilles Gueret

Customer Contact	██████████ ██████	City	Concord	State	ON
UnitNo	██████	Model	102EL3	Make	MCI
Miles	84,700	Delivery	04/30/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	REI main processor				
Desc	Customer reports that the controller will not come on . Customer checked system and advises that the problem is the main controller . Customer has already replaced this unit before.				
Action	Ordered a new 07-20-1091 main processor from warranty.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :				
	Start Visit		End Visit		

MCI / DINA Service Report

Date: 12/08/98
By: Gilles Gueret

Customer	██████████	State	ON
Contact	██████	City	Concord
UnitNo	██████	Model	102EL3
Miles	42,000	Delivery	04/30/98
VIN		Make	MCI
Group	007.13 Remote Control Box, Inst. panel, J-Box		
Desc	007.13 Instrument Panel		
Subject	Guages and telltales.		
Desc	Customer reports that the guages occasionally become erratic and is getting false telltale occurances.		
Action	Ordered an 07-08-1155 dash controller from warranty.		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 10/13/98
By: Vern Halberg

Customer			State	MA
Contact		City	Brighton	

UnitNo		Model	102EL3	Make	MCI
Miles	32,700	Delivery	04/28/98	Model Year	
VIN					
Group	016.01	Misc. Install. Layout			
Desc	Other				

Subject	A/C controller.
Desc	Installed the 8003 softwear.

Action
Comments

Coach Down	Report Status	Closed	Responsible

Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 10/13/98
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Brighton	
	Sheean			
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	30,615	Delivery	04/28/98	Model Year
VIN				MCI
Group	016.01 Misc. Install. Layout			
Desc	Other			
Subject	A/C controller			
Desc	Installed 8003 softwear.			
Action				
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 06/08/99
By: Gilles Gueret

Customer	██████████			State	QC
Contact	██████████		City	Beauport	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	93,750	Delivery	05/05/98	Model Year	
VIN					
Group	003.10 Entrance Door Control				
Desc	003.10 Control Asm. - Sedan Ent. Door				
Subject	Door Controller				
Desc	Customer reports multipule solenoids leaking air and one control valve also leaking .				
Action	Ordered a complete 04-23-1024 module from warranty.				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/05/99
By: Gilles Gueret

Customer Contact		City	Ajax	State	ON
UnitNo		Model	102EL3	Make	MCI
Miles	159,300	Delivery	07/17/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Dash processor				
Desc	Customer reports that the dash controller no longer controls the radio or the VCP.				
Action	Ordered a 07-20-1091 processor from warranty.				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 10/20/98
By: Robert Levasseur

Customer	[REDACTED]	State	ON
Contact	[REDACTED]	City	Ajax
UnitNo	[REDACTED]	Model	102EL3
Miles	45,989	Delivery	07/17/98
VIN		Make	MCI
Group	016.07 Heater & Water Valve		
Desc	Other		
Subject	Water valves		
Desc	Always have power supplied and are staying closed		
Action	Sent out a main Hvac controller .		
Comments	The diagnostics would show the water valves as being open . This caused an out of range code to keep reoccurring . Customer has no maintenance facility . Stores bus in a transit authority yard and they perform the odd repair . These buses are turning 20000 + miles per month .		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date of Resol		Cust Demeanor :	
		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 12/02/99
By: Joey Loeffler

Customer	[REDACTED]			State	ON
Contact	[REDACTED]	City	Ajax		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	252,035	Delivery	07/17/98	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	Main A/C controller				
Desc	Faulty				
Action	Replace ECU				
Comments	Error code 3 and cannot control temperature. Water valves cycle rapidly and do not stay open long enough. This is the second ECU on this coach in 12 months.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 08/14/2000
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Monterey Park	State	CA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	203,873	Delivery	05/15/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	audio system				
Desc	defective				
Action	repaired				
Comments	replaced dash audio controller				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 09/18/98

By: Bob Cox

Customer	██████████	City	Dallas	State	TX
Contact	██████████				
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	20,300	Delivery	07/02/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	007.08 Gauge - Fuel Level				
Subject	Main Controller				
Desc	Dash gauges go through self test				
Action	Ordered 07-08-1163				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/21/98
By: Paul Stemen

Customer	████████████████████	State	NY
Contact	██████████	City	Calverton
UnitNo	██████	Model	102EL3
Miles	18,500	Delivery	05/28/98
VIN		Make	MCI
Group	16.01	Model Year	
Desc	Other		
Subject	air conditioning		
Desc	complaint no drivers a/c and no defroster		
Action	ground wire fell off inside the driver's hvac controller box		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 11/10/98
By: Robert Levasseur

Customer	██████████	State	ON
Contact	██████████	City	Mississauga
UnitNo	██████████	Model	102EL3
Miles	62,837	Delivery	06/01/98
VIN		Make	MCI
Group	016.06 Evaporator		
Desc	016.08 Blower Motor Asm. - Main HVAC Syst.		

Subject R.H. Evaporator
Desc Runs 5-7 degrees hotter than the setpoint .

Action Replaced all the modules and changed the direction of the water valve
Comments The initial problem was that the coach would open the water valve on the R.H. water valve even though the setpoint was lower than the temperature it was reading on the R.H. side of the bus. Switched the temperature probes from left side to the right side .There was no change . Replaced the HVAC main controller , as per instuctions from Kevin Miller at Carrier . There was no change . I replaced all the 12V , 24V and the interlock modules . This caused the water valve operation to work correctly in accordance with the setpoint . The R.H. water valve now cycled open and closed correctly . The next problem that we found was that the temperature on the R.H. side , while the engine was at higher rpm , would be about 5-7 degrees higher than the setpoint . The water valve , in diagnostics and physically on the vehicle , was operating correctly this time . It was closed . Checked the coolant lines to the R.H. evaporator and found them to be backwards . The coolant flow was holding the water valve open . Corrected the plumbing and the HVAC has now worked correctly for about 2 months .

Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 10/13/98
By: Vern Halberg

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Braintree	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	13,200	Delivery	06/25/98	Model Year
VIN				
Group	016.01 Misc. Install. Layout			
Desc	Other			
Subject	A/C controller			
Desc	Installed the 8003 softwear.			
Action				
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/13/98
By: Vern Halberg

Customer Contact			City	State Agawam	MA
UnitNo		Model	102EL3	Make	MCI
Miles	1,900	Delivery	07/31/98	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	A/C controller.				
Desc	Installed the 8003 softwear.				
Action					
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/28/2003

By: Marvin Cleem

Customer	██████████	City	Chipley	State	FL
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	381,721	Delivery	06/22/98	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	pressure switch				
Desc	short in wiring				
Action	System was blowing fuse in HVAC controller. Customer repaired the short in the wiring				
Comments	none				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 08/19/98
By: Robert Wilson

Customer	██████████.	State	VA
Contact	██████████	City	Blacksburg
UnitNo	██████	Model	102EL3
Miles	8,648	Delivery	07/20/98
VIN		Make	MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control		
Desc	016.10 HVAC Syst. - Misc. Control Components		
Subject	Drivers HVAC Controller Installation - Box		
Desc	Driver complaining of rattle behind defroster cover . Writer found defroster controls box loose.		
Action	Repaired		
Comments	Left side of box is held in place by lip built into framework of coach . Writer used piece of weather strip felt to take up slack. (Preventing Rattle)		
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 01/26/99
By: James Wilken

Customer Contact	██████████ ██████████	City	Calgary	State	Ab
UnitNo	██████	Model	102EL3	Make	MCI
Miles	52,160	Delivery	07/09/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	07-08-1031 main controller.				
Desc	passenger chimes work but no powere to telltale light.				
Action	Replace.				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 06/15/99

By: Jon Lee

Customer	[REDACTED]			State	MI.
Contact	[REDACTED]	City	Millington		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	40,740	Delivery	12/31/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	MEGA - TEC Components				
Subject	Main Controller / HVAC Display / Drivers Display / Gateway				
Desc	Test Installation.				
Action	Test components with upgraded software being field function tested.				
Comments	Coach has history of dash gauge problems, display issues and intermittent false Hard Braking alarms.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	12/31/99	Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 07/15/99

By: Jon Lee

Customer	[REDACTED]			State	MI.
Contact	[REDACTED]	City	Millington		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	44,475	Delivery	12/31/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Mega - Tec Test Components				
Subject	Main Controller / HAVC Display / Drivers Display / Gateway				
Desc	Customer reports test items with revised software failing . Hardbraking alarm / dash gauge fluctuatuiou / drivers display beeping issues are reoccurring .				
Action	Information given to engineering. Instructed to continue monitoring aggressively to see if a paticular pattern or trend can be established.				
Comments	Owner becoming increasingly impatient and vocal over this ongoing issue . Same issues with Unit 60036 he owns.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/99	Cust Demeanor :		End Visit	Reserved
		Start Visit	Hostile		

MCI / DINA Service Report

Date: 11/16/98
By: Richard Olsonawski

Customer	[REDACTED]		State	WA
Contact	[REDACTED]	City	Sumner	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	10,598	Delivery	11/08/98	Model Year
VIN				MCI
Group	003.29 Baggage Doors			
Desc	Other			
Subject	Baggage door			
Desc	Not in line with each other			
Action	Adjusted to latch pins. Door line up very nice			
Comments	Why can't production adjust all door so the look smooth down the side of a coach . Not look like a roller coaster. In and out. Customer was not happy.			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :		End Visit	
	Start Visit			

MCI / DINA Service Report

Date: 11/18/98
By: Luverne McNamara

Customer Contact	[REDACTED]	City	Waconia	State MN
UnitNo	[REDACTED]	Model	102EL3	Make MCI
Miles	3,181	Delivery	10/20/98	Model Year
VIN				
Group	016.07 Heater & Water Valve			
Desc	Other			
Subject	Heat.			
Desc	Very little heat on curb side.			
Action	Water inlet & outlet ports at heater core marked wrong. switched lines & decals.			
Comments	Customer installed a new water valve & controller plus ordered another controller due to this mistake.			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/03/98
By: Lanny Martin

Customer	[REDACTED]		State	CO
Contact	[REDACTED]	City	Golden	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	3,950	Delivery	10/14/98	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	Main Controller			
Desc	Will not apply power to close RH Water Valve			
Action	On order # 77461 order a main Controller P/N 16-10-1006.			
Comments	none			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 03/27/2001
By: Robert W Jones

Customer	[REDACTED]			State	CO
Contact	[REDACTED]	City	Golden		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	131,000	Delivery	10/14/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	007.08 Antenna - AM/FM Radio & Cassette				
Subject	video /cd				
Desc	pass controller no reconizing video and cd				
Action	found loose connection at data link to pdm				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/26/2000

By: Jon Lee

Customer	[REDACTED]			State	MI
Contact	[REDACTED]	City	Lansing		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	97,000	Delivery	02/12/99	Model Year	
VIN					
Group	016.14 Driver Heater, Defroster, and A/C				
Desc	016.14 Related parts - Driver's HVAC Syst.				
Subject	Heat Control				
Desc	None				
Action	Main Controller replaced				
Comments	Cut-off valve originally suspect, replacement doesn't resolve. Signal from main controller missing - return sensor ck's good. Wty Ord # P130390.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Reserved		Reserved

MCI / DINA Service Report

Date: 05/18/99
By: Jacques Gagne

Customer Contact	██████████ ██████	City	Tucson	State	AZ
UnitNo	██████	Model	102EL3	Make	MCI
Miles	23,295	Delivery		Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	Low ride tell tale				
Desc	defective				
Action	order dash main controller				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 02/17/99
By: Luverne McNamara

Customer Contact	 	City	Appleton	State WI
UnitNo		Model	102EL3	Make
Miles	9,000	Delivery	12/23/98	Model Year
VIN				
Group	016.12 C/H & A/C Compt.			
Desc	016.01 A/C Comp. Asm. - Carrier			
Subject	System shutdown.			
Desc	Customer complained that the system would shut down & always with passenger on board when this happened the ignition switch had to be cycled to get system back on line . Customer states that only happens in inclement weather & one time a occurrence			
Action	Changed out main controller.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol	ERROR: Unable to interpret Time or Date	Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 02/14/2000
By: Jacques Gagne

Customer Contact	████████████████████ ████	City	Long Beach	State	CA
UnitNo	████	Model	102EL3	Make	MCI
Miles	42,188	Delivery	03/01/99	Model Year	
VIN					
Group	Other				
Desc	Other				
Subject	HVAC dash controller				
Desc	defective				
Action	replaced				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 03/11/2003

By: Jon Lee

Customer	[REDACTED] .			State	NC
Contact	[REDACTED]	City	Randleman		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	168,844	Delivery	02/19/99	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	016.01 A/C Comp. Install. - Carrier				
Subject	HVAC System				
Desc	Intermittent Operation				
Action	Swapped relay module #3 with relay module #2. Customer to order repl.				
Comments	After hours call w/coach down situation. Customer original troubleshooting efforts directed towards charging system - ck's ok. Issue source traced to no output starter lockout signal for HVAC controller @ relay module P3 pin #14 - circuit 1346a				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	03/11/2003	Cust Demeanor :		End Visit	Calm
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 08/22/99

By: Jon Lee

Customer	██████████.			State	MI
Contact	██████████		City	Ann Arbor	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	35,500	Delivery	03/25/99	Model Year	
VIN					
Group	003.05 Sun Visor				
Desc	003.05 Blind Asm - W/S Motorized (Eff. 45363)				
Subject	Blind Assy's / LH - RH W/S's				
Desc	Customer reports blind assy's are loose - rattle - squeak and make the coach sound like it's 10 years old.				
Action	Assy's removed and bead of silicone placed in-between blind cover & mtr/roller contact area. Mtg brkt to track area silconed to minimize difference of brkt OD and track ID . Mtg brkt engagement at center post less than 1" in track of blind assy.				
Comments	Monitoring issue for further complaints.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2002	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 01/10/2000
By: Thomas Downing

Customer Contact	[REDACTED]		City	Hoboken	State	NJ
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	57,125	Delivery	03/26/99	Model Year		
VIN						
Group	003.01 Dashboard					
Desc	003.01 Switch & Instr. Panels - Dashboard					
Subject	Guages and Driver Display Not working					
Desc	Other					
Action	Found bad connection at instrument panal plug female conector spread open (Raparied) Replaced driver display and Main dash controller					
Comments	They had front j box module unplugged, wire pulled out of a/c controller					
Coach Down	Yes	Report Status	Closed	Responsible		
Est'd Date of Resol	01/06/2000	Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 04/07/99

By: Jon Lee

Customer	██████████	City	Ann Arbor	State	MI
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	4,800	Delivery	03/25/99	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	Park & Stop Lite Dash Indicators.				
Desc	No 1850 Broadcast signal after initial dash self test sweep.				
Action	Circuit ck'd to relay Module 8 to verify brake switches. No grd signal output at P-H pin # 7. No broadcast signal through Main Controller when output plug removed and this circuit is grd'dn. Self test sweep illuminates lamps. Ordered repl part # 07-08-1163 (Main Controller) 1ea / 07-18-1163 (Module-Interlock)				
Comments	On-site follow-up 4-12-99 / repl interlock module resolves issue. Module core and main controller returned for credit.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	04/15/99	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 07/09/99
By: Gilles Gueret

Customer			State	QC
Contact		City	Laval	
UnitNo		Model	102EL3	Make
Miles	9,000	Delivery	04/15/99	Model Year
VIN				MCI
Group	007.13 Remote Control Box, Inst. panel, J-Box			
Desc	Other			
Subject	Sound system			
Desc	Customer reports that the entire sound system quits and locks up if the PA is queued on . The problem is intermittant and only occurs when either the radio or the VCP is playing .			
Action	Replaced about every component on the system besides the harness and the ampifier . It turned out to be the VCP was the problem.			
Comments	It appears that if the processor on the VCP has a problem wether the VCP is on or off the dash controller still quizzes it . It's still a hit and miss affair thought it's hard to isolate the problem if it's in the data stream of the entertainment system. It probably took a month to rectify the problem, and Jim McNab of REI was really helpful.			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit Reserved

MCI / DINA Service Report

Date: 08/31/99
By: Gilles Gueret

Customer	[REDACTED] .		State	ON
Contact	[REDACTED]	City	Casselman	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	54,000	Delivery	07/05/99	Model Year
VIN				
Group	007.13 Remote Control Box, Inst. panel, J-Box			
Desc	007.13 Misc. Switches & Switch Panel Components			
Subject	Joystick Controller			
Desc	Open			
Action	Part ordered from warranty			
Comments	Ordered a 7L-8-568.			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 03/20/2000

By: Vern Halberg

Customer	██████████			State	CT
Contact	██████████		City	S Windsor	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	52,272	Delivery	04/28/99	Model Year	
VIN					
Group	003.01 Dashboard				
Desc	Other				
Subject	Drivers Display				
Desc	Erratic Readings				
Action	Replaced display.controller. and gateway with latest software rev.				
Comments	Erratic reading, hard braking, speed, engine RPM. Customer will monitor.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/28/2000
By: Robert W Jones

Customer Contact	██████████ ██████████	City	Salt Lake City	State	UT
UnitNo	██████	Model	102EL3	Make	MCI
Miles	64,606	Delivery	06/06/99	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	audio controller				
Subject	button operation				
Desc	sticking and intermittant				
Action	replace audio controller				
Comments	no				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 11/12/99
By: Reginald Ripley

Customer Contact	[REDACTED]	City	Concord	State	ON
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	53,596	Delivery	06/02/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject					
Desc	Other				
Action	Order two 16-10-1005 thermistor sensors				
Comments	This problem is a difficult one to fix as there are only three known failures reported in Canada. Have other Reps. had this scenario where the temperature doesn't seem to control on one side and yes the lines are hooked up correctly. Customer wanted us to send a complete HVAC controller because that is apparently what fixed the last failure. In other words there have been others with this symptom.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor:			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 11/26/99
By: James Wilken

Customer	██████████			State	AB
Contact	██████████		City	Calgary	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	43,605	Delivery	06/11/99	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	VIP controller				
Desc	No cruise and horn.				
Action	Replace VIP controller.				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	06/30/2000	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 09/16/99
By: James Wilken

Customer Contact	██████████ ██████████	City	Vancouver	State	BC
UnitNo	██████	Model	102EL3	Make	MCI
Miles	20,102	Delivery	06/18/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	16-10-1003 HVAC control.				
Desc	HVAC control will not work and only displays computer digits				
Action	As the system works well on the default setting I assume the main controller is fine so I ordered a control head.				
Comments	This is not uncommon and replacing the control head in the past has fixed this problem.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	ERROR: Unable to interpret Time or Date	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Calm

MCI / DINA Service Report

Date: 04/04/2003
By: Richard Olsonawski

Customer Contact	 	City	State Centralia	WA
UnitNo		Model	102EL3	Make
Miles	165,794	Delivery	06/30/99	Model Year
VIN				MCI
Group	007.08 Misc. Electrical Items			
Desc	Other			
Subject	# 2 monitor not working			
Desc	Other			
Action	It had power but no video They will check cable at controller box or at monitor .			
Comments	This was to have been repaired at Service center			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol	04/07/2003	Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/21/2001
By: Jacques Gagne

Customer Contact	██████████ ██████████	City	Los Angeles	State	CA
UnitNo	██████	Model	102EL3	Make	MCI
Miles	72,130	Delivery	08/01/99	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	Audio system				
Desc	defective				
Action	repaired				
Comments	replaced radio and dash controller				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 09/11/2000

By: Robert Wilson

Customer	██████████	City	Memphis	State	TN
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	31,419	Delivery	11/24/99	Model Year	
VIN					
Group	003.09 Curtains				
Desc	003.09 Blind Asm. - Pass. Windows				
Subject	Blind Asm.				
Desc	Broken				
Action	Ordered replacement				
Comments	Blind came unglued from roller / Order # P247210				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/12/99
By: Frank Cantwell

Customer	[REDACTED]		State	CA
Contact	[REDACTED]	City	Santa Rosa	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	3,000	Delivery	10/06/99	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	HVAC Main Controller			
Desc	RH Main A/C not cooling			
Action	Order new HVAC main controller			
Comments	Glycol valve was only getting 14 volts. Needs 24 volts to close valve.			
Coach Down	Yes	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Reserved	End Visit
				Reserved

MCI / DINA Service Report

Date: 04/25/2000
By: Richard Olsonawski

Customer Contact	[REDACTED] . [REDACTED]	City	Spearfish	State	SD
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	13,000	Delivery	01/31/2000	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	HVAC controller worked when it wanted to intromitted				
Desc	Other				
Action	replace controller				
Comments	Customer thinks MCI had better quality material with all the testing we done .				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	04/25/2000	Cust Demeanor :			
		Start Visit	Hostile	End Visit	Calm

MCI / DINA Service Report

Date: 05/16/2001
By: Frank Cantwell

Customer	██████████	City	Santa Rosa	State	CA
Contact	██████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	100,687	Delivery	12/23/99	Model Year	
VIN					
Group	004.15 Brake Pedal, Brake Valve				
Desc	004.15 Pedal Asm. - Accel. & Brake				
Subject	Cotter Pin				
Desc	Pin & Roller				
Action	Replaced				
Comments	Cotter pin came out of pin that secures roller to brake pedal. Roller makes contact against E15 valve to activate valve. Coach was going down steep hill in San Francisco when this happen, driver was able to stop coach with park brake valve. No sign of cotter pin on floor area, no telling how long cotter pin had been missing.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Hostile
		Start Visit	Hostile		

MCI / DINA Service Report

Date: 07/26/2001
By: Robert Levasseur

Customer Contact	██████████ ██████████	City	Toronto	State	ON
UnitNo	██████	Model	102EL3	Make	MCI
Miles	98,276	Delivery	05/01/98	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	A/C Controller				
Desc	turning off				
Action	replaced 12V module				
Comments	bad module delivering power intermittently				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 01/20/2002
By: Robert W Jones

Customer	[REDACTED] .		State	CA
Contact	[REDACTED]	City	La Mirada	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	154,764	Delivery	04/01/2000	Model Year
VIN				MCI
Group	003.09 Curtains			
Desc	003.09 Blind Asm. - Pass. Windows			
Subject	roller			
Desc	retracting			
Action	replace shades			
Comments	replaced 3 shades and guides			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 01/20/2000

By: Jon Lee

Customer	██████████	City	Lima	State	OH
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	3,200	Delivery	01/06/99	Model Year	
VIN					
Group	016.14 Driver Heater, Defroster, and A/C				
Desc	016.14 Dash Vent. & W/S Defrost Grilles - Driver's HVAC				
Subject	Defroster / Lack of & High Pitched Whine				
Desc	Customer reports: 1) RH W/S fogs & ice's over blocking mirror vision . 2) High pitched - irritating whine noise when defrost put on line with controller .				
Action	1) Duct opening not cut same ID as dash - approx 10% or more of dash opening blocked. Felt gasket at dash to duct fit a poor choice. Glue adhesive strip coming off felt allowing to fall away. Hole opened up with grinder - silicone put in for gasket seal at dash to duct area. 2) Defrost mtr's pulled and ck'd - RH W/S and lower valance pulled to inspect duct work for obstruction & routing. Noise traced to dash (LH) vent flapper fit in assy when closed. Gap produces high pitched whistle and whine during defrost operation . Repl vent ordered.				
Comments	Installation of defrost duct-work in dash resembles a weekend garage project by Shooshologist rather than a production plant product with engineering , vender support and QA departments in place.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/21/99	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 08/26/2002

By: Jon Lee

Customer	[REDACTED]			State	SC
Contact	[REDACTED]	City	Aiken		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	57,000	Delivery	10/01/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Roadside HVAC				
Desc	All Heat - No A/C Modulation				
Action	Outside repair facility suspects Main Controller . Discussed 24vlt circuit and water valve function & rebuild kit availability .				
Comments	Owner quite vocal ref to issue on coach w/such low mileage and being out of wty period. Noted.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	08/27/2002	Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 05/01/2001
By: Michael Warton

Customer Contact	████████████████████ ██████████	City	Laurinburg	State	NC
UnitNo	██████	Model	102EL3	Make	MCI
Miles	78,443	Delivery	09/13/2000	Model Year	
VIN					
Group	003.01 Dashboard				
Desc	Other				
Subject	Hvac controller				
Desc	Other				
Action	Order replacement				
Comments	Display goes off screen also display becomes unreadable at times .				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/01/2001	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 03/26/2003

By: Jon Lee

Customer	██████████	City	Greenville	State	SC
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	228,000	Delivery	02/02/2000	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	016.01 A/C Comp. Install. - Carrier				
Subject	HVAC Controller				
Desc	Cond Mtrs & Compressor Clutch Stay On w/Ignition Off				
Action	Controller ck'd for replacable relay. Not equipped. Randy Quick of Carrier contacted. Comments first notification of HVAC controller w/o relay that has failed condenser mtr & clutch circuit in on position with ignition off.				
Comments	Carrier requesting controller for failure analysis but unwilling to provide replacement. Wty group unwilling to provide replacement because coach is out of wty period. Customer caught in the middle of situation - upset and feels some kind of policy adjustment or customer care gesture in order. Two coaches in fleet have experienced same issue.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	04/01/2003	Cust Demeanor:			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 04/11/2003

By: Jon Lee

Customer	██████████	State	SC
Contact	██████████	City	Greenville
UnitNo	██████	Model	102EL3
Miles	230,000	Delivery	02/02/2000
VIN		Make	MCI
Group	016.09 Condenser Fan & Motor		
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.		
Subject	HVAC Controller		
Desc	Failed		
Action	Repl by Loudonville Ohio facility . Resolves condenser fan & compressor clutch engagement with ignition off. No internal relay on expansion board. Controller forwarded to Randy Quick for failure analysis and possible policy adjustment for customer .		
Comments	Coach owner & writer caught off guard @ completion of repairs when asked to pay before release of coach would be possible even though Champion Coach has active chargeable privileges in good standing at all MCISS facilities and has purchased over 1.4 million dollars of new equipment in last thirty days . Necessary for writer to personally take responsibility for payment and involvement of Jim Gabor to confirm customer pays bills per Claremont, FL confirmations. Reasoning given writer for no accounts receivable @ Loudonville, Ohio MCISS facility is because they don't allow anyone to charge for services rendered. Policy and event very damaging to owners trust and relationship with field service and MCII.		
Coach Down	Yes	Report Status	Closed
		Responsible	
Est'd Date of Resol	04/11/2003	Cust Demeanor :	
		Start Visit	Hostile
		End Visit	Reserved

MCI / DINA Service Report

Date: 02/05/2000

By: Jon Lee

Customer	██████████.	State	OH
Contact	██████████	City	Martinsburg
UnitNo	██████	Model	102EL3
Miles	3,000	Delivery	02/18/99
VIN		Make	MCI
Group	007.08 Misc. Electrical Items	Model Year	
Desc	007.08 IP Gauges		
Subject	Dash Gauge Fluctuation		
Desc	Oil gauge drops out turning on low level indicator @ IP on. Phantom Alarm.		
Action	Information only.		
Comments	Frequently brought up by owners, operators, maintenance personnel during onsite visits and phone conversations. Engineering addressing issue - but very slow going determining source, solution, and final resolution. 3/28/00 Follow-up - ECN 22789 Mega-Tec component software upgrade. Drivers display, HVAC display, Main Controller, & Gateway replaced on Wty Ord # P104410.		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol	02/28/2000	Start Visit	Reserved
		End Visit	Reserved

MCI / DINA Service Report

Date: 03/20/2002
By: Robert W Jones

Customer Contact	[REDACTED] . [REDACTED]	City	Los Angeles	State CA
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	58,716	Delivery	02/11/2000	Model Year
VIN				
Group	003.09 Curtains			
Desc	003.09 Blind Asm. - Pass. Windows			
Subject	roller			
Desc	retract			
Action	replace shade			
Comments	no			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 02/12/2001

By: Richard Olsonawski

Customer	[REDACTED]		State	HI
Contact	[REDACTED]	City	Kahului	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	34,129	Delivery	01/05/2000	Model Year
VIN				MCI
Group	004.23 Air Door Control			
Desc	Upper entrance lock			
Subject	Upper entrance door slow to lock			
Desc	booster on door control failed			
Action	Replaced door controller			
Comments	Can we just replace the booster on the door control, if that is all that fails with slow latch upper door cylinder			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol	02/08/2001	Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 08/02/2000

By: Jon Lee

Customer	██████████			State	IN
Contact	██████████		City	ELkhart	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	1,500	Delivery	04/19/2000	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Dash Displays				
Desc	Inop				
Action	Ordered				
Comments	Delivery Issue. Drivers display doesn't move or scroll thru main menu , unable to clear oil change service alarm. HVAC display doesn't show anything but self test and no data screens. Disconnection puts main controller in default status turning on cabin fans & heat request.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/04/2000

By: Jon Lee

Customer	██████████	City	ELkhart	State	IN
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	1,500	Delivery	04/19/2000	Model Year	
VIN					
Group	016.01	Misc. Install. Layout			
Desc	Other				
Subject	Main Controller/Processor				
Desc	Failed				
Action	Repl				
Comments	Delivery Issue. No communication with processor. No data screen constantly displayed. Code 6 logged in LED diagnostics of controller.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/25/2000
By: Jacques Gagne

Customer Contact	[REDACTED]. [REDACTED]	City	Orange	State	CA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	31,436	Delivery	04/14/2000	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	RH telltale cluster				
Desc	defective				
Action	repaired				
Comments	replaced dash main controller				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/05/2000

By: Robert Wilson

Customer	██████████	City	Knoxville	State	TN
Contact	██████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	29,000	Delivery	03/15/2000	Model Year	
VIN					
Group	016.01	Misc. Install. Layout			
Desc	Other				
Subject	Dash Controller				
Desc	No Data				
Action	Ordered replacement				
Comments	Customer called with no data showing in display / Advised to check connections on main controller/ no problem found / ordered replacement / Order # P268090				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 10/06/2000

By: Robert Wilson

Customer	[REDACTED]		State	TN
Contact	[REDACTED]	City	Knoxville	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	29,000	Delivery	03/15/2000	Model Year
VIN				MCI
Group	016.01 Misc. Install. Layout			
Desc	Other			
Subject	HVAC Main Control			
Desc	No signal to dash unit			
Action	Ordered new HVAC Main Control			
Comments	No Data / Wires checked out ok / Dash controller was good/ Order # P269860			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 08/15/2000
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Monterey Park	State	CA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	11,146	Delivery	06/30/2000	Model Year	
VIN					
Group	Other				
Desc	Other				
Subject	HVAC display				
Desc	defective				
Action	repaired				
Comments	replaced AC controller				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/14/2000
By: Richard Olsonawski

Customer Contact	████████████████████ ██████████	City	Fairbanks	State	AK
UnitNo	██████	Model	102EL3	Make	MCI
Miles	2,311	Delivery	04/27/2000	Model Year	
VIN					
Group	016.12 C/H & A/C Compt.				
Desc	Other				
Subject	HVAC display goes blank after about 10 minutes				
Desc	Other				
Action	Replace HVAC controller unit				
Comments	Very frustrating for customer to have this type of problem with new coach				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/17/2000	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/06/2003

By: Guy Tessier

Customer	[REDACTED] .			State	BC
Contact	[REDACTED]	City	Prince George		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	84,000	Delivery	08/28/2000	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	HEAT CONTROL				
Desc	Other				
Action	ORDERED H/VAC CONTROLLER				
Comments	COULD NOT CONTROL HEAT IN COACH.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :		End Visit	
of Resol		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 10/04/2002

By: Jon Lee

Customer	[REDACTED]			State	SC
Contact	[REDACTED]	City	Louisburg		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	100,000	Delivery	10/12/2000	Model Year	
VIN					
Group	003.29 Baggage Doors				
Desc	003.29 Bagg. Door Opening Mech.				
Subject	Door Open Cable				
Desc	Broken				
Action	Repl Ordered				
Comments	One door track roller fell out & missing. Un-retrievable when coach returned from scheduled trip.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/15/2002	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 04/24/2001
By: Michael Warton

Customer Contact	██████████ ██████████	City	Richmond	State	VA
UnitNo	██████	Model	102EL3	Make	MCI
Miles	11,811	Delivery	10/31/2000	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	Sound system Controller				
Desc	Other				
Action	Replaced				
Comments	Unit would not switch from mic to radio everytime.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	04/24/2001	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/19/2001
By: Guy Severance

Customer	[REDACTED]		State	TX
Contact	[REDACTED]	City	Dallas	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	24,508	Delivery	04/04/2001	Model Year
VIN				MCI
Group	017.01 Misc. Nameplates, Dispensers, Etc.			
Desc	017.01 Ext. Waste Paper Cont. w/Lav Access			
Subject	roller toilet paper			
Desc	broke.			
Action	informed Robert.			
Comments	could not find a key to unlock the roller.			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 03/27/2003

By: Jon Lee

Customer	██████████	City	Greenville	State	SC
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	53,988	Delivery	09/28/2000	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	016.01 A/C Comp. Install. - Carrier				
Subject	HVAC Main Controller				
Desc	Intermittent Relay Failure On w/Ignition Off.				
Action	Condenser / Compressor clutch relay replaced w/suppression protected style relay.				
Comments	Coach operated for three weeks while issue intermittent. Relay examined from controller shows carboned pt's. Contact w/Carrier rep Randy Quick states to date NO failed HVAC Main Controllers with this failed characteristic have been seen or received by Carrier Wty to date. Darlene Alton contacted for confirmation.				
	Controller Info: MCI - 16-16-1006 / Ver - 8005 / Car - 77-00625-05 / 38140				
	Program Rev Level Mod Label Info: V9871 5-13-02 Cert J-GE				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	03/27/2003	Cust Demeanor:			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 04/18/2001
By: Michael Anstead

Customer Contact	██████████ ██████████	City	Newark	State	NJ
UnitNo	██████	Model	D4000	Make	MCI
Miles	21,940	Delivery	02/15/2001	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	A/C Controller				
Desc	Temperature Control				
Action	Repalced				
Comments	Vehicle had no heat. Checked controller and found rheostat spinning on controller. This is an on going issue, Carrier involved for final resolution.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	04/18/2001	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 09/30/2002
By: Robert W Jones

Customer Contact	[REDACTED]		City	Orange	State	CA
UnitNo	[REDACTED]	Model	D4000	Make	MCI	
Miles	32,395	Delivery	10/10/2001	Model Year		
VIN						
Group	004.04 Rear & Tag Axle Air Brake					
Desc	004.04 Brake Asm (Drum) Trailing Axle					
Subject	shoes					
Desc	squealing					
Action	lube					
Comments	rollers and replaced spring. This did not cure problem					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 06/11/2003

By: William Pryne

Customer	[REDACTED]			State	KY
Contact	[REDACTED]	City	LaGrange		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	26,671	Delivery	04/04/2002	Model Year	
VIN					
Group	004.01 Frt Air Brake				
Desc	004.01 Brake Asm (Drum) Frt Axle				
Subject					
Desc	Other				
Action	Explained loud popping noise of front brakes				
Comments	Writer will direct service provider to properly inspect and lubricate front brake shoe rollers on brake foundation				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	250,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 03/07/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/06/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4000	Make	MCI
Miles	25,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Carrier HVAC Controller				
Desc	Internal Tyco Relay Install				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and relaced w/suppression protected relay. Controller reinstalled back in coach.				
Comments	Precautionary measure requested by PRTC until failure analysis testing from Carrier complete with permanent repair recommendations. Monitoring issue status.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	12/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 11/26/2002

By: Marvin Cleem

Customer	██████████	City	Dothan	State	AL
Contact	██████████				
UnitNo	██████	Model	D4500	Make	MCI
Miles	338,621	Delivery	01/01/97	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	Driver's Temperature Controller				
Desc	not controlling water valve				
Action	Temperature controller keeping power to the water valve not allowing water flow to the heater				
Comments	found the temperature controller and temperature sensor defective				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/04/2002

By: Marvin Cleem

Customer	██████████	City	Chipley	State	FL
Contact	██████████				
UnitNo	██████	Model	D4500	Make	MCI
Miles	160,000	Delivery	08/30/99	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Temperature controller				
Desc	Other				
Action	Temperature controller going blank. Driver would shut coach off wait a minute and restart. Controller would reset and be OK for a while.				
Comments	Ground water valve to frame per bulletin 2769.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 07/08/2002
By: Robert W Jones

Customer	[REDACTED]		State	CA
Contact	[REDACTED]	City	Santa Paula	
UnitNo	[REDACTED]	Model	D4500	Make
Miles	156,733	Delivery	04/28/2001	Model Year
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	controller			
Desc	passenger			
Action	replace			
Comments	hvac blows hot/ also added the ground wire at water valve			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 11/29/2001
By: Frank Cantwell

Customer Contact	[REDACTED]	City	Stockton	State	CA
UnitNo	[REDACTED]	Model	D4500	Make	MCI
Miles	2,457	Delivery	09/21/2001	Model Year	
VIN					
Group	003.25 Destination Sign				
Desc	Other				
Subject	Front Sign				
Desc	Defective				
Action	Repaired				
Comments	Roller wouldn't engage. Retaining pin clip came off causing roller gear not to engage with sign motor. Writer replaced clip.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 03/10/2003
By: Anthony Pascarella

Customer	██████████	City	Concord	State	NH
Contact	██████████				
UnitNo	██████████	Model	D4500	Make	MCI
Miles	138,942	Delivery	02/12/2002	Model Year	
VIN					
Group	Other				
Desc	Ricon Wheel Chair Lift				
Subject	F9A Wheel Chair Lift				
Desc	Lift not working				
Action	Electronic Controller was previously replaced . Found that this was the wrong Electronic Controller installed in the lift. Found switch pendant badly damaged.				
Comments	Had customer order correct Electronic Contoller and new switch pendant .				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 03/21/2002
By: Frank Cantwell

Customer Contact	██████████ ██████████	City	Stockton	State	CA
UnitNo	██████	Model	D4500	Make	MCI
Miles	2,078	Delivery	02/22/2002	Model Year	
VIN					
Group	003.11 Passenger Seats				
Desc	003.11 Seat Rails - Pass. Area				
Subject	American auto slide				
Desc	Defective				
Action	Information				
Comments	Customer feels seat pedestals are too loose on seat rails. Writer tried explaining to the customer that the looseness would tighten with time due to dirt building up on rails. If roller clearance is too close it would make it hard for the operator to slide the seat. Seats that I checked so far have had 10 to 15 thousands play. Customers is concerns about this issue on all 17 units. Writer is getting American Seating involved with this issue.				
Coach Down	No	Report Status	Open	Responsible	
Est'd Date of Resol	04/15/2002	Cust Demeanor:		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 02/10/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4500	Make	MCI
Miles	20,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Condenser Mtrs & Compressor Clutch				
Desc	Staying On After Coach Ignition Turned Off				
Action	Carrier HVAC Controller Replaced				
Comments	Failed installed Tyco relay inside controller suspect . Controller core returned to Wty. Carrier representative Randy Quick contacted & notified.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	02/10/2003	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 02/10/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4500	Make	MCI
Miles	22,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Condenser Mtrs & Compressor Clutch				
Desc	Staying On After Coach Ignition Turned Off				
Action	Carrier HVAC Controller Replaced				
Comments	Failed installed Tyco relay inside controller suspect . Controller core returned to Wty. Carrier representative Randy Quick contacted & notified.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	02/10/2003	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 02/10/2003

By: Jon Lee

Customer Contact	████████████████████	City	Woodbridge	State	VA
UnitNo	██████	Model	D4500	Make	MCI
Miles	20,000	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Condenser Mtrs & Compressor Clutch				
Desc	Staying On After Coach Ignition Turned Off				
Action	Carrier HVAC Controller disassembled. Tyco relay removed and Bosch suppression protected relay installed. Controller reinstalled back in coach.				
Comments	Monitoring issue status. Coach placed back into revenue service. Carrier representative Randy Quick contacted & notified.				
	Update 03/06/03 - Follow up call discussion on issue status. No reoccurring failure related to HVAC Controller to date.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	02/10/2003	Cust Demeanor:		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 02/01/2003

By: Jon Lee

Customer	[REDACTED]			State	VA
Contact	[REDACTED]	City	Woodbridge		
UnitNo	[REDACTED]	Model	D4500	Make	MCI
Miles	23,735	Delivery	06/17/2002	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Condenser Fan & Motor Asm. - A/C Syst.				
Subject	Condenser Mtrs & Compressor Clutch				
Desc	Staying On After Coach Ignition Turned Off				
Action	Carrier HVAC Controller (16-10-1863) disassembled. Tyco relay removed and Bosch suppression protected relay installed. Controller reinstalled back in coach.				
Comments	Monitoring issue status. Coach placed back into revenue service. Information forwarded to Engineering Group - Winnipeg.				
	Update 03/06/03 - Follow up call discussion on issue status. No reoccurring failure related to HVAC Controller to date.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	02/18/2003	Cust Demeanor:			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 12/04/2002
By: Marvin Cleem

Customer Contact	[REDACTED]		City	Jacksonville	State	FL
UnitNo	[REDACTED]	Model	E4500	Make	MCI	
Miles	220,334	Delivery	01/01/99	Model Year		
VIN						
Group	007.08 Misc. Electrical Items					
Desc	Other					
Subject	Multiple electrical problems					
Desc	Voltage fluctuated between 0 and 30 volts. Batteries lost charge and coach would not start.					
Action	Coach was towed to another Coach USA shop in NC. Engine was started and coach was driven back to Jacksonville without A/C ECAS Sound system					
Comments	Found fuse blown for Espar Heater - disconnected connectors at heater fuse did not blow - customer will check for shorted module in heater. HVAC not working - removed cover on module and found extension board shorted and burnt - ordered new module. Could not adjust Voltage to 28 volt - replaced voltage regulator. ECAS not working - replaced ECAS module re-calibrated and installed new parameters. IP not working at all - replaced IP. Tell-tale clusters not working - replaced main controller. Radio and REI controller not working - customer will check for power and ground and will replace if necessary .					
Coach Down	Yes	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm	
		Start Visit	Calm			

MCI / DINA Service Report

Date: 07/01/2002

By: Jon Lee

Customer	██████████	State	NC
Contact	██████████	City	Greenville
UnitNo	██████	Model	E4500
Miles	182,250	Delivery	12/31/98
VIN		Make	MCI
Group	016.01 Misc. Install. Layout	Model Year	
Desc	016.01 A/C Comp. Asm. - Carrier		
Subject	Main Controller		
Desc	Failure		
Action	Repl controller (16-10-1856) 1ea ordered next day - coach down Wty Ord# P719510.		
Comments	Resolution instructions per verbal approval for Wty Adjustment - Mitch Guralnick		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol	07/02/2002	Start Visit	Reserved
		End Visit	Calm

MCI / DINA Service Report

Date: 03/09/2001
By: Michael Warton

Customer	[REDACTED] .			State	NC
Contact	[REDACTED]	City	Randelman		
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	5,538	Delivery	02/19/99	Model Year	
VIN					
Group	016.07 Heater & Water Valve				
Desc	Other				
Subject	No heat interior				
Desc	Other				
Action	Checked operaton cleaned sensors.				
Comments	Found drivers heat valve not stating open long enough to heat. Also controller flickering. Ordered Controller				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	03/09/2001	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Guy Severance

Customer	[REDACTED]			State	LA
Contact	[REDACTED]	City		New Orleans	
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	73,174	Delivery	02/22/2000	Model Year	
VIN					
Group	003.01 Dashboard				
Desc	tell-tale warning lights left hand cluster.				
Subject	perform mode & cruise enabled.				
Desc	lights not going off after start up.				
Action	cruise would come ordered main dash controller.				
Comments	called customer and was told after replacing controller lights go out and cruise works . P437560				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 04/18/2001

By: Luverne McNamara

Customer	██████████			State	WI
Contact	██████████		City	Madison	
UnitNo	██████	Model	E4500	Make	MCI
Miles	9,000	Delivery	01/17/2001	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Motor Asm. - A/C Cond. Fan				
Subject	HAVAC shut down				
Desc	Condenser overload/ 10 amp fuze in main controller opening				
Action	Ground strap routed to close to condenser + stud at relay J box				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/10/2002

By: Jon Lee

Customer	██████████.			State	SC
Contact	██████████		City	Rock Hill	
UnitNo	██████	Model	E4500	Make	MCI
Miles	78,000	Delivery	03/16/2001	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Eng Brake / LH Target Cluster				
Desc	Lite Intermittently Comes On / Retarder Equip				
Action	MC 302 Circuit eliminated from LH target cluster @ JP plug behind ign switch panel.				
Comments	Phantom Code - Contaminated communication signal thru cluster controller . Five year E series				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	07/19/2002	Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 02/24/2003

By: Jon Lee

Customer	██████████	City	Lorton	State	VA
Contact	██████████				
UnitNo	██████	Model	E4500	Make	MCI
Miles	131,995	Delivery	04/03/2001	Model Year	
VIN					
Group	015.03 Rear Hub & Drum Asm.				
Desc	015.03 Hub & Drum Asm. - Rear Drive Axle w/Drum ABS				
Subject	Code 43				
Desc	Reoccurring				
Action	Ordered ABS Controller - ATC software (04-31-1012 / 1ea) on Wty Incident # P853030.				
Comments	Open sensor @ LH drive wheel replaced. Code cleared but reoccurs @ next ignition. Circuit resistance comparison LH > RH sides from controller thru sensors show equal ohm value. Non ATC ABS controller installed for test purposes only isolates issue to old controller.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	02/26/2003	Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 07/10/2002

By: Jon Lee

Customer Contact	██████████ ██████████	City	Rock Hill	State	SC
UnitNo	██████	Model	E4500	Make	MCI
Miles	69,000	Delivery	03/16/2001	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Eng Brake / LH Target Cluster				
Desc	Lite Intermittently Comes On / Retarder Equip				
Action	MC 302 Circuit eliminated from LH target cluster @ JP plug behind ign switch panel.				
Comments	Phantom Code - Contaminated communication signal thru cluster controller . Five year E series issue still actively in production .				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	07/19/2002	Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 01/07/2003

By: Jon Lee

Customer	██████████			State	VA
Contact	██████████		City	Chesapeake	
UnitNo	██████	Model	E4500	Make	MCI
Miles	116,328	Delivery	04/25/2001	Model Year	
VIN					
Group	004.22 Misc. Valves				
Desc	004.22 Controller Asm. - ABS				
Subject	ABS Dash Indicator Lite				
Desc	Stays On				
Action	RH drive sensor repl by customer following code retrieval . Codes clears but reappears. Lite stays on even after 10mph signal to ABS ECU.				
Comments	Limited troubleshooting done while writer onsite due to coach being put back in -service for scheduled revenue commitment despite Service Support Groups appointment to specifically address issue complaint .				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/31/2003	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 10/21/2002

By: Vern Halberg

Customer	[REDACTED].			State	ME
Contact	[REDACTED]	City	Old Town		
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	175,000	Delivery	05/03/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	Main HVAC controller				
Desc	Other				
Action	Replaced controller				
Comments	System would stop cooling. Unit has run 30 days without shutting down.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/31/2002

By: Guy Tessier

Customer	■■■■■			State	MN
Contact	■■■■■		City	Willmar	
UnitNo	■■■■■	Model	E4500	Make	MCI
Miles	3,246	Delivery	12/28/2001	Model Year	
VIN					
Group	016.12	C/H & A/C Compt.			
Desc	Other				
Subject	DIVERS HEAT CONTROLLER				
Desc	Other				
Action	RELOCATED TEMP SENSOR DRIVERS AREA				
Comments	COULD NOT ADJUST				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/13/2003

By: Jon Lee

Customer	[REDACTED]			State	NC
Contact	[REDACTED]	City	Louisburg		
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	55,000	Delivery	06/05/99	Model Year	
VIN					
Group	004.01 Frt Air Brake				
Desc	004.01 Brake Asm (Drum) Frt Axle				
Subject	Frt Brakes				
Desc	Popping Noise				
Action	Discussion activity ref to checking and lubricating rollers on Q brake install and front wheel torque.				
Comments	Ck's and repair performed @ Setra- High Point, NC. 05/23/03 - Update. Owner reporting shimmy during slight or heavy brake application felt thru the steering wheel. Intermittent active ABS dash indication. Inactive codes 42 & 47 cleared. Appointment scheduled to pull front brakes back down and evaluate status.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/14/2003	Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 08/19/2002
By: Luverne McNamara

Customer	[REDACTED]			State	WI
Contact	[REDACTED]	City	Appleton		
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	5,563	Delivery	07/25/2002	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	Temp control				
Desc	Curb side 5 to 8 degrees higher than set point				
Action	Water valve replaced. This didn't resolve problem the controller will be replaced next				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 12/20/2002
By: Richard Olsonawski

Customer	[REDACTED]			State	WA
Contact	[REDACTED]	City	Seattle		
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	2,010	Delivery	11/15/2002	Model Year	
VIN					
Group	003.10 Entrance Door Control				
Desc	Other				
Subject	Entrance door				
Desc	Door open when going down road				
Action	Switch air line to close door and removed booster off door controller now door works . bad part of booster				
Comments	Believe water froze valve and air leaked out a door opened .				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	12/18/2002	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/01/2003
By: Robert W Jones

Customer	██████████	State	CA
Contact	██████	City	San Pedro
UnitNo	██████	Model	F3500
Miles	35,300	Delivery	07/10/2001
VIN		Make	MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control		
Desc	016.10 HVAC Syst. - Misc. Control Components		
Subject	controller		
Desc	miswired		
Action	rewired		
Comments	controller was cooling when it was in heat mode and heat when it was in cool mode . Switched wires around on		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 12/17/2001
By: Marvin Cleem

Customer	[REDACTED]			State	PR
Contact	[REDACTED]	City	Fajordo		
UnitNo	[REDACTED]	Model	F3500	Make	MCI
Miles	20,076	Delivery	12/26/2000	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject					
Desc	Other				
Action	PA system intermittent				
Comments	Control module defective REI to ship controller (392902779)				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/03/2002
By: David Okraska

Customer	██████████	City	Southampton	State	NY
Contact	██████████				
UnitNo	██████	Model	F3500	Make	MCI
Miles	40,000	Delivery	01/11/2002	Model Year	
VIN					
Group	007.13 Remote Control Box, Inst. panel, J-Box				
Desc	Main Electrical Panel				
Subject	Circuit Board				
Desc	Intermittant electrical failure to A/C controller				
Action	Operator determined that no power coming from main board during failure mode. checked all connections ok. Ordered new board and will replace.				
Comments	Operator states that he can make other circuits fail just by flexing board				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/08/2001
By: Michael Anstead

Customer			State	IL
Contact		City	Des Plaines	
UnitNo		Model	F3500	Make
Miles	2,500	Delivery	05/01/2000	Model Year
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst - Dash Controller			
Subject	Dash Controller			
Desc	Damaged			
Action	Replaced			
Comments	According to the drive, when the vehicle came into Blackwood with the A/C functioning. Mitch Guralnick went to inspect the A/C system and found the fuse blown for the defroster. Replaced the fuse and blew it again. Vehicle was in process of driving into the garage when the Dash Controller and the Main Circuit Board began to smoke. Currently have Thermo King engineering and MCI engineering going to Blackwood to inspect.			
Coach Down	Yes	Report Status	Open	Responsible
Est'd Date of Resol	05/18/2001	Cust Demeanor:		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/18/2003

By: Anthony Pascarella

Customer	[REDACTED]		State	MA
Contact	[REDACTED]	City	Boston	
UnitNo	[REDACTED]	Model	F3500	Make
Miles	39,166	Delivery	07/27/2001	Model Year
VIN				
Group	001.01 Frt Axle Asm			
Desc	001.01 Frt Axle w/Drum w/ABS			
Subject	Snapping noise when brakes applied hard.			
Desc	Noise from left front brake.			
Action	Removed brake shoe anchor pins and rollers, cleaned them and reinstalled with Never-Seez.			
Comments	None			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Understanding	End Visit
				Understanding

MCI / DINA Service Report

Date: 01/29/2003

By: Bob Cox

Customer Contact	██████████ ██████████	City	Fort Worth	State	TX
UnitNo	██████	Model	F3500	Make	MCI
Miles	19,281	Delivery	09/27/2002	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	VIP Controller				
Desc	No response at smart wheel				
Action	Ordered 07-08-1033 VIP controller				
Comments	Horn, cruise control wont work				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Reserved	End Visit	Understanding

MCI / DINA Service Report

Date: 06/25/2002

By: Marvin Cleem

Customer	[REDACTED] .			State	FL
Contact	[REDACTED]	City	Orlando		
UnitNo	[REDACTED]	Model	G4500	Make	MCI
Miles	90,762	Delivery	10/01/2001	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	016.10 HVAC Syst. - Misc. Control Components				
Subject	HVAC Controller				
Desc	Other				
Action	can adjust the temperature up but not down				
Comments	Controller from another coach was installed and worked OK,. Problem in controller. Customer to order controller from warranty.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 03/03/2003

By: Jon Lee

Customer	[REDACTED]			State	NC
Contact	[REDACTED]	City	Raleigh		
UnitNo	[REDACTED]	Model	G4500	Make	MCI
Miles	110,000	Delivery	03/06/2002	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	016.01 A/C Comp. Install. - Thermo King				
Subject	HVAC Controller				
Desc	Unable To Control Heat Mode.				
Action	Controller (16-10-6045 - 1ea) ordered Wty Incident # P857090.				
Comments	Unit trouble shot by Thermo King of Raliegh, NC.				
	Follow-up / Update 03/05/03 - Issue cause found to be broken wire @ main water valve plug connector by Carolina Coach Group - Raliegh, NC facility. Controller not installed - return for credit.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	03/05/2003	Cust Demeanor:		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 06/19/2002
By: Robert Wilson

Customer Contact	██████████ . ██████████	City	Memphis	State	TN
UnitNo	██████	Model	G4500	Make	MCI
Miles	14,256	Delivery	03/28/2002	Model Year	
VIN					
Group	017.03 Compt. Panels				
Desc	017.03 Door Asm., Control, Lock				
Subject	Lavatory Door Track				
Desc	Roller fell off				
Action	Repaired				
Comments	Writer reinstalled				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/02/2003

By: Marvin Cleem

Customer	[REDACTED]		State	FL
Contact	[REDACTED]	City	St. Petersburg	
UnitNo	[REDACTED]	Model	G4500	Make
Miles	45,000	Delivery	04/02/2002	MCI
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	HVAC controler			
Desc	could not control HVAC			
Action	Installed new controller			
Comments	customer will claim on warranty			
Coach Down	Yes	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 10/06/2002
By: Mike Richardson

Customer	[REDACTED]		State	Norfolk
Contact	[REDACTED]	City	Norfolk	
UnitNo	[REDACTED]	Model	G4500	Make
Miles	5,567	Delivery	03/12/2002	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	HVAC Controller			
Desc	Other			
Action	Replaced			
Comments	Easier on driver			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 10/06/2002
By: Mike Richardson

Customer	██████████	City	Norfolk	State	Norfolk
Contact	██████				
UnitNo	██████	Model	G4500	Make	MCI
Miles	5,100	Delivery	03/12/2002	Model Year	
VIN					
Group	016.10	Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other				
Subject	HVAC Controller				
Desc	Other				
Action	Replaced				
Comments	Easier on Driver				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/06/2002
By: Mike Richardson

Customer	[REDACTED]		State	Norfolk
Contact	[REDACTED]	City	Norfolk	
UnitNo	[REDACTED]	Model	G4500	Make
Miles	5,300	Delivery	03/12/2002	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	HVAC Controller			
Desc	Other			
Action	Replaced Controller from TK			
Comments	Easier on driver			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 10/06/2002
By: Mike Richardson

Customer	[REDACTED]		State	Norfolk
Contact	[REDACTED]	City	Norfolk	
UnitNo	[REDACTED]	Model	G4500	Make
Miles	6,200	Delivery	03/12/2002	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	HVAC Controller			
Desc	Other			
Action	Replaced			
Comments	Easier on driver			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 10/06/2002
By: Mike Richardson

Customer	[REDACTED]		State	Norfolk
Contact	[REDACTED]	City	Norfolk	
UnitNo	[REDACTED]	Model	G4500	Make
Miles	3,233	Delivery	03/12/2002	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	HVAC Controller			
Desc	Other			
Action	Replaced			
Comments	Easier on driver			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 06/04/2002

By: Bob Cox

Customer	██████████ .	State	TX
Contact	██████████	City	Grand Prairie
UnitNo	██████	Model	G4500
Miles	3,544	Delivery	05/31/2002
VIN		Make	MCI
Group	017.03 Compt. Panels	Model Year	
Desc	017.03 Door Asm.		
Subject	Lavatory Door		
Desc	Door & roller fell from top track		
Action	Lavatory door rework to take place within 8 weeks		
Comments	Customer advised not to open lav door with foot		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Reserved
		End Visit	Calm

MCI / DINA Service Report

Date: 10/06/2002
By: Mike Richardson

Customer	[REDACTED]		State	Norfolk
Contact	[REDACTED]	City	Norfolk	
UnitNo	[REDACTED]	Model	G4500	Make
Miles	5,100	Delivery	03/12/2002	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	Other			
Subject	HVAC Controller			
Desc	Other			
Action	Replaced			
Comments	Easier on driver			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 12/06/2002

By: Guy Tessier

Customer	██████			State	MB
Contact	████████		City	Winnipeg	
UnitNo	██████	Model	G4500	Make	MCI
Miles	19,428	Delivery	10/02/2002	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	HEAT CONTROLLER				
Desc	Other				
Action	ORDERED HEAT CONTROLLER FROM WARRANTY PART NUMBER 16-10-6120				
Comments	CONTROLLER WENT BLANK NO DISPLAY				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 02/04/2003

By: Marvin Cleem

Customer	[REDACTED]			State	TX
Contact	[REDACTED]	City	Dallas		
UnitNo	[REDACTED]	Model	G4500	Make	MCI
Miles	22,474	Delivery	12/27/2002	Model Year	
VIN					
Group	Other				
Desc	Other				
Subject					
Desc	Other				
Action	W/C upper door hard to move. Adjusted upper door guide. Guide roller was dragging on track				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/15/2002

By: Mike Haspert

Customer	██████			State	TX
Contact	██████		City	Amarillo	
UnitNo	██████	Model	GV1000	Make	MCI
Miles	7,856	Delivery	01/05/2002	Model Year	
VIN					
Group	003.29	Baggage Doors			
Desc	003.29	Bagg. Door Opening Mech.			
Subject					
Desc	Other				
Action	Issue is open will address with engineering				
Comments	The spring/cable/roller mechanism for the baggage bay door system, is very noisy.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	01/31/2002	Start Visit	Reserved	End Visit	Calm

MCI / DINA Service Report

Date: 01/11/2002

By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Springfield		
UnitNo	[REDACTED]	Model	J4500	Make	MCI
Miles	60,000	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Main Controller				
Desc	Logging Error 4				
Action	16-10-1006 controller ordered.				
Comments	Error 4, failure in communication between logic board and micromate continues to come up.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 01/14/2003
By: Robert Wilson

Customer	██████████			State	TN
Contact	██████████		City	Greeneville	
UnitNo	██████	Model	J4500	Make	MCI
Miles	85,689	Delivery	05/31/2001	Model Year	
VIN					
Group	016.01	Misc. Install. Layout			
Desc	Other				
Subject	HVAC Controller				
Desc	Inoperable				
Action	Replaced				
Comments	Drivers display was showing ER-4 / Writer ,with the assistance of Steve Kiner found obsolete controller had never been replaced, Writer reworked harness to work with latest revision controller, installed new controller and problem was corrected . Order # P827360				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Reserved	End Visit	Calm

MCI / DINA Service Report

Date: 01/14/2003
By: Robert Wilson

Customer Contact	██████████ ██████████	City	Greeneville	State	TN
UnitNo	██████	Model	J4500	Make	MCI
Miles	85,689	Delivery	05/31/2001	Model Year	
VIN					
Group	003.61 Battery Carrier & Cmpt.				
Desc	Other				
Subject	Bracket				
Desc	Missing				
Action	Ordered replacement				
Comments	New A/C controller didn't come with brackets to attach to back wall of Battery box. P/N 03-61-1010 x2 Brackets and 19-1645 x4 Screws on Order # P 829480				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/16/2002

By: Vern Halberg

Customer	██████████			State	MA
Contact	██████████		City	Springfield	
UnitNo	██████	Model	J4500	Make	MCI
Miles	111,036	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	Main HVAC Controller				
Desc	Would not control interior coach temperature				
Action	Controller replaced.				
Comments	No				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/11/2002

By: Vern Halberg

Customer	██████████			State	MA
Contact	██████████		City	Springfield	
UnitNo	██████	Model	J4500	Make	MCI
Miles	60,000	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Main Controller				
Desc	Logging Error 4				
Action	16-10-1006 controller ordered.				
Comments	Error 4, failure in communication between logic board and micromate continues to come up.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/11/2002

By: Vern Halberg

Customer	██████████	City	Springfield	State	MA
Contact	██████████				
UnitNo	██████	Model	J4500	Make	MCI
Miles	60,000	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Main Controller				
Desc	Logging Error 4				
Action	16-10-1006 controller ordered.				
Comments	Error 4, failure in communication between logic board and micromate continues to come up.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/11/2002

By: Vern Halberg

Customer	██████████				
Contact	██████████		City	Springfield	State MA
UnitNo	██████	Model	J4500	Make	MCI
Miles	60,000	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Main Controller				
Desc	Logging Error 4				
Action	16-10-1006 controller ordered.				
Comments	Error 4, failure in communication between logic board and micromate continues to come up.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/22/2001

By: Vern Halberg

Customer	██████████			State	MA
Contact	██████████		City	Springfield	
UnitNo	██████████	Model	J4500	Make	MCI
Miles	1,850	Delivery	05/22/2001	Model Year	
VIN					
Group	Other				
Desc	Wheelchair lift				
Subject	Stewart Stevenson Wheelchair lift				
Desc	Would not retract				
Action	Writer repaired.				
Comments	Found a wire lose in the hand controller.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 12/18/2001

By: Vern Halberg

Customer	██████			State	MA
Contact	████████		City	Springfield	
UnitNo	██████	Model	J4500	Make	MCI
Miles	55,292	Delivery	05/22/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Controls				
Desc	E-4 code system shutting down				
Action	Customer called and stated they had changed the main controller and relay modules 1 & 2 this helped for awhile but the problem keeps coming back.				
Comments	Writer suggested they check the connection at the relay modules, advised customer to check close for the white pin protector I have seen two protectors get lodged in the module, also the gasket on the connector can get out of place.				
Coach Down	Yes	Report Status	Open	Responsible	
Est'd Date of Resol	01/10/2002	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 01/11/2002

By: Vern Halberg

Customer	██████████				
Contact	██████████		City	Springfield	State MA
UnitNo	██████	Model	J4500	Make	MCI
Miles	60,000	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Main Controller				
Desc	Logging Error 4				
Action	16-10-1006 controller ordered.				
Comments	Error 4, failure in communication between logic board and micromate continues to come up.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/11/2002

By: Vern Halberg

Customer	██████████				
Contact	██████████		City	Springfield	State MA
UnitNo	██████	Model	J4500	Make	MCI
Miles	60,000	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Main Controller				
Desc	Logging Error 4				
Action	16-10-1006 controller ordered.				
Comments	Error 4, failure in communication between logic board and micromate continues to come up.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/11/2002

By: Vern Halberg

Customer	██████████				
Contact	██████████		City	Springfield	State MA
UnitNo	██████	Model	J4500	Make	MCI
Miles	60,000	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Main Controller				
Desc	Logging Error 4				
Action	16-10-1006 controller ordered.				
Comments	Error 4, failure in communication between logic board and micromate continues to come up.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/11/2002

By: Vern Halberg

Customer	██████████			State	MA
Contact	██████████		City	Springfield	
UnitNo	██████	Model	J4500	Make	MCI
Miles	60,000	Delivery	05/07/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject	HVAC Main Controller				
Desc	Logging Error 4				
Action	16-10-1006 controller ordered.				
Comments	Error 4, failure in communication between logic board and micromate continues to come up.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/27/2001

By: Marvin Cleem

Customer Contact			City	State	FL
			Miami		
UnitNo		Model	J4500	Make	MCI
Miles	82,833	Delivery	06/19/2001	Model Year	
VIN					
Group	016.01	Misc. Install. Layout			
Desc	Other				
Subject					
Desc	Other				
Action	reprogramed and configured HVAC controller				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/27/2001

By: Marvin Cleem

Customer Contact	██████████ ██████████	City	Miami	State	FL
UnitNo	██████	Model	J4500	Make	MCI
Miles	93,500	Delivery	06/19/2001	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	Other				
Subject					
Desc	Other				
Action	reprogramed and configured HVAC controller				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 02/08/2002
By: Robert Levasseur

Customer	[REDACTED]		State	ON
Contact	[REDACTED]	City	North Bay	
UnitNo	[REDACTED]	Model	J4500	Make
Miles	61,476	Delivery	10/18/2001	Model Year
VIN				
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	controller			
Desc	no heat regulation			
Action	replaced controller			
Comments	Performed procedure for Bruce Malcolm .			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/14/2003

By: Jon Lee

Customer	[REDACTED]			State	SC
Contact	[REDACTED]	City	Columbia		
UnitNo	[REDACTED]	Model	J4500	Make	MCI
Miles	20,000	Delivery	08/20/2002	Model Year	
VIN					
Group	016.01 Misc. Install. Layout				
Desc	016.01 A/C Comp. Install. - Carrier				
Subject	HVAC System				
Desc	A/C Operation Drops Off Intermittently.				
Action	Ck's to water valve connector circuits. Replacing HVAC Controller. Monitoring issue status.				
Comments	Follow-up to customer after hrs VM message. HVAC A/C dropping out on LH side. Cabin temp climbs until unit cycled off.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	04/14/2003	Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 07/19/2002

By: Vern Halberg

Customer	██████████				
Contact	██████████		City	Springfield	State MA
UnitNo	██████████	Model	J4500	Make	MCI
Miles	2,670	Delivery	06/17/2002	Model Year	
VIN					
Group	016.01	Misc. Install. Layout			
Desc	Other				
Subject	No A/C				
Desc	Other				
Action	Customer repaired.				
Comments	Removed cover from main controller and found a relay had fallen out of its base .				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/07/2003

By: Robert Wilson

Customer	[REDACTED]		State	TN
Contact	[REDACTED]	City	Lexington	
UnitNo	[REDACTED]	Model	J4500	Make
Miles	25,358	Delivery	09/09/2002	Model Year
VIN				MCI
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control			
Desc	016.10 HVAC Syst. - Misc. Control Components			
Subject	A/C Controller			
Desc	Failed			
Action	Ordered replacement			
Comments	Condenser fans staying on after shutdown / P/N 16-10-1865 on Order # P825250			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 03/05/2003

By: Guy Tessier

Customer Contact	██████████ ██████████	City	Prince Albert	State	SK
UnitNo	██████████	Model	J4500	Make	MCI
Miles	4,144	Delivery	12/31/2002	Model Year	
VIN					
Group	016.12 C/H & A/C Compt.				
Desc	Other				
Subject	heat control				
Desc	Other				
Action	ordered HVAC controller from warranty				
Comments	could not control heat in coach				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/21/2002

By: Guy Tessier

Customer	[REDACTED]			State	SK
Contact	[REDACTED]	City	Regina		
UnitNo	[REDACTED]	Model	J4500	Make	MCI
Miles	3,739	Delivery	10/07/2002	Model Year	
VIN					
Group	016.10 Misc. Valves, Solenoids, Filter & Heat Control				
Desc	Other				
Subject	HVAC CONTROLLER				
Desc	Other				
Action	REPLACED TWO HVAC CONTROLLER BEFORE WE GOT ONE GOOD ONE.				
Comments	COULD NOT CONTROL THE HEAT FOR THE DRIVER AND ANY MANUAL SETTINGS				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/02/2003

By: Jon Lee

Customer	██████			State	ILL
Contact	██████		City	Des Plaines	
UnitNo	██████	Model	J4500	Make	MCI
Miles	6,000	Delivery	01/15/2003	Model Year	
VIN					
Group	016.01	Misc. Install. Layout			
Desc	016.01	A/C Comp. Install. - Carrier			
Subject	HVAC Operation				
Desc	Inop				
Action	Ordered HVAC main controller (16-10-1861/ 1ea) and 70 amp sealed CB (07-08-1021/ 1ea) on Wty Incident #P905330.				
Comments	70 amp breaker trips consistently under normal load request. 50 amp remote breaker installed for test brings circuit active . HVAC Main controller had blown internal 15amp ATC fuse. Customer requesting new controller because install is 16-10-1006 unit with 8007 software (CTD PN 77-00625-05/136140 - SN 020930029) Suspect dual evap install controller. Parts ordered next day AM delivery coach down.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	06/03/2003	Cust Demeanor :			
		Start Visit	Hostile	End Visit	Reserved

MCI / DINA Service Report

Date: 08/28/97
By: Marvin Cleem

Customer Contact	[REDACTED]. [REDACTED]	City	Dallas	State TX
UnitNo	[REDACTED]	Model	MC12	Make MCI
Miles	283,240	Delivery	11/13/95	Model Year
VIN				
Group	16.10			
Desc				
Subject	Temperature controller			
Desc	not controlling the heat			
Action	order 53434 part 7L-8-1257			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 04/01/97
By: Mike Tomlinson

Customer Contact	[REDACTED] . [REDACTED]	City	Richmond	State	VA
UnitNo	[REDACTED]	Model	MC12	Make	MCI
Miles	193,923	Delivery	04/22/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Controller - (Fahrenheit)				
Desc	Failed, will not control heat.				
Action	Ordered one 16L-10-20 Temp. Controller, Order # 45264.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 02/05/97
By: Mike Tomlinson

Customer Contact	[REDACTED] .	City	Boston	State	MA
UnitNo	[REDACTED]	Model	MC12	Make	MCI
Miles	150,698	Delivery	04/23/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temp. Controller				
Desc	No Display				
Action	Ordered one 16L-10-20 Temp. Controller, Order # 42888				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/13/97
By: Vern Halberg

Customer Contact	██████████ ██████████	City	Boston	State	MA
UnitNo	██████	Model	MC12	Make	MCI
Miles	48,458	Delivery		Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temp Controller				
Desc	Controller failed				
Action	16L-10-20 controller replaced.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/13/97
By: Mike Tomlinson

Customer Contact	[REDACTED] . [REDACTED]	City	Seattle	State WA
UnitNo	[REDACTED]	Model	MC12	Make
Miles	192,513	Delivery	05/03/96	Model Year
VIN				
Group Desc	16.10			
Subject Desc	Temperature Controller - Passenger, Fahrenheit Not controlling the Main Water Valve.			
Action Comments	Ordered one 16L-10-20, Passenger Temperature Controller, Order # 47113. Fleet # 2831, RO # 0874543.			
Coach Down	Report Status	Responsible		
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit		

MCI / DINA Service Report

Date: 09/17/97
By: Marvin Cleem

Customer Contact	██████████ ██████	City	CHICAGO	State	IL
UnitNo	██████	Model	MC12	Make	MCI
Miles	194,800	Delivery	05/26/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	not controlling temperature				
Action	order 54363 part 7L-8-1254				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/06/97
By: Mike Tomlinson

Customer	[REDACTED].		State	TX
Contact	T [REDACTED]	City	Dallas	
UnitNo	[REDACTED]	Model	MC12	Make
Miles	232,689	Delivery	05/31/96	Model Year
VIN				MCI
Group	7.13			
Desc				
Subject	Controller - Coach Heat (Digital)			
Desc	Failed			
Action	Ordered one 16L-10-20, Temperature Controller, Order # 47899.			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/13/97
By: Mike Tomlinson

Customer Contact	██████████ . ██████	City	Seattle	State	WA
UnitNo	██████	Model	MC12	Make	MCI
Miles	147,072	Delivery	09/19/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature Controller - Passengers, Fahrenheit				
Desc	Will not control temperature.				
Action	Ordered one 16L-10-20, Passenger Temperature Controller, Order # 47115.				
Comments	Fleet # 2917, RO # 0874632.				
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/11/97
By: Marvin Cleem

Customer Contact	██████████ ██████	City	Richmond	State	VA
UnitNo	██████	Model	MC12	Make	MCI
Miles	132,058	Delivery	12/19/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	not controlling the water valve				
Action	order 48945 part 16L-10-20				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/02/97
By: Marvin Cleem

Customer Contact	[REDACTED]	City	Nashville	State	TN
UnitNo	[REDACTED]	Model	MC12	Make	MCI
Miles	95,229	Delivery	12/20/96	Model Year	
VIN					
Group	16.10				
Desc					
Subject	Temperature controller				
Desc	not controlling temperature				
Action	order 47699 part 7L-8-1254				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 08/29/97
By: Mike Tomlinson

Customer	[REDACTED].		State	CO
Contact	[REDACTED]	City	Denver	
UnitNo	[REDACTED]	Model	MC12	Make
Miles	1,276	Delivery	08/26/97	Model Year
VIN				MCI
Group	16.10			
Desc				
Subject	Controller - (Fahrenheit)			
Desc	"No Display"			
Action	Ordered one 7L-8-1254, Vansco Passenger Temperature Controller (Fahrenheit), Order # 53482.			
Comments	Fleet # 3015 RO # 0909668			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 11/10/99

By: Jon Lee

Customer	[REDACTED]			State	IN.
Contact	[REDACTED]	City	Terre Haute		
UnitNo	[REDACTED]	Model	MC12	Make	MCI
Miles	42,000	Delivery	10/05/98	Model Year	
VIN					
Group	004.22 Misc. Valves				
Desc	004.22 Controller Asm. - ABS				
Subject	ABS ECU				
Desc	Dash indicator stays on.				
Action	Codes pulled from system ck show open circuit @ LH drive wheel. Ohm ck of sensor and harness to ECU ok. Sensor swap has issue staying at LH drive. L & R sensor pins at ECU compared with multi- meter. Repl part # 7L-8-1761 (ECU Controller) 1ea - Wty Ord 07677				
Comments	VPN # 446-0040-0780 - Wabco.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	11/11/99	Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 06/06/97
By: Mike Tomlinson

Customer Contact			City	Holyoke	State	MA
UnitNo	979	Model	GV1000	Make	DINA	
Miles	93,745	Delivery	03/21/96	Model Year		
VIN						
Group	B-010					
Desc						
Subject	Bearings					
Desc	Turning in the Yoke Assy.					
Action	Ordered two (2) A-131137-10, U-Joint Bearing Caps, Order # 02270.					
Comments	Also ordered on this order were two (2) AZ-445002-10, Bearing Cap Retaining Straps.					
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :				
		Start Visit		End Visit		

MCI / DINA Service Report

Date: 05/19/98
By: David O'Neil

Customer Contact	[REDACTED]		City	Chicago	State	IL
UnitNo	1059	Model	GV1000	Make	DINA	
Miles	84,102	Delivery	07/25/96	Model Year		
VIN						
Group	C-160					
Desc	Other					
Subject	Retractable step					
Desc	Straps Broke					
Action	Order new step					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 03/17/98
By: Mike Richardson

Customer Contact	 		City	State	NV.
			Las Vegas		
UnitNo	1587	Model	GV1000	Make	DINA
Miles	15,870	Delivery	10/09/97	Model Year	
VIN					
Group	R-001				
Desc	Other				
Subject	Check Engine light				
Desc	Check light stays on and coach has shut off due to coolant level sensor				
Action	Found ground Strap loose at engine				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol	03/17/98	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/08/99
By: Richard Olsonawski

Customer Contact	[REDACTED]	City	Bremerton	State	WA
UnitNo	[REDACTED]	Model	GV1000	Make	DINA
Miles	16,000	Delivery	12/30/98	Model Year	
VIN					
Group	H-050				
Desc	Other				
Subject	Lavatory door				
Desc	door opens to far then lower hinges pull out.				
Action	Ordered lav. door retainer straps to stop door, on order # 06739				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/31/2000
By: Richard Olsonawski

Customer	██████████	City	Burien	State	WA
Contact	██████████				
UnitNo	██████	Model	102A3	Make	MCI
Miles	670,876	Delivery	02/01/86	Model Year	
VIN					
Group	007.01 Starter Motor				
Desc	Other				
Subject	When starting engine starter hammers				
Desc	Other				
Action	They had replaced many fuel pressure switch with no help. They by passed the coach starting system with remote switch. Checked system and found bad ground off starter motor to frame of coach. Tightened ground nut and starter hammer stopper. They also said that they were having a very whirred noise at times like stop or fast idle shimmer valve tripping very fast. Again this problem went away when ground strap was tightened.				
Comments	Ground wire need to looked at more than ever.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/31/2000	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 04/06/99
By: Robert Wilson

Customer	██████████	City	Lexington	State	KY
Contact	██████████				
UnitNo	██████	Model	102D3	Make	MCI
Miles	307,551	Delivery	11/28/94	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	Starter Function				
Desc	Customer has had intermittent problem with coach failing to start at times and fast idle dropping out. Fast idle relay , Neutral relay and Neutral relay in the VIM were all changed to no avail.				
Action	Writer assisted customer in troubleshooting problem and found that the ground strap that hooks to ground wire from A/C J-box to the 5 stud ground block in the B-500 ECU box had either been left loose or worked loose over time . We tightened bolt securing strap and problem was fixed.				
Comments	During a process of elimination we questioned driver and he told us that the fast idle would always drop out when he opened 1st baggage door on left hand side. We opened door and tapped on B-500 ECU box and fast idle started dropping out !				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 05/26/97
By: Leon Wilkins

Customer Contact	██████████ ██████	City	New Hartford	State	NY
UnitNo	██████	Model	102D3	Make	MCI
Miles	120,670	Delivery	06/06/95	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap door				
Desc	Broken				
Action	Ordered 3-- 3L-31 1509				
Comments					
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	06/15/97	Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/30/97
By: Paul Stemen

Customer		State	NJ
Contact		City	Howell
UnitNo		Model	102D3
Miles	140,615	Delivery	02/20/96
VIN		Make	MCI
Group	3.31	Model Year	
Desc			
Subject	Strap Assy.		
Desc	Coach has four (4) broken straps		
Action	Ordered 4 ea. P/N 3L 31/1510 strap assy.. Order # 54985		
Comments	These strap assy. don't last very long		
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 10/01/97
By: Paul Stemen

Customer		State	NJ
Contact		City	Howell
UnitNo		Model	102D3
Miles	140,615	Delivery	02/20/96
VIN		Make	MCI
Group	3.31	Model Year	
Desc			
Subject	Strap assy.		
Desc	Coach failed two (2) strap assy.		
Action	Ordered two (2) ea. p/n 3L-31-97 strap assy.. Order # 54993		
Comments			
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 06/30/97
By: Mike Tomlinson

Customer	[REDACTED].			State	GA
Contact	[REDACTED]	City	College Park		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	141,092	Delivery	02/27/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap Assy.				
Desc	"Broke"				
Action	Ordered two (2) 3L-31-1510, Engine Door Hold Open Straps, Order # 48618.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :				
of Resol	Start Visit		End Visit		

MCI / DINA Service Report

Date: 04/11/97
By: Marvin Cleem

Customer	██████████	City	Owosso	State	MI
Contact	██████				
UnitNo	██████	Model	102D3	Make	MCI
Miles	90,000	Delivery	03/08/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	strap door stop				
Desc	broke				
Action	order 45998				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer	██████████			State	NJ
Contact	██████████		City	Mahwah	
UnitNo	██████	Model	102D3	Make	MCI
Miles	94,000	Delivery	04/18/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy..				
Desc	Strap assy. breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy. Order # 47287.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer	[REDACTED]		State	NJ
Contact	[REDACTED]	City	Mahwah	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	47,288	Delivery	04/18/96	MCI
VIN				
Group	3.31			
Desc				
Subject	Strap assy.			
Desc	Strap assy. breaking on side and rear service doors.			
Action	Ordered 4ea. P/N 3L-31-1510. Strap Assy.. Order # 47288.			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date	Cust Demeanor :			
of Resol	Start Visit	End Visit		

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	 		City	State	NJ
			Mahwah		
UnitNo		Model	102D3	Make	MCI
Miles	99,000	Delivery	04/18/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy.				
Desc	Strap assy. breaking on side and rear service doors.				
Action	Order 4ea. P/N 3L-31-1510. Strap assy.. Order # 47292.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	 		City	State	NJ
			Mahwah		
UnitNo		Model	102D3	Make	MCI
Miles	91,000	Delivery	04/23/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy..				
Desc	Strap assy. breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy.. Order # 47293.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	 		City	State	NJ
			Mahwah		
UnitNo		Model	102D3	Make	MCI
Miles	96,000	Delivery	04/18/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy.				
Desc	Strap assy. breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy.. Order # 47289.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	██████████ ██████████	City	Mahwah	State	NJ
UnitNo	██████	Model	102D3	Make	MCI
Miles	95,000	Delivery	04/18/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy.				
Desc	Strap assy. breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy.. Order # 47290.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer			State	NJ
Contact		City	Mahwah	
UnitNo		Model	102D3	Make
Miles	90,800	Delivery	04/23/96	Model Year
VIN				MCI
Group	3.31			
Desc				
Subject	Strap assy.			
Desc	Strap assy. breaking on side and rear service doors.			
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy.. Order # 47291.			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date	Cust Demeanor :			
of Resol	Start Visit	End Visit		

MCI / DINA Service Report

Date: 06/30/97
By: Marvin Cleem

Customer Contact			City	Green River	State	CO
UnitNo		Model	102D3	Make	MCI	
Miles	78,641	Delivery	05/16/96	Model Year		
VIN						
Group	3.31					
Desc						
Subject	Door strap					
Desc	broke					
Action	order 48620 part 3L-31-1509					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 06/05/97
By: Mike Tomlinson

Customer	[REDACTED]			State	CA
Contact	[REDACTED]	City	Modesto		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	66,000	Delivery	07/01/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap Assy.				
Desc	Broke				
Action	Ordered two (2) 3L-31-1510, Rear Engine Door Straps, Order # 47837.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :				
of Resol	Start Visit		End Visit		

MCI / DINA Service Report

Date: 03/02/98
By: Gilles Gueret

Customer			State	ON
Contact		City	Leamonton	
UnitNo		Model	102D3	Make
Miles	77,957	Delivery	06/28/96	Model Year
VIN				MCI
Group	3.31			
Desc	Other			
Subject	Door retention strap.			
Desc	Customer reports this unit has 3 broken service door retention straps.			
Action	Ordered 3 of 3L-31-1510 retention straps from warranty.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/01/97
By: Mike Tomlinson

Customer Contact	[REDACTED]	City	Harrison	State	NY
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	54,543	Delivery	07/26/96	Model Year	
VIN					
Group	3.31				
Desc	Other				
Subject	Strap Assy.				
Desc	"Broke"				
Action Comments	Ordered two (2) 3L-31-1510, Engine Door Hold Open Straps, Order # 48643.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer	[REDACTED]		State	NJ
Contact	[REDACTED]	City	Mahwah	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	78,000	Delivery	08/21/96	MCI
VIN				
Group	3.31			
Desc				
Subject	Strap assy..			
Desc	Strap assy. breaking on side and rear service doors.			
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy.. Order # 47294.			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date	Cust Demeanor :			
of Resol	Start Visit	End Visit		

MCI / DINA Service Report

Date: 07/01/97
By: Lanny Martin

Customer			State	IL
Contact		City	Galena	
UnitNo		Model	102D3	Make
Miles	40,000	Delivery	10/15/96	Model Year
VIN				MCI
Group	3.31			
Desc				
Subject	Door Strap S/A			
Desc	Strap assy broke			
Action	On order # 48669 order 3 Strap S/A part # 3L-31-1510.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 05/30/97
By: Lanny Martin

Customer Contact	[REDACTED]	City	Castorville	State	CA
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	47,039	Delivery	09/26/96	Model Year	
VIN					
Group Desc	3.31				
Subject Desc	Strap Broke				
Action Comments	On order # 47656 order a strap part # 3L-31-1510.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 09/19/97
By: James Wilken

Customer	██████████	State	AB
Contact	██████████	City	Brooks
UnitNo	██████	Model	102D3
Miles	32,000	Delivery	09/27/97
VIN		Make	MCI
Group	3.31	Model Year	
Desc			
Subject	3L-31-1510		
Desc	Broken rear engine service door strap hinge		
Action	Replace spring.		
Comments	None.		
Coach Down		Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	
		End Visit	

MCI / DINA Service Report

Date: 04/27/98
By: Mike Tomlinson

Customer Contact	[REDACTED]	City	Poughkeepsie	State NY
UnitNo	[REDACTED]	Model	102D3	Make MCI
Miles	116,460	Delivery	10/25/96	Model Year
VIN				
Group	3.31 Service Doors			
Desc	Service Doors			
Subject	Strap Assy. - Door Assy			
Desc	"Broke"			
Action Comments	Ordered three (3) 3L-31-1510, Engine Service Door Strap Assy's., Order # 65733.			
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 11/01/98
By: Jacques Gagne

Customer	██████████	City	Downey	State	CA
Contact	██████████				
UnitNo	██████	Model	102D3	Make	MCI
Miles	115,923	Delivery	10/01/96	Model Year	
VIN					
Group	003.31 Service Doors				
Desc	003.31 Rear Motor Door - Related Parts				
Subject	strap				
Desc	broken				
Action	replace 3L-31-1510 strap				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 02/22/99

By: Jon Lee

Customer	[REDACTED]			State	OH
Contact	[REDACTED]	City	Worthington		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	115,000	Delivery	02/01/97	Model Year	
VIN					
Group	003.31 Service Doors				
Desc	003.31 Service Doors				
Subject	Straps				
Desc	Customer reports excessive serviceability of this part .				
Action	Repl part # 3L-31-1510 (Strap) / 4ea ordered				
Comments	Ongoing issue repeatedly brought up by owners & operators in field - onsite visits.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	12/31/99	Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 03/27/97
By: Richard Olsonawski

Customer	████████████████████			State	WY
Contact	██████████		City	Gillette	
UnitNo	██████	Model	102D3	Make	MCI
Miles	1,376	Delivery	03/21/97	Model Year	
VIN					
Group	3.33				
Desc					
Subject	Tire strap				
Desc	Tire strap missing from coach on inspection				
Action	Ordered strap 3J-33-33				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/13/2002
By: Richard Olsonawski

Customer Contact	██████████ ██████████ ██████	City	Salem	State	OR
UnitNo	██████	Model	102D3	Make	MCI
Miles	4,266	Delivery	04/02/2002	Model Year	
VIN					
Group	016.04	Condenser			
Desc	Arm strap				
Subject	Missing on inspection				
Desc	Other				
Action	Parts ordered on P 671620				
Comments	QA and PDI. Note !				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/30/2002	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/16/99
By: Robert Wilson

Customer	[REDACTED]		State	MD
Contact	[REDACTED]	City	Baltimore	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	81,024	Delivery	09/08/97	Model Year
VIN				
Group	003.31 Service Doors			
Desc	003.31 Rear Motor Door - Related Parts			
Subject	Door Straps			
Desc	Broken			
Action	Ordered (4) 3L-31-1510 straps on Order # 91980			
Comments	Straps are too flimsy			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Reserved	End Visit
				Calm

MCI / DINA Service Report

Date: 07/16/99
By: Robert Wilson

Customer	[REDACTED]		State	MD
Contact	[REDACTED]	City	Baltimore	
UnitNo	[REDACTED]	Model	102D3	Make
Miles	73,825	Delivery	09/08/97	MCI
VIN				
Group	003.31 Service Doors			
Desc	003.31 Rear Motor Door - Related Parts			
Subject	Door Straps			
Desc	Broken			
Action	Ordered (4) 3L-31- 1510 straps on Order # 91982			
Comments	Flimsy			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Reserved	End Visit
				Calm

MCI / DINA Service Report

Date: 06/19/98
By: Vern Halberg

Customer Contact	 		City	Flushing	State	NY
UnitNo		Model	102DL3	Make	MCI	
Miles	175,000	Delivery	06/26/96	Model Year		
VIN						
Group	3.31					
Desc	Service Doors					
Subject	Stop Straps					
Desc	Broken					
Action Comments	4. 3L-31-1510 straps ordered.					
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 09/23/97
By: Robert Wilson

Customer Contact	[REDACTED]	City	Clinton	State	TN
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	137,135	Delivery	12/22/95	Model Year	
VIN					
Group	3.31				
Desc					
Subject	RH Rear Engine Door Stop Strap				
Desc	Broken				
Action	Ordered (1) 3L-31-1510 Door Stop Strap on Order # 54738				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/14/97
By: Marvin Cleem

Customer				State	CO
Contact			City	Colorado Springs	
UnitNo		Model	102DL3	Make	MCI
Miles	137,081	Delivery	12/21/95	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap				
Desc	Broke				
Action	order 44591				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/21/97
By: Lanny Martin

Customer Contact	[REDACTED]	City	Greenville	State	PA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	109,659	Delivery	12/21/95	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap S/A Engine door				
Desc	Strap broke				
Action	On order # 47406 order a Strap A/S part # 3L-31-1510.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/10/97
By: Mike Tomlinson

Customer Contact	 		City	State	FL
			St. Petersburg		
UnitNo		Model	102DL3	Make	MCI
Miles	137,600	Delivery	12/05/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap Assy.				
Desc	"Broke"				
Action	Ordered one 3L-31-1510, Engine Service Door "Hold Open" Strap, Order # 48910.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/30/97
By: Marvin Cleem

Customer Contact	██████████ ██████	City	St. Petersburg	State	FL
UnitNo	██████	Model	102DL3	Make	MCI
Miles	132,832	Delivery	02/20/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap door stop				
Desc	broke				
Action	order 51551 part 3L-31-1510				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 07/22/97
By: Gilles Gueret

Customer	██████████	City	Vancouver	State	BC
Contact	██████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	79,632	Delivery	01/31/97	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap				
Desc	Customer reports that the strap 3L-31-1510 is broken.				
Action	Ordered a new one from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/25/98
By: Jacques Gagne

Customer	[REDACTED]		State	CA
Contact	[REDACTED]	City	Anaheim	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	317,556	Delivery	01/01/96	Model Year
VIN				MCI
Group	003.31 Service Doors			
Desc	003.31 Rear Motor Door - Related Parts			
Subject	stop strap			
Desc	broken			
Action	replace all 4			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 08/28/97
By: Mike Tomlinson

Customer Contact			City	Fostoria	State	OH
UnitNo		Model	102DL3	Make	MCI	
Miles	65,316	Delivery	02/14/96	Model Year		
VIN						
Group	3.31					
Desc	Other					
Subject	Strap Assy.					
Desc	"Broke"					
Action	Ordered one 3L-31-1510, Engine Service Door "Hold Open Strap", Order # 53454.					
Comments	none					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit	Calm			
					Calm	

MCI / DINA Service Report

Date: 06/11/97
By: Dan Johnson

Customer Contact	██████████ ██████	City	Janesville	State	WI
UnitNo	██████	Model	102DL3	Make	MCI
Miles	112,000	Delivery	03/06/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Engine door hold open straps				
Desc	Straps broke				
Action	ordered 2 3L-31-1510 straps on order 48017				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	 		City	State	NJ
			Mahwah		
UnitNo		Model	102DL3	Make	MCI
Miles	80,000	Delivery	03/11/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy.				
Desc	Strap assy. is breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510 Strap assy.. Order # 47279.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	 		City	State	NJ
			Mahwah		
UnitNo		Model	102DL3	Make	MCI
Miles	104,000	Delivery	03/15/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy.				
Desc	Strap assy. is breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy.. Order # 47281.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	[REDACTED]	City	Mahwah	State	NJ
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	100,000	Delivery	03/15/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy.				
Desc	Strap assy. is breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy.. Ordered # 47283.				
Comments					
Coach Down	Report Status	Responsible			
Est'd Date of Resol	Cust Demeanor :	End Visit			
	Start Visit				

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	 		City	State	NJ
			Mahwah		
UnitNo		Model	102DL3	Make	MCI
Miles	101,000	Delivery	04/23/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy.				
Desc	Strap assy. breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510. Strap assy.. Order # 47284.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/19/97
By: Paul Stemen

Customer Contact	 		City	State	NJ
			Mahwah		
UnitNo		Model	102DL3	Make	MCI
Miles	100,000	Delivery	04/23/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap assy.				
Desc	Strap assy. breaking on side and rear service doors.				
Action	Ordered 4ea. P/N 3L-31-1510 Strap assy.. Order # 47285.				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/18/97
By: Paul Stemen

Customer	[REDACTED]		State	NY
Contact	[REDACTED]	City	Elmont	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	77,450	Delivery	04/05/96	Model Year
VIN				MCI
Group	3.31			
Desc				
Subject	Strap			
Desc	Rear moter door strap broke			
Action	Ordered 1 ea. P/N 3L-31- 1510			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date	Cust Demeanor :			
of Resol	Start Visit	End Visit		

MCI / DINA Service Report

Date: 07/09/97
By: Marvin Cleem

Customer	[REDACTED]		State	WI
Contact	[REDACTED]	City	Clear Lake	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	70,280	Delivery	04/13/96	Model Year
VIN				MCI
Group	3.31			
Desc				
Subject	Strap door stop			
Desc	broke			
Action	order 48868 part 3L-31-1510			
Comments	this coach required four straps			
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 05/20/97
By: Lanny Martin

Customer Contact		City	Slippery Rock	State	PA
UnitNo		Model	102DL3	Make	MCI
Miles	87,200	Delivery	04/02/97	Model Year	
VIN					
Group	3.31				
Desc	Other				
Subject	Engine Door Strap S/A				
Desc	Strap broke				
Action	On order # 47361 order a Strap part # 3L-31-1510.				
Comments					
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 09/19/97
By: Vern Halberg

Customer Contact	██████████	City	Old Town	State	ME
UnitNo	██████████	Model	102DL3	Make	MCI
Miles	94,496	Delivery	04/30/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Door Stop Straps				
Desc	Broken				
Action	2. 3L-31-1510 straps ordered. Order# 54484				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 10/21/97
By: Paul Stemen

Customer	[REDACTED] .		State	NJ
Contact	[REDACTED]	City	Trenton	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	105,510	Delivery	05/20/96	Model Year
VIN				MCI
Group	3.31			
Desc				
Subject	Door Straps			
Desc	Engine door straps broke			
Action	Ordered 2ea. P/N 3L-31-1510 strap assy. Order # 55650			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/09/97
By: Luverne McNamara

Customer Contact	[REDACTED]	City	Hibbing	State	MN
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	84	Delivery	06/29/96	Model Year	
VIN					
Group	3.15				
Desc					
Subject	Door stops				
Desc	Straps breaks just behind over center bend.				
Action	3L-31-1509 ordered.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 09/30/97
By: James Wilken

Customer	██████████	State	BC
Contact	██████	City	VANCOUVER
UnitNo	██████	Model	102DL3
Miles	89,800	Delivery	06/26/97
VIN		Make	MCI
Group	3.31	Model Year	
Desc			
Subject	3L-31-1510		
Desc	Strap hinges on engine side service door broken.		
Action	Order new strap hinges.		
Comments	We seem to be see a lot of this type of failure.		
Coach Down	Report Status	Closed	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit

MCI / DINA Service Report

Date: 10/02/97
By: James Wilken

Customer	██████	City	Vancouver	State	BC
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	104,404	Delivery	06/28/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	3L-31-1510				
Desc	Hinge strap broken engine side service door.				
Action	Very many reports on this failure.				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date	Cust Demeanor :				
of Resol	Start Visit		End Visit		

MCI / DINA Service Report

Date: 03/14/97
By: Marvin Cleem

Customer			State	CO
Contact		City	Colorado Springs	
UnitNo		Model	102DL3	Make
Miles	8,546	Delivery	06/29/96	Model Year
VIN				MCI
Group	3.31			
Desc				
Subject	Strap			
Desc	broke			
Action	order 44590			
Comments				
Coach Down		Report Status	Responsible	
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	End Visit	

MCI / DINA Service Report

Date: 09/10/97
By: Luverne McNamara

Customer Contact	██████████ ██████	City	St. Cloud	State	MN
UnitNo	██████	Model	102DL3	Make	MCI
Miles	62	Delivery	07/17/96	Model Year	
VIN					
Group	3.31				
Desc	Other				
Subject	Strap assy				
Desc	Door stop straps broke.				
Action	3L-31-1509 ordered.				
Comments	.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 01/06/98
By: Vern Halberg

Customer Contact	[REDACTED] .	City	Bolton	State	CT
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	106,710	Delivery	07/23/97	Model Year	
VIN					
Group	3.31				
Desc	Other				
Subject	Door Stop Straps				
Desc	Straps broken, on the engine doors.				
Action	2. 3L-31-1510 straps ordered.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/30/97
By: Marvin Cleem

Customer	██████████	City	Glenelg	State	MD
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	58,829	Delivery	07/26/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap door stop				
Desc	broke				
Action	order 47640 part 3L-31-1509				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/13/98
By: Vern Halberg

Customer			State	CT
Contact		City	Waterbury	
UnitNo		Model	102DL3	Make
Miles	119,078	Delivery	08/19/96	Model Year
VIN				MCI
Group	3.31			
Desc	Other			
Subject	Service Door Prop Straps.			
Desc	Straps broken on 2 engine doors, and 1 R/H side engine service door.			
Action	3. 3L-31-1510 straps ordered.			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/07/97
By: Mike Tomlinson

Customer Contact	[REDACTED]. [REDACTED]	City	Marrero	State	LA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	63,619	Delivery	08/15/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	Strap Assy.				
Desc	"Broke"				
Action	Ordered two (2) 3L-31-1510, Engine Door Stop Straps, Order # 48742.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/13/97
By: Leon Wilkins

Customer Contact	██████████ ██████████	City	State State College	PA
UnitNo	██████	Model	102DL3	Make MCI
Miles	63,179	Delivery	07/19/96	Model Year
VIN				
Group	3.31			
Desc				
Subject	Strap assembly			
Desc	Straps broken on three doors			
Action	Ordered parts #3L-31-1510			
Comments				
Coach Down	Report Status	Responsible		
Est'd Date of Resol	Cust Demeanor :	End Visit		
	Start Visit			

MCI / DINA Service Report

Date: 01/10/97
By: Marvin Cleem

Customer Contact	[REDACTED]	City	ROOTSTOWN	State	OH
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	7,600	Delivery	10/03/96	Model Year	
VIN					
Group	3.31				
Desc					
Subject	STRAP DOOR STOP				
Desc	BROKE				
Action	ORDER 41315				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/05/97
By: Robert Wilson

Customer Contact	[REDACTED]	City	Williamsburg	State	VA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	60,440	Delivery	10/07/96	Model Year	
VIN					
Group	3.31				
Desc	Other				
Subject	Door stop strap				
Desc	Broken				
Action	Ordered (1) 3L-31-1510 Stop Strap on Order # 57523				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	12/05/97	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 08/12/98
By: Robert Wilson

Customer Contact	[REDACTED]	City	Williamsburg	State	VA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	97,000	Delivery	10/07/96	Model Year	
VIN					
Group	003.31 Service Doors				
Desc	003.31 Rear Motor Door - Related Parts				
Subject	Door Stop Straps				
Desc	Failed				
Action	Ordered (3) 3L-31-1510 on Order # 71562				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	08/12/98	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/17/98

By: Jon Lee

Customer	██████████.			State	IN
Contact	██████████		City	Ft. Wayne	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	63,924	Delivery	12/10/96	Model Year	
VIN					
Group	011.08 Lines & Fittings				
Desc	Other				
Subject	P/S Resivor				
Desc	Leaking at weld on strap.				
Action	Ordered repl part # 11L-8-203 Kit				
Comments	.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	11/30/98	Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 06/19/98
By: Vern Halberg

Customer Contact	 		City	Flushing	State	NY
UnitNo		Model	102DL3	Make	MCI	
Miles	93,256	Delivery	03/20/97	Model Year		
VIN						
Group	3.31					
Desc	Service Doors					
Subject	Stop Straps.					
Desc	Straps broken.					
Action	4. 3L-31-1510 straps ordered.					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 08/11/98
By: Robert Wilson

Customer	██████████	City	Clinton	State	TN
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	130,105	Delivery	02/14/97	Model Year	
VIN					
Group	011.08 Lines & Fittings				
Desc	011.08 P/S Reservoir				
Subject	P/S Reservoir Bracket				
Desc	Strap Broke				
Action	Ordered (1) 11L-8-202 on Order # 71504				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/21/98
By: Michael Warton

Customer Contact	[REDACTED]	City	Ashville	State NC
UnitNo	[REDACTED]	Model	102DL3	Make MCI
Miles	66,100	Delivery	02/01/97	Model Year
VIN				
Group	3.31 Service Doors			
Desc	Other			
Subject	Engine service door			
Desc	Stop strap broken left side			
Action	Order replacement			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol	05/21/98	Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 03/15/99
By: Paul Stemen

Customer	[REDACTED]		State	NY
Contact	[REDACTED]	City	Staten Island	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	75,867	Delivery	05/28/97	Model Year
VIN				MCI
Group	011.08 Lines & Fittings			
Desc	Other			
Subject	Reservoir - Power Steering			
Desc	Top strap broke where strap is welded to reseroir			
Action	Ordered 1ea. P/N 11L-8-202 Bracket Assy.. Order # 83459			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/15/99
By: Paul Stemen

Customer	[REDACTED]		State	NY
Contact	[REDACTED]	City	Staten Island	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	81,261	Delivery	05/28/97	Model Year
VIN				MCI
Group	011.08 Lines & Fittings			
Desc	Other			
Subject	Reservoir - Power Steering			
Desc	Top strap broke where strap is welded to reseroir			
Action	Ordered 1ea. P/N 11L-8-202. Bracket Assy.. Order # 83460			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/30/99
By: Richard Olsonawski

Customer	[REDACTED]			State	HI
Contact	[REDACTED]	City	Kahului,		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	91,700	Delivery	07/07/97	Model Year	
VIN					
Group	003.31 Service Doors				
Desc	003.31 Rear Motor Door - Related Parts				
Subject	Door locking straps				
Desc	Door locking straps broken and pins and cotter pins missing				
Action	Ordered 4 @ 3L-31-1510 straps 2 @ 19-7-124 pins 2 @ 19-7-2 cotter pins ordered # 84626				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :				
	Start Visit		End Visit		

MCI / DINA Service Report

Date: 08/13/97
By: Vern Halberg

Customer Contact			City	Taunton	State	MA
UnitNo		Model	102DL3	Make	MCI	
Miles	7,160	Delivery	07/07/97	Model Year		
VIN						
Group	11.08					
Desc						
Subject	Power Steering					
Desc	Power steering reservoir strap is broken.					
Action	11L-8-202 strap bracket ordered. Order# 52932					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 02/03/98
By: Vern Halberg

Customer Contact	 	City	State Providence	RI
UnitNo		Model	102DL3	Make
Miles	56,476	Delivery	09/30/97	Model Year
VIN				MCI
Group	11.08			
Desc	Other			
Subject	Power Steering Reservoir Series 60.			
Desc	The reservoir bracket is broken. (strap broken)			
Action	11L-8-202 bracket ordered. Order # 59532			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 06/16/98
By: Robert Wilson

Customer Contact			City	Plaistow	State	NH
UnitNo		Model	102DL3	Make	MCI	
Miles	6,610	Delivery	10/14/97	Model Year		
VIN						
Group	3.31 Service Doors					
Desc	Other					
Subject	Engine Door Stop Straps					
Desc	Failed					
Action	Ordered (2) 3L-31-1510 Straps on Order # 68687					
Comments						
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :				
		Start Visit		End Visit		

MCI / DINA Service Report

Date: 01/15/99
By: Robert Wilson

Customer Contact	[REDACTED]. [REDACTED]	City	Williamsburg	State	VA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	58,931	Delivery	11/21/97	Model Year	
VIN					
Group	011.08 Lines & Fittings				
Desc	011.08 P/S Lines & Fittings				
Subject	P/S Reservoir Bracket				
Desc	Strap broken				
Action	Ordered (1) 11L-8-202 Bracket on Order # 79386				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/15/99	Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 07/20/99
By: Vern Halberg

Customer			State	MA
Contact		City	Millbury	
UnitNo		Model	102DL3	Make
Miles	184,000	Delivery	12/26/97	Model Year
VIN				MCI
Group	003.31 Service Doors			
Desc	003.31 Rear Motor Door - Related Parts			
Subject	Door stop straps			
Desc	Broken			
Action	3L-31-1510 straps ordered.			
Comments	Common problem			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Reserved	End Visit
				Reserved

MCI / DINA Service Report

Date: 05/11/99
By: Vern Halberg

Customer Contact	 		City	Millbury	State	MA
UnitNo		Model	102DL3	Make	MCI	
Miles	162,237	Delivery	12/26/97	Model Year		
VIN						
Group	003.31 Service Doors					
Desc	003.31 Rear Motor Door - Related Parts					
Subject	Engine door stop straps.					
Desc	Straps broken.					
Action	Customer replaced 2. 3J-31-1510 straps.					
Comments	This is a common problem.					
Coach Down		Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit				

MCI / DINA Service Report

Date: 08/20/98
By: Luverne McNamara

Customer Contact	 		City	State	WI
			Marinette		
UnitNo		Model	102DL3	Make	MCI
Miles	5,500	Delivery	06/29/98	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	007.08 Ground Strap - Static				
Subject	Missing.				
Desc					
Action	Ordered.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 12/03/98
By: Glenn Lembke

Customer Contact	 	City	State	CO Commerce City
UnitNo		Model	102DL3	Make
Miles	10,319	Delivery	09/16/98	Model Year
VIN				MCI
Group	011.08 Lines & Fittings			
Desc	011.08 P/S Reservoir			
Subject	P/S reservoir mounting bracket.			
Desc	The upper strap on the mounting bracket is broke.			
Action Comments	Ordered 11L-8-202, P/S reservoir mounting bracket on order # 77437.			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/08/99

By: Jon Lee

Customer	[REDACTED]			State	OH
Contact	[REDACTED]	City	Cleveland		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	5,805	Delivery	02/10/99	Model Year	
VIN					
Group	004.13 Stop Light Switch				
Desc	004.13 Park Brake Switch				
Subject	4C-14-1 Farta Product				
Desc	Fast Idle Inop / Kneeling Feature Inop.				
Action	Harness tie strap wrapped around one terminal pulling post on switch side ways . Released and kneeling & fast idle working under shop conditions .				
Comments	Repl switch ordered.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	04/08/99	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 06/01/98
By: Richard Olsonawski

Customer	██████████	State	TX
Contact	██████████	City	Houston
UnitNo	██████████	Model	102EL3
Miles	60,282	Delivery	
VIN		Make	MCI
Group	17.03	Model Year	
Desc	Other		
Subject	Strap		
Desc	Trash Valcor strap missing		
Action	Ordered strap 03-15-1164		
Comments			
Coach Down		Report Status	Closed
		Responsible	
Est'd Date of Resol		Cust Demeanor :	
		Start Visit	
		End Visit	

MCI / DINA Service Report

Date: 10/10/97
By: Robert Rayl

Customer Contact	██████████ ██████████	City	Birmingham	State	AL
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	1,700	Delivery	10/10/97	Model Year	
VIN					
Group	3.15				
Desc					
Subject	Velcro Strap				
Desc	No Velcro Strap on Trash Chute at center lock door				
Action	Will (2) 03-15-1164 Strap				
Comments					
Coach Down		Report Status	Open	Responsible	
Est'd Date of Resol	12/31/97	Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 10/04/97
By: Richard Olsonawski

Customer	██████████			State	WA
Contact	██████████		City	Seattle	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	2,364	Delivery	09/26/97	Model Year	
VIN					
Group	17.03				
Desc					
Subject	Trash straps				
Desc	Valcro trash straps missing from coach.				
Action	Order strap 03-15-1164				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/03/97

By: Richard Olsonawski

Customer	██████████	City	Seattle	State	WA
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	3,000	Delivery	09/26/97	Model Year	
VIN					
Group	14.01				
Desc					
Subject	"U" joint lock straps				
Desc	Lock straps missing				
Action	Installed lock straps				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/02/2000

By: Richard Olsonawski

Customer Contact	██████████ ██████████	City	Seattle	State	WA
UnitNo	██████	Model	102EL3	Make	MCI
Miles	99,711	Delivery	06/12/98	Model Year	
VIN					
Group	011.01 Steering Gear				
Desc	Other				
Subject	Steering gear will not stay tight				
Desc	Other				
Action	They have tightened gear box a number of time as book says				
Comments	They were advised to check the lock strap to make sure bolts are not turning in the lock straps				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/15/2000	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/09/97
By: Robert Rayl

Customer	[REDACTED]	State	FL
Contact	[REDACTED]	City	Orlando
UnitNo	[REDACTED]	Model	102EL3
Miles	17,836	Delivery	10/10/97
VIN		Make	MCI
Group	3.15	Model Year	
Desc			
Subject	Trash Chute		
Desc	There's no Velcro Strap for Trash Chute on Center Locker Door		
Action	Writer will (2) 03-15-1164 Strap's		
Comments			
Coach Down	Report Status	Open	Responsible
Est'd Date	Cust Demeanor :		
of Resol	Start Visit		End Visit
	12/31/97		

MCI / DINA Service Report

Date: 12/05/97
By: Richard Olsonawski

Customer	██████████	City	Seattle	State	WA
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	2,300	Delivery	12/03/97	Model Year	
VIN					
Group	12.05				
Desc	Other				
Subject	Lock straps				
Desc	Lock straps on radius rod cap screws not locked on the left front.				
Action	Bent lock straps on radius rod cap screws Straps 12L-5-105				
Comments	Also lock straps need to be bent so cap screws could not turn. The way they were bent they could turn but not fall out of lock strap.				
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :		End Visit		
	Start Visit				

MCI / DINA Service Report

Date: 10/02/2000

By: Richard Olsonawski

Customer Contact	██████████ ██████████	City	Seattle	State	WA
UnitNo	██████	Model	102EL3	Make	MCI
Miles	██████	Delivery	06/12/98	Model Year	
VIN					
Group	011.01	Steering Gear			
Desc	Other				
Subject	Steering gear will not stay tight				
Desc	Other				
Action	They have tightened gear box a number of time as book says				
Comments	They were advised to check the lock strap to make sure bolts are not turning in the lock straps				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/15/2000	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 12/05/97
By: Richard Olsonawski

Customer	██████████			State	WA
Contact	██████████		City	Seattle	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	2,052	Delivery	12/03/97	Model Year	
VIN					
Group	12.05				
Desc	Other				
Subject	Lock straps				
Desc	Lock straps on radius rod not bent to lock cap screw to turning.				
Action	Bent all lock straps 12L-5-105				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/02/2000
By: Richard Olsonawski

Customer Contact	██████████ ██████████	City	Seattle	State	WA
UnitNo	██████	Model	102EL3	Make	MCI
Miles	102,526	Delivery	06/12/98	Model Year	
VIN					
Group	011.01 Steering Gear				
Desc	Other				
Subject	Steering gear will not stay tight				
Desc	Other				
Action	They have tightened gear box a number of time as book says				
Comments	They were advised to check the lock strap to make sure bolts are not turning in the lock straps				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/15/2000	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/23/2002

By: Vern Halberg

Customer	██████████	City	Millbury	State	MA
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	27,000	Delivery	02/13/98	Model Year	
VIN					
Group	009.06 Fuel Tank & Mtgs.				
Desc	009.06 Fuel Tanks				
Subject	Main Fuel Tank				
Desc	Leaking				
Action	Customer will have it repaired.				
Comments	Customer reported it leaking at the lower rear by the hold down strap.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 09/25/2000

By: Vern Halberg

Customer	██████	City	Old Town	State	ME
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	140,956	Delivery	03/27/98	Model Year	
VIN					
Group	007.08	Misc. Electrical Items			
Desc	Other				
Subject	Horn				
Desc	Not working				
Action	Repaired				
Comments	Found ground strap at the switch out of place, screw lose.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 10/02/2000

By: Richard Olsonawski

Customer	██████████	City	Seattle	State	WA
Contact	██████████				
UnitNo	██████	Model	102EL3	Make	MCI
Miles	101,060	Delivery	06/12/98	Model Year	
VIN					
Group	011.01 Steering Gear				
Desc	Other				
Subject	Steering gear will not stay tight				
Desc	Other				
Action	They have tightened gear box a number of time as book says				
Comments	They were advised to check the lock strap to make sure bolts are not turning in the lock straps				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	10/15/2000	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 11/16/98
By: Richard Olsonawski

Customer Contact	[REDACTED]	City	State	WA
			Sumner	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	10,598	Delivery	11/08/98	Model Year
VIN				MCI
Group	003.15 Misc. Interior			
Desc	Other			
Subject	Velcro straps			
Desc	straps missing from coach on delivery			
Action	Ordered straps 2 each 03-15-1164			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :			
	Start Visit		End Visit	

MCI / DINA Service Report

Date: 01/25/99
By: Richard Olsonawski

Customer Contact	[REDACTED]	City	State	WA
	[REDACTED]		Sumner	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	13,858	Delivery	11/08/98	Model Year
VIN				MCI
Group	003.15 Misc. Interior			
Desc	Other			
Subject	Velcro straps			
Desc	Velcro straps missing on delivery			
Action	Ordered Straps 03-15-1164			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 11/03/98

By: Bob Cox

Customer	████████████████████	City		State	TX
Contact	██████████			Ft. Worth	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	2,800	Delivery	10/29/98	Model Year	
VIN					
Group	012.01 Air Susp. Frt				
Desc	012.01 Susp. - Frt				
Subject	Steer axle radius rod assy. & sway bar.				
Desc	Knocking noise in front end of coach.				
Action	Customer found 8 loose bolts (19-01-1582)(19-1-1419)(19-1-948) on the radius rods & sway bar clamps.				
Comments	Customer found torque seal had not been properly applied & was not holding. The lock straps were bent into place. Proper torque was set on all front axle bolts at this time .				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 03/30/99

By: Jon Lee

Customer Contact	████████████████████ ██████████	City	Lansing	State	MI
UnitNo	██████	Model	102EL3	Make	MCI
Miles	15,000	Delivery	02/12/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	Other				
Subject	Ecas				
Desc	Ride fault lite on dash indicator won't go out - intermittent sonalert.				
Action	Customer attempt to resolve issue with assistance of Service Center . System wouldn't produce fault codes. Hook-up with laptop program identifies issue at open Aux. Tank circuit - rear. Duetz plug pin pulled from socket. Repaired, all ride requests function tested good under shop conditions.				
Comments	Rear solenoid had solderless butt connectors on wires approx . 6" from sol. coil. Front Aux tank solenoid wire pulled and tie strapped as tight as a bow string - corrected. Duetz connector at rear trans on solenoid area very vulnerable to elements , environment, conditions.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	03/30/99	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 02/08/2000

By: Vern Halberg

Customer	[REDACTED]			State	RI
Contact	[REDACTED]	City	W Warwick		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	61,573	Delivery	02/23/99	Model Year	
VIN					
Group	009.06 Fuel Tank & Mtgs.				
Desc	009.06 Fuel Tanks				
Subject	Fuel Tank and Straps				
Desc	Tank leaking and strap broken.				
Action	Tank strap mat replaced.				
Comments	Leaking in corner seam				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Reserved	End Visit	Understanding

MCI / DINA Service Report

Date: 12/17/99
By: Richard Olsonawski

Customer	[REDACTED]	State	HI
Contact	[REDACTED]	City	Honolulu
UnitNo	[REDACTED]	Model	102EL3
Miles	23,000	Delivery	03/16/99
VIN		Make	MCI
Group	008.01 Engine Asm.		
Desc	Mount bolts		
Subject	Mount bolts		
Desc	Mount loss and one missing on road side bell housing end		
Action	Customer re-torqued all bolts and to install missing bolt when they get one .		
Comments	Sure hope this is the only coach to monitor their other coach's Customer installed lock straps		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date of Resol	12/30/99	Cust Demeanor :	
		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 12/22/99

By: Jon Lee

Customer	██████████ .	State	OH
Contact	██████████	City	Brookpark
UnitNo	██████	Model	102EL3
Miles	878	Delivery	12/19/99
VIN		Make	MCI
Group	007.13 Remote Control Box, Inst. panel, J-Box		
Desc	007.13 J-Box - Remote Control		
Subject	Fuel Prime Switch		
Desc	PDI finds two rubber bands strapped around switch and box keeping prime pump signal @ on position.		
Action	Information only		
Comments	Fuel system ck'd - rubber bands removed.		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol	12/22/99	Start Visit	Reserved
		End Visit	Reserved

MCI / DINA Service Report

Date: 03/13/2002
By: Frank Cantwell

Customer Contact	██████████ ██████████	City	Stockton	State	CA
UnitNo	██████████	Model	D4500	Make	MCI
Miles	2,120	Delivery	02/22/2002	Model Year	
VIN					
Group	007.08 Misc. Electrical Items				
Desc	Other				
Subject	GPS Harness				
Desc	Other				
Action	Information				
Comments	GPS harness rolled up behind defroster motor ducting. It was hard for customer to pull out harness from behind ducting. It was also tie strapped to other harnesses. Writer had to remove defroster ducting to retrieve harness.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Reserved		Reserved

MCI / DINA Service Report

Date: 12/15/2002

By: Marvin Cleem

Customer	██████████			State	FL
Contact	██████████		City	Kennedy Space Center	
UnitNo	██████████	Model	D4500	Make	MCI
Miles	2,041	Delivery	12/09/2002	Model Year	
VIN					
Group	Other				
Desc	Other				
Subject					
Desc	Other				
Action	Tie down straps missing				
Comments	requested to be shipped				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/18/2001
By: Luverne McNamara

Customer	[REDACTED]				
Contact	[REDACTED]	City	Madison	State	WI
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	9,000	Delivery	01/17/2001	Model Year	
VIN					
Group	016.09 Condenser Fan & Motor				
Desc	016.09 Motor Asm. - A/C Cond. Fan				
Subject	HAVAC shut down				
Desc	Condenser overload/ 10 amp fuze in main controller opening				
Action	Ground strap routed to close to condenser + stud at relay J box				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/11/2001

By: Richard Olsonawski

Customer Contact	████████████████████ ██████████	City	Fairbanks	State	AK
UnitNo	██████	Model	E4500	Make	MCI
Miles	2,352	Delivery	04/30/2001	Model Year	
VIN					
Group	003.15 Misc. Interior				
Desc	Other				
Subject	Tire pull strap				
Desc	Other				
Action	Removed tire into baggage compartment				
Comments	When coach is on road their young women driver can't remover tire from compartment. It took two shop guys to get tire out of coach. Where did the cart go? Tire put in with dish up or dish down. Which is the correct way. Need for protector on driven a				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/10/2001	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/11/2001

By: Richard Olsonawski

Customer Contact	████████████████████ ██████████	City	Fairbanks	State	AK
UnitNo	██████	Model	E4500	Make	MCI
Miles	2,381	Delivery	04/30/2001	Model Year	
VIN					
Group	003.15 Misc. Interior				
Desc	Other				
Subject	Tire pull strap				
Desc	Other				
Action	Removed tire into baggage compartment				
Comments	When coach is on road their young women driver can't remover tire from compartment. It took two shop guys to get tire out of coach. Where did the cart go? Tire put in with dish up or dish down. Which is the correct way. Need for protector on driven a				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/10/2001	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/11/2001

By: Richard Olsonawski

Customer Contact	████████████████████ ██████████	City	Fairbanks	State	AK
UnitNo	██████	Model	E4500	Make	MCI
Miles	2,492	Delivery	04/30/2001	Model Year	
VIN					
Group	003.15 Misc. Interior				
Desc	Other				
Subject	Tire pull strap				
Desc	Other				
Action	Removed tire into baggage compartment				
Comments	When coach is on road their young women driver can't remover tire from compartment. It took two shop guys to get tire out of coach. Where did the cart go? Tire put in with dish up or dish down. Which is the correct way. Need for protector on driven a				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/10/2001	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/11/2001

By: Richard Olsonawski

Customer	[REDACTED]			State	AK
Contact	[REDACTED]	City	Fairbanks		
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	2,383	Delivery	04/30/2001	Model Year	
VIN					
Group	003.15 Misc. Interior				
Desc	Other				
Subject	Tire pull strap				
Desc	Other				
Action	Removed tire into baggage compartment				
Comments	When coach is on road their young women driver can't remover tire from compartment. It took two shop guys to get tire out of coach. Where did the cart go? Tire put in with dish up or dish down. Which is the correct way. Need for protector on driven and fog lights and socket's. Tire will damage then.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/10/2001	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 04/11/2003

By: William Pryne

Customer Contact	██████████ ██████████	City	Hendersonville	State	TN
UnitNo	██████	Model	F3500	Make	MCI
Miles	56,230	Delivery	09/26/2002	Model Year	
VIN					
Group	003.32 Entrance Door				
Desc	Other				
Subject					
Desc	Other				
Action	Door stop strap broken				
Comments	Retaining bolt on door end of strap became loose, strap 'eye' torn open, will need to be replaced Replacement strap ordered, Incident #P881230				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	05/01/2003	Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 06/03/2002
By: David Okraska

Customer Contact	████████████████████ ██████████	City	Dallas	State	TX
UnitNo	██████	Model	G4500	Make	MCI
Miles	111,133	Delivery	09/10/2001	Model Year	
VIN					
Group	008.20 Muffler				
Desc	Other				
Subject	Muffler retaining straps				
Desc	Broken				
Action	Operator temporarily repaired until they could get parts				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 06/12/2002

By: Marvin Cleem

Customer Contact	████████████████████ ██████████	City	Dallas	State	TX
UnitNo	██████	Model	G4500	Make	MCI
Miles	150,829	Delivery	09/10/2001	Model Year	
VIN					
Group	003.31	Service Doors			
Desc	Other				
Subject					
Desc	Other				
Action	Wheelchair lower door stop strap broke				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 03/27/2002

By: Vern Halberg

Customer	██████████			State	VT
Contact	██████████		City	White River Jct	
UnitNo	██████	Model	G4500	Make	MCI
Miles	3,400	Delivery	03/06/2002	Model Year	
VIN					
Group	003.31 Service Doors				
Desc	003.31 Service Doors				
Subject	Wheelchair Lift Lower Door				
Desc	Door stop strap bracket				
Action	Customer will repair				
Comments	When the wheelchair lift is extending it hits the door stop bracket . It has almost torn the bracket off the door. When the lift is extending apparently it is suppose to contact the nylon shoe on the door and push it open farther so it clears the stop bracket . It contacts the shoe and the bracket at about the same time.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 03/27/2002

By: Vern Halberg

Customer	██████████	State	VT
Contact	██████████	City	White River Jct
UnitNo	██████	Model	G4500
Miles	3,460	Delivery	03/06/2002
VIN		Make	MCI
Group	003.31 Service Doors	Model Year	
Desc	003.31 Service Doors		
Subject	Wheelchair Lift Lower Door		
Desc	Door stop strap bracket		
Action	Customer will repair		
Comments	When the wheelchair lift is extending it hits the door stop bracket . It has almost torn the bracket off the door. When the lift is extending apparently it is suppose to contact the nylon shoe on the door and push it open farther so it clears the stop bracket The lift contacts the shoe and stop bracket at about the same time .		
Coach Down	Yes	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Reserved
		End Visit	Reserved

MCI / DINA Service Report

Date: 03/27/2002

By: Vern Halberg

Customer	██████████	State	VT
Contact	██████████	City	White River Jct
UnitNo	██████	Model	G4500
Miles	3,670	Delivery	03/06/2002
VIN		Make	MCI
Group	003.31 Service Doors	Model Year	
Desc	003.31 Service Doors		
Subject	Wheelchair Lift Lower Door		
Desc	Door stop strap bracket		
Action	Customer will repair		
Comments	When the wheelchair lift is extending it hits the door stop bracket . It has almost torn the bracket off the door. When the lift is extending apparently it is suppose to contact the nylon shoe on the door and push it open farther so it clears the stop bracket . The lift contacts the shoe and stop bracket at about the same time .		
Coach Down	Yes	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Reserved
		End Visit	Reserved

MCI / DINA Service Report

Date: 05/20/2002

By: Vern Halberg

Customer	██████████	City	White River Jct	State	VT
Contact	██████████				
UnitNo	██████	Model	G4500	Make	MCI
Miles	17,372	Delivery	03/06/2002	Model Year	
VIN					
Group	003.31 Service Doors				
Desc	003.31 Asm. - RH Rear Motor Access				
Subject	Door stop strap				
Desc	Broken off door				
Action	Customer will repair.				
Comments	Capscrews that hold the stop bracket to the door broken off.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 08/07/2002

By: Vern Halberg

Customer	██████████				
Contact	██████████		City	Springfield	State MA
UnitNo	██████	Model	J4500	Make	MCI
Miles	119,049	Delivery	05/07/2001	Model Year	
VIN					
Group	009.06 Fuel Tank & Mtgs.				
Desc	009.06 Fuel Tanks				
Subject	Main Fuel Tank				
Desc	Leaking and hold down strap broken				
Action	Tank and strap ordered				
Comments	Tank is leaking at the rear LH corner. It appears as if the spot welds let go in the strap where it wraps around the hold down T bolt.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 07/13/2005

By: Jim Gabor

Customer	██████████			State	MI
Contact	██████████		City	Southfield	
UnitNo	██████	Model	J4500	Make	MCI
Miles	206,054	Delivery	09/27/2001	Model Year	2002
VIN					
Group	009.06 Fuel Tank & Mtgs.				
Desc	009.06 Fuel Tanks				
Subject	Fuel Tank Leak				
Desc	Other				
Action	Inspected underside of fuel tank and found the bottom platform to be wet, indications of dripping coming from the strap bolts and around the transfer ports for auxilliary tank.				
Comments	This coach is out of warranty and Richard would like it welded instead of buying a new one. Loudonville refused to weld the tank for liability issues ? Blackwood has been having an outside contractor weld tanks for 3 years with no problems. We need to get someone much higher to have Loudonville source this repair out.				
Coach Down	No	Report Status	Pending	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 09/02/2005

By: Jim Gabor

Customer Contact	██████████ ██████████	City	Southfield	State	MI
UnitNo	██████████	Model	J4500	Make	MCI
Miles	206,054	Delivery	09/27/2001	Model Year	2002
VIN					
Group	009.06 Fuel Tank & Mtgs.				
Desc	Other				
Subject	Fuel leaking from rear most side of main tank. Dripping is coming off the rear strap.				
Desc	Other				
Action	Contacted Tim Sullivan and he will call Richard to set up for tank replacement .				
Comments	We'll be informed of the outcome...				
Coach Down	No	Report Status	Pending	Responsible	
Est'd Date of Resol	09/15/2005	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 07/13/2005

By: Jim Gabor

Customer Contact	██████████ ██████████	City	Southfield	State	MI
UnitNo	██████	Model	J4500	Make	MCI
Miles	200,921	Delivery	09/27/2001	Model Year	2002
VIN					
Group	009.06 Fuel Tank & Mtgs.				
Desc	009.06 Fuel Tanks				
Subject	Fuel Smell in coach				
Desc	Other				
Action	Loudonville installed this fuel tank last week , Customer states there is a fuel smell inside the coach and has had passengers complain. Inspected and found no signs of leakage, however the mounting straps were tightened too much and are not running parallel to the tank sides and will wear into the sides of the tank before too long .				
Comments	This coach should go back to Loudonville at their expense to repair and follw torque specifications for the tank straps.				
Coach Down	No	Report Status	Pending	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 11/05/98
By: Glenn Lembke

Customer Contact	 		City Phoenix	State AZ
UnitNo		Model	MC12	Make
Miles	28,090	Delivery	02/06/98	Model Year
VIN				
Group	009.03 Air Cleaner			
Desc	009.03 Charge Air Cooling (CAC) - Piping			
Subject	Strap, CAC tube.			
Desc	Strap broke at CAC tube hose closest the turbo (Cat).			
Action	Customer welded twice. Ordered 9G-3-209, Strap on order # 76453.			
Comments	Pictures sent to M. Anstead.			
Coach Down		Report Status	Open	Responsible
Est'd Date of Resol	11/20/98	Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 11/20/98
By: Glenn Lembke

Customer Contact	[REDACTED]	City	Phoenix	State	AZ
UnitNo	[REDACTED]	Model	MC12	Make	MCI
Miles	28,090	Delivery	02/06/98	Model Year	
VIN					
Group	009.03 Air Cleaner				
Desc	009.03 Charge Air Cooling (CAC) - Piping				
Subject	Strap - CAC Tube support from turbo				
Desc	Strap broke.				
Action	Ordered 9G-3-212 Strap on order # 76986.				
Comments	9G-3-209 ordered in error to be returned.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 11/05/98
By: Glenn Lembke

Customer Contact	 		City	Phoenix	State	AZ
UnitNo		Model	MC12	Make	MCI	
Miles	36,098	Delivery	01/30/98	Model Year		
VIN						
Group	009.03 Air Cleaner					
Desc	009.03 Charge Air Cooling (CAC) - Piping					
Subject	Strap, CAC tube.					
Desc	Strap broke at CAC tube hose closest turbo (Cat).					
Action Comments	Customer welded twice. Ordered 9G-3-209, Strap on order # 76451. none					
Coach Down	No	Report Status	Closed	Responsible		
Est'd Date of Resol		Cust Demeanor :		End Visit		
		Start Visit	Calm			Calm

MCI / DINA Service Report

Date: 11/20/98
By: Glenn Lembke

Customer Contact	[REDACTED]. [REDACTED]	City	Phoenix	State	AZ
UnitNo	[REDACTED]	Model	MC12	Make	MCI
Miles	36,098	Delivery	01/30/98	Model Year	
VIN					
Group	009.03 Air Cleaner				
Desc	009.03 Charge Air Cooling (CAC) - Piping				
Subject	Strap - CAC Tube support to turbo.				
Desc	Strap broke.				
Action	Ordered 9G-3-212, on order # 76969.				
Comments	9G-3-209 ordered in error to be returned.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 11/11/98
By: Glenn Lembke

Customer	[REDACTED]		State	TX
Contact	[REDACTED]	City	El Paso	
UnitNo	[REDACTED]	Model	MC12	Make
Miles	15,387	Delivery	05/27/98	Model Year
VIN				MCI
Group	009.03 Air Cleaner			
Desc	009.03 Charge Air Cooling (CAC) - Piping			
Subject	Strap, CAC tube.			
Desc	Strap broke at CAC tube, hose closest turbo (Cat).			
Action	Ordered 9G-3-209, Strap on order # 76449.			
Comments				
Coach Down		Report Status	Open	Responsible
Est'd Date		Cust Demeanor :		
of Resol	11/20/98	Start Visit		End Visit

MCI / DINA Service Report

Date: 11/20/98
By: Glenn Lembke

Customer Contact		City	State	TX
			El Paso	
UnitNo		Model	MC12	Make
Miles	15,387	Delivery	05/27/98	Model Year
VIN				MCI
Group	009.03 Air Cleaner			
Desc	009.03 Charge Air Cooling (CAC) - Piping			
Subject	Strap - CAC tube support from turbo			
Desc	Strap broke.			
Action	Ordered 9G-3-212, Strap on order # 76971.			
Comments	Strap should be made of heavier material.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 11/11/98
By: Glenn Lembke

Customer		State	TX
Contact		City	El Paso
UnitNo		Model	MC12
Miles	12,669	Delivery	05/22/98
VIN		Make	MCI
Group	009.03 Air Cleaner	Model Year	
Desc	Other		
Subject	Strap, CAC tube.		
Desc	Strap broke on CAC tube, hose closest turbo (Cat).		
Action	Ordered 9G-3-209, Strap on order # 76448.		
Comments			
Coach Down	Report Status	Open	Responsible
Est'd Date	Cust Demeanor :		
of Resol	11/20/98	Start Visit	End Visit

MCI / DINA Service Report

Date: 11/20/98
By: Glenn Lembke

Customer		State	TX
Contact		City	El Paso
UnitNo		Model	MC12
Miles	12,669	Delivery	05/22/98
VIN		Make	MCI
Group	009.03 Air Cleaner		
Desc	009.03 Charge Air Cooling (CAC) - Piping		
Subject	Strap - CAC tube support from turbo.		
Desc	Strap broke.		
Action	Ordered 9G-3-212, strap on order # 76972.		
Comments	9G-3-209 ordered in error to be returned.		
Coach Down	Report Status	Closed	Responsible
Est'd Date of Resol	Cust Demeanor :		
	Start Visit		End Visit

MCI / DINA Service Report

Date: 08/19/97
By: Marvin Cleem

Customer Contact	████████████████████ ██████	City	Milford	State	CT
UnitNo	████	Model	GV1000	Make	DINA
Miles	151,773	Delivery	12/01/95	Model Year	
VIN					
Group	G-010				
Desc					
Subject	Tie Rod Assembly				
Desc	worn out				
Action	order 2814 part AZ 160863-11				
Comments					
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :				
	Start Visit		End Visit		

MCI / DINA Service Report

Date: 12/12/97
By: Gilles Gueret

Customer Contact		City	London	State	ON
UnitNo		Model	GV1000	Make	DINA
Miles	83,000	Delivery		Model Year	
VIN					
Group	G-010-3				
Desc	Other				
Subject	Tie rod				
Desc	Customer reports that the tie rod is worn this is Demo unit.				
Action	Ordered a AZ-160863-11 from warranty.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/09/97
By: Mike Tomlinson

Customer Contact			City	State	TX
			Corpus Christi		
UnitNo	1214	Model	GV1000	Make	DINA
Miles	35,000	Delivery	02/04/97	Model Year	
VIN					
Group	G-010				
Desc					
Subject	Tie Rod Assy.				
Desc	Worn-Out (loose in 35,000 miles)				
Action	Ordered one AZ-160863-11, Tie Rod Assy., Order # 02298.				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/05/99
By: Jacques Gagne

Customer	██████████	City	Huntington BEACH	State	CA
Contact	████				
UnitNo	████	Model	GV1000	Make	DINA
Miles	3,775	Delivery	04/15/97	Model Year	
VIN					
Group	Other				
Desc	Other				
Subject					
Desc	Other				
Action	drag link as too much play				
Comments	replaced tie rod end				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/08/99
By: Richard Olsonawski

Customer	[REDACTED]			State	WA
Contact	[REDACTED]	City	Spokane		
UnitNo	[REDACTED]	Model	102C3	Make	MCI
Miles	559,000	Delivery	03/01/91	Model Year	
VIN					
Group	004.19 Air Reservoirs				
Desc	Other				
Subject	Air tank drain valve				
Desc	Air tank drain pull ring drained supply tank up front because pull ring got lodged between tank and tie rod.				
Action	Air on coach would not build up till drain valve ring was dislodged from between tie rod and air tank.				
Comments	This is the second time I've had this complaint. Drain valve ring removed.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	07/01/99	Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 10/29/98
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Whittier	State	CA
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	138,014	Delivery	01/01/96	Model Year	
VIN					
Group	003.10 Entrance Door Control				
Desc	003.10 Air Cyl./Catch Asm. - Ent. Door				
Subject	Cylinder				
Desc	noisy				
Action	adjust tie rod end and lube hinge				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit			

MCI / DINA Service Report

Date: 03/03/99

By: Richard Olsonawski

Customer	[REDACTED]			State	ID
Contact	[REDACTED]	City	Caldwell		
UnitNo	[REDACTED]	Model	102D3	Make	MCI
Miles	32,898	Delivery	06/26/98	Model Year	
VIN					
Group	004.19 Air Reservoirs				
Desc	Other				
Subject	Air tank drain valves				
Desc	Drain valve pull rings get lodge in the drain valve stem and when you kneel coach it drains the air tanks in the front because the ring hits the tie rod and drains the tank or tanks. I have picture of rings hits drag link.				
Action	Technician used broom handle to dislodge pull ring to clear air leak so coach could build air pressure. Removed pull rings.				
Comments	This coach be problem with Greyhound line that coach will not recover. Because drain valve pull ring has hit tie rod and drained the air tank. This customer usually removes the ring for ice will froze on to then at certain time of the year with right weather condition and the weight will then drain air tanks.				
Coach Down	Report Status	Closed	Responsible		
Est'd Date of Resol	Cust Demeanor :				
	Start Visit		End Visit		

MCI / DINA Service Report

Date: 11/04/99
By: Thomas Downing

Customer Contact	 		City	State	NJ
			Newark		
UnitNo		Model	102DL3	Make	MCI
Miles	946,546	Delivery	12/01/92	Model Year	
VIN					
Group Desc	015.05 Rear Trailing Wheel Hubs & Drums Steering				
Subject Desc	Tag Axle Tie Rod Tube Other				
Action	Information Only				
Comments	Bus leaving shop, went across curb, tie rod tube broke at the end of threads where taper starts.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 05/03/2000

By: Vern Halberg

Customer	[REDACTED]			State	CT
Contact	[REDACTED]	City	East Hartford		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	306,312	Delivery	04/26/95	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle (DL3)				
Subject	Tie rod assy				
Desc	Tie rod tube failed				
Action	Customer replaced assy.				
Comments	Customer stated the tube broke on the L/H side where it tapers down for the tie rod end. He did not have a picture to show me, and the failed part has been sent to Coach USA in Houston, TX to the attention of Chuck Berkshire. He stated it broke while the driver was turning out of their yard.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 02/26/97
By: Robert Rayl

Customer Contact	[REDACTED]	City	Miami	State	FL.
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	202,332	Delivery	03/28/96	Model Year	
VIN					
Group Desc	11.04				
Subject Desc	Pitman Arm / Tie Rod Customer complaint of a popping noise in the steering. Checked and found the Tie Rod end, working in side of the Pitman Arm. The nut on the Tie Rod was tight.				
Action	Ordered through warranty (1) p/n 11G-1-3 pitman arm and (1) p/n 11J-4-24 end assy. Order # 44008.				
Comments	This coach was out of warranty by 2,332 miles, under this circumstance I feel this will not be a problem.				
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/17/97
By: Marvin Cleem

Customer Contact	██████████ ██████	City	New Orleans	State	LA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	70,000	Delivery	04/10/96	Model Year	
VIN					
Group	2.06				
Desc					
Subject	end tie rod tag axle				
Desc	ends broke allowing the wheels to turn				
Action	per customer the tie rod ends broke allowing the wheels to turn, also damage the bellow and shocks				
Comments					
Coach Down		Report Status		Responsible	
Est'd Date of Resol		Cust Demeanor : Start Visit		End Visit	

MCI / DINA Service Report

Date: 06/11/97
By: Dan Johnson

Customer Contact	████████████████████ ██████	City	Medford	State	NY
UnitNo	██████	Model	102DL3	Make	MCI
Miles	49,800	Delivery	12/31/96	Model Year	
VIN					
Group	2.06				
Desc					
Subject	Tag axle tie rod end				
Desc	Too much play				
Action	ordered 2L-6-188 on # 48018				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 11/27/98
By: James Wilken

Customer	[REDACTED]		State	SK
Contact	[REDACTED]	City	Princ Albert	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	182,217	Delivery	01/08/97	MCI
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	012.04 Susp. - Trailing Axle (102DL3)			
Subject	12L-4-309 tag lock cyl.			
Desc	Cylinder leaking air .			
Action	Replace cyl and tie rod ends. check adjustment of lock plate in ref to cyl mtg .			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/17/99
By: James Wilken

Customer	[REDACTED]		State	AB
Contact	[REDACTED]	City	Calgary	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	328,879	Delivery	07/21/98	Model Year
VIN				MCI
Group	012.03 Air Susp. Rear			
Desc	012.03 Susp. - Drive Axle (102DL3)			
Subject	Suspension tie rod loose			
Desc	Tie bar loose threads ruined.			
Action	Replace tie bar.			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/02/99
By: Jacques Gagne

Customer	██████████	City	Huntington park	State	CA
Contact	██████				
UnitNo	50196	Model	102DL3	Make	MCI
Miles	250,136	Delivery	12/15/98	Model Year	
VIN					
Group	001.01 Frt Axle Asm				
Desc	001.02 Frt Axle Steering Asm				
Subject	Tie rod end				
Desc	defective on the RH				
Action	replaced				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/28/99
By: Jacques Gagne

Customer	██████████	State	CA
Contact	██████████	City	Huntington Park
UnitNo	██████	Model	102DL3
Miles	182,430	Delivery	12/19/98
VIN		Make	MCI
Group	012.04 Rear Trailing Wheel Suspension	Model Year	
Desc	Other		
Subject	tag steering tie rod end		
Desc	defective		
Action	replaced		
Comments			
Coach Down		Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	
		End Visit	

MCI / DINA Service Report

Date: 08/14/99
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Huntington Park
		State	CA
UnitNo	[REDACTED]	Model	102DL3
Miles	291,807	Delivery	12/15/97
VIN		Make	MCI
Group	011.04 Drag Link	Model Year	
Desc	011.04 Drag Link		
Subject	rear drag link tie rod end		
Desc	Other		
Action	worn out		
Comments	replaced		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date of Resol		Cust Demeanor :	
		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 03/26/99
By: Marvin Cleem

Customer	[REDACTED]		State	NY
Contact	[REDACTED]	City	Staten Island	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	11,602	Delivery	11/12/98	MCI
VIN				
Group	012.04 Rear Trailing Wheel Suspension			
Desc	012.04 Susp. - Trailing Axle (102DL3)			
Subject	Tag Lock Cylinder and Tie Rod			
Desc	Lock Cylinder and Tie Rod damage			
Action	NYCT was ordering parts from UCP. NYCT straighten the tie rod.			
Comments	Tie rod and cylinder was damage due to hitting something or positioning the coach wrong on their hoist.			
Coach Down		Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 05/10/2000

By: Vern Halberg

Customer	██████████	City	Boston	State	MA
Contact	██████████				
UnitNo	██████	Model	102DL3	Make	MCI
Miles	267,491	Delivery	05/01/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	012.03 Susp. - Drive Axle (102DL3)				
Subject	Suspension support tie rod				
Desc	Lose				
Action	Parts ordered.				
Comments	This is the 12L-3-129 tie rod, because it has been run lose it has elongated the holes in the support brackets. We discussed welding a plate or washer to the bracket to bring the holes back to the correct size. Customer stated they have seen this happen on other units. They also stated one unit both rods were missing at time of delivery .				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 12/18/2001
By: Marvin Cleem

Customer			State	FL
Contact		City	Miami	
UnitNo		Model	102DL3	Make
Miles	584,838	Delivery	01/01/99	Model Year
VIN				MCI
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle Asm (Eff. w/47137)			
Subject	Right tie rod end			
Desc	Other			
Action	Tie rod end was completely worn out and came apart			
Comments	The tie rod was dragging on the ground			
Coach Down	Yes	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 06/16/2000

By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Boston		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	282,982	Delivery	02/19/99	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle (DL3)				
Subject	Tie rod end				
Desc	Failed				
Action	Customer replaced.				
Comments	The R/H tie rod came apart. It appeared that the socket was wore allowing the ball to come out. There did not appear to be a lack of grease.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/21/2001

By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Chelsea		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	208,932	Delivery	03/24/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	012.03 Susp. - Drive Axle (102DL3)				
Subject	Suspension Tie Rods				
Desc	Lose				
Action	Customer replaced and repaired.				
Comments	The rods being lose had elongated the holes in the brackets. We discussed installation, according to the installation drawing it should measure 36.06 between the supports. It would seem like we should design these rods so when they are in place they can be secured.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/21/2001

By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Chelsea		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	232,170	Delivery	03/24/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	012.03 Susp. - Drive Axle (102DL3)				
Subject	Suspension Tie Rods				
Desc	Lose				
Action	Customer replaced and repaired.				
Comments	The rods being lose had elongated the holes in the brackets. We discussed installation, according to the installation drawing it should measure 36.06 between the supports. It would seem like we should design these rods so when they are in place they can b				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/21/2001

By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Chelsea		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	232,170	Delivery	03/24/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	012.03 Susp. - Drive Axle (102DL3)				
Subject	Suspension Tie Rods				
Desc	Lose				
Action	Customer replaced and repaired.				
Comments	The rods being lose had elongated the holes in the brackets. We discussed installation, according to the installation drawing it should measure 36.06 between the supports. It would seem like we should design these rods so when they are in place they can b				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/21/2001

By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Chelsea		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	237,966	Delivery	03/24/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	012.03 Susp. - Drive Axle (102DL3)				
Subject	Suspension Tie Rods				
Desc	Lose				
Action	Customer replaced and repaired.				
Comments	The rods being lose had elongated the holes in the brackets. We discussed installation, according to the installation drawing it should measure 36.06 between the supports. It would seem like we should design these rods so when they are in place they can b				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/21/2001

By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]	City	Chelsea		
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	199,753	Delivery	03/24/99	Model Year	
VIN					
Group	012.03 Air Susp. Rear				
Desc	012.03 Susp. - Drive Axle (102DL3)				
Subject	Suspension Tie Rods				
Desc	Lose				
Action	Customer replaced and repaired.				
Comments	The rods being lose had elongated the holes in the brackets. We discussed installation, according to the installation drawing it should measure 36.06 between the supports. It would seem like we should design these rods so when they are in place they can b				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/22/2000
By: Thomas Downing

Customer Contact	[REDACTED] . [REDACTED]	City	Dallas	State	TX
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	158,305	Delivery	12/02/99	Model Year	
VIN					
Group	001.01 Frt Axle Asm				
Desc	001.01 Frt Axle w/Drum w/ABS				
Subject	L/H tie rod end				
Desc	Other				
Action	Replaced both tie rod ends				
Comments	Tie rod end fell apart while being lubricated				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	08/05/2000	Cust Demeanor :			
		Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 11/27/2001
By: Robert W Jones

Customer Contact	████████████████████ ██████	City	Las Vegas	State	NV
UnitNo	██████	Model	102DL3	Make	MCI
Miles	110,000	Delivery	06/08/2000	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle (DL3)				
Subject	toe rod				
Desc	broke				
Action	replace				
Comments	clamp on the tie rod came loose improper machining on clamp assy				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol	11/15/2001	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/02/2001
By: Frank Cantwell

Customer			State	CA
Contact		City	Oakland	
UnitNo		Model	102DL3	Make
Miles	22,848	Delivery	04/21/2000	Model Year
VIN				
Group	011.06 Steering Geometry			
Desc	Tag Axle Steering			
Subject	Tie Rod			
Desc	Ball Joint			
Action	Information			
Comments	Tag axle r/h ball-joint rubbing against inside of tire at times during different load conditions. Steering arm keyway not manufactured properly causing minimal clearance between ball-joint & tire. Sending coach to Los Alamitos for repair. Coach had 9" Alcoa wheels. Firestone HP-3000 315/80R 22.5 Tires.			
Coach Down	No	Report Status	Open	Responsible
Est'd Date of Resol	05/07/2001	Cust Demeanor :		
		Start Visit	Reserved	End Visit
				Reserved

MCI / DINA Service Report

Date: 06/15/2001

By: Lanny Martin

Customer	████████████████████	State	TX
Contact	██████████	City	Miami
UnitNo	██████	Model	102DL3
Miles	913,280	Delivery	09/22/2000
VIN		Make	MCI
Group	002.01 Rear Axle Asm	Model Year	
Desc	002.06 Trailing Axle (DL3)		
Subject	Arm-Tie Rod RH Trailing Axle		
Desc	RH tag Tire Rubs on Tie Rod End.		
Action	Order a Arm-Tie Rod RH P/N 2L-6-597 On order # P482460.		
Comments	None		
Coach Down	Yes	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 04/17/2001
By: Jacques Gagne

Customer Contact	[REDACTED]	City	Los Angeles	State	CA
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	2,842	Delivery	01/06/2001	Model Year	
VIN					
Group	003.10 Entrance Door Control				
Desc	003.10 Ent. Door - Related Parts				
Subject	air cylinder bolt				
Desc	defective				
Action	repaired				
Comments	replaced tie rod end bolts				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 08/06/99
By: Gilles Gueret

Customer Contact	██████████ ██████	City	Toronto	State	ON
UnitNo	██████	Model	102EL3	Make	MCI
Miles	120,187	Delivery	01/01/2000	Model Year	
VIN					
Group	011.06 Steering Geometry				
Desc	011.06 Tie Rod ass'y & ends (E-Coach)				
Subject	Tie rod ends				
Desc	Customer reports that ends on slave cylinder for tag are worn out.				
Action	Unable to get ends ordered cylinder 11-06-1001 from warranty.				
Comments	Work performed by Can-ar.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	
		Start Visit	Calm		Calm

MCI / DINA Service Report

Date: 01/12/98
By: Richard Olsonawski

Customer	██████████			State	WA
Contact	██████████		City	Seattle	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	2,552	Delivery	12/03/97	Model Year	
VIN					
Group	3.34				
Desc	Other				
Subject	Wiper motor				
Desc	Wiper motor failed				
Action	Replace motor and one link end for it was loss and bent.				
Comments	Readjusted the tie rod bar to get the motor to park correctly. Gary Verver talked to Steve about this problem and he was to check the line and correct then.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 08/04/98

By: Jon Lee

Customer	[REDACTED]			State	MI
Contact	[REDACTED]	City	Millington		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	14,165	Delivery	06/01/98	Model Year	
VIN					
Group	001.01 Frt Axle Asm				
Desc	Other				
Subject	FCP 127				
Desc	Tied rod torque ck'd. L frt lower link end under spec's. (Crosstube) Ordered 01-01-1026 Arm, Tie Rod @ Knuckle Assy - 01-01-1030 Link End, Crosstube.				
Action	Repairs performed at Tri - City Suspension & Brake / Saginaw, MI.				
Comments	Lower arm distorted at link assly end.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	08/06/98	Start Visit	Reserved	End Visit	Reserved

MCI / DINA Service Report

Date: 02/18/99

By: Robert Levasseur

Customer	██████			State	BC
Contact	██████████		City	Vancouver	
UnitNo	██████	Model	102EL3	Make	MCI
Miles	73,215	Delivery	01/15/98	Model Year	
VIN					
Group	011.04	Drag Link			
Desc	Other				
Subject	Drag Link end				
Desc	Customer reports that front and rear drag link end have failed .				
Action	Sent replacement tie rod ends				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 04/07/98
By: Lynn Epperson

Customer		State	TX
Contact		City	San Antonio

UnitNo		Model	102EL3	Make	MCI
Miles	3,237	Delivery	02/26/98	Model Year	
VIN					
Group	11.07				
Desc	Other				

Subject	Steering .
Desc	Steering Movement

Action Coach taken to Alamo City Truck Service : Check all Radius rod bolt torque, tie rod end torque, steering box torque (mounting bolts) sway bar mounting torque. Check all brakes to make sure that wasn't locking up. Check the coach alignment, OK, Check out RAS on tag slave cylinder system, no problem found. Found Air on both sides of the Master Cylinder . Bleeding air out of master cylinder on (both end) fix the coach. Check all Caliper bolts, torque to spec.

Comments

Coach Down	Report Status Closed	Responsible
Est'd Date of Resol	Cust Demeanor : Start Visit	End Visit

MCI / DINA Service Report

Date: 03/26/98

By: Bob Cox

Customer	██████████			State	TX
Contact	██████████		City	Houston	
UnitNo	██████████	Model	102EL3	Make	MCI
Miles	4,350	Delivery	03/03/98	Model Year	
VIN					
Group	1.01				
Desc	Other				
Subject	Front axle.				
Desc	Tie rod movement. in the steering lever eylet.				
Action	Tie rod & steering lever ordered by Mr. Epperson.				
Comments	Customer to advise of their findings.				
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 05/04/98
By: Marvin Cleem

Customer Contact	[REDACTED]	City	Orlando	State	FL
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	7,500	Delivery	04/06/98	Model Year	
VIN					
Group	1.01				
Desc	Other				
Subject	Tie rod ends				
Desc	Tie rod loose in steering arms causing damage to tie rod and ends				
Action	order 66223 part 01-01-1030 Tie rod assembly				
Comments	Tie rod ends came loose. Mike stated he has seen other coaches with same problem				
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 08/14/99
By: Jacques Gagne

Customer Contact	██████████ ██████████	City	Anaheim	State	CA
UnitNo	██████	Model	102EL3	Make	MCI
Miles	170,935	Delivery	06/01/98	Model Year	
VIN					
Group	012.04 Rear Trailing Wheel Suspension				
Desc	Other				
Subject	tag steering				
Desc	Other				
Action	defective tie rod end				
Comments	replaced				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/19/2000
By: Frank Cantwell

Customer Contact	[REDACTED]	City	Oakland	State	CA
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	177,088	Delivery	08/05/98	Model Year	
VIN					
Group	001.01 Frt Axle Asm				
Desc	001.02 Frt Axle Steering Asm				
Subject	Tie Rod				
Desc	End Assembly				
Action	Order				
Comments	End Assembly Had Excessive Play. Order On P123710				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 12/07/98
By: Richard Olsonawski

Customer	[REDACTED]		State	WA
Contact	[REDACTED]	City	Sumner	
UnitNo	[REDACTED]	Model	102EL3	Make
Miles	11,058	Delivery	11/08/98	Model Year
VIN				MCI
Group	001.01 Frt Axle Asm			
Desc	001.01 Frt Axle w/Disc w/ABS			
Subject	Tie rod clamp bolts			
Desc	Was called to check tie rod clamp bolts.			
Action	Bolts were loose, retorqued as advised			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date of Resol	Cust Demeanor :		End Visit	
	Start Visit			

MCI / DINA Service Report

Date: 02/19/99
By: Jacques Gagne

Customer Contact	██████████ ██████	City	San Gabriel	State	CA
UnitNo	██████	Model	102EL3	Make	MCI
Miles	10,204	Delivery	12/18/98	Model Year	
VIN					
Group	011.06 Steering Geometry				
Desc	Other				
Subject	Sterring off center				
Desc	found defective tie rod				
Action	replaced 11J 4 23				
Comments	none				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/05/99
By: Gilles Gueret

Customer	[REDACTED]			State	BC
Contact	[REDACTED]	City	Vancouver		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	2,200	Delivery	06/30/99	Model Year	
VIN					
Group	001.01 Frt Axle Asm				
Desc	001.02 Frt Axle Steering Asm				
Subject	Tie rod end				
Desc	Customer reports that the government inspector will not register vehicle due to a tie rod end he feels has too much play.				
Action	Writer cannot believe that a tie rod end with less than 3000 KM cannot pass inspection. Ordered a 01-01-1076 replacement from warranty and requested immediate return of part for analysis				
Comments	As of 21/07/99 part has not been returned have advised J. Wilken of situation.				
Coach Down	Yes	Report Status	Open	Responsible	
Est'd Date of Resol	08/08/99	Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 07/02/2002

By: Jon Lee

Customer Contact	[REDACTED]		City	Laurinburg	State	NC
UnitNo	[REDACTED]	Model	102EL3	Make	MCI	
Miles	146,441	Delivery	09/13/2000	Model Year		
VIN						
Group	001.01 Frt Axle Asm					
Desc	001.02 Frt Axle Steering Asm					
Subject	Tie Rod Cross Tubes / Frt & Tag					
Desc	Frozen - Unable to Adj					
Action	Three hrs of labor on frt crosstube attempting to adj excessive toe setting that included : Penetrating oils - 12lb hammer action - jack @ bag bay frame pushing on a 3ft pipe wrench - come along @ alignment machine frame pull w/3ft pipe wrench and thermal heat attention. One hr spent on tag. Unsuccessful at both locations. Coach goes to Out of Service Status during alignment check.					
Comments	Repl frt cross tube complete (01-01-1070 - 1ea) Wty Ord# P720160 & tag (02-07-1037 - 1ea) Wty Ord# P720510 requested Next Day AM - Coach Down. Customer asking for follow-up analysis on how much torque applied effort it takes to move cross tube on links for both components replaced. Request forwarded.					
Coach Down	Yes	Report Status	Closed	Responsible		
Est'd Date of Resol	07/03/2002	Cust Demeanor :				
		Start Visit	Reserved	End Visit	Reserved	

MCI / DINA Service Report

Date: 05/14/2000

By: Richard Olsonawski

Customer Contact	████████████████████ ██████████	City	Fairbanks	State	AK
UnitNo	██████	Model	102EL3	Make	MCI
Miles	3,451	Delivery	05/01/2000	Model Year	
VIN					
Group	003.33 Misc. Exterior				
Desc	003.33 Mud Flap - Training Wheels				
Subject	Mud flap to short				
Desc	Other				
Action	Customer to add 3 inches to mud flap				
Comments	Mud flap installed between drive axle and tag is to short rock are hitting tie rod very hard . In 2000 miles most of the paint is hammered off.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	07/01/2000	Cust Demeanor :		End Visit	Calm
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 05/14/2000

By: Richard Olsonawski

Customer	[REDACTED]			State	AK
Contact	[REDACTED]	City	Fairbanks		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	2,303	Delivery	05/01/2000	Model Year	
VIN					
Group	003.33 Misc. Exterior				
Desc	003.33 Mud Flap - Training Wheels				
Subject	Mud flap to short				
Desc	Other				
Action	Customer to add 3 inches to mud flap				
Comments	Mud flap installed between drive axle and tag is to short rock are hitting tie rod very hard . In 2000 miles most of the paint is hammered off.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	07/01/2000	Start Visit	Reserved	End Visit	Calm

MCI / DINA Service Report

Date: 05/14/2000
By: Richard Olsonawski

Customer	[REDACTED]			State	AK
Contact	[REDACTED]	City	Fairbanks		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	2,311	Delivery	05/01/2000	Model Year	
VIN					
Group	003.33 Misc. Exterior				
Desc	003.33 Mud Flap - Training Wheels				
Subject	Mud flap to short				
Desc	Other				
Action	Customer to add 3 inches to mud flap				
Comments	Mud flap installed between drive axle and tag is to short rock are hitting tie rod very hard . In 2000 miles most of the paint is hammered off.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	07/01/2000	Start Visit	Reserved	End Visit	Calm

MCI / DINA Service Report

Date: 05/14/2000
By: Richard Olsonawski

Customer	[REDACTED]			State	AK
Contact	[REDACTED]	City	Fairbanks		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	2,306	Delivery	05/01/2000	Model Year	
VIN					
Group	003.33 Misc. Exterior				
Desc	003.33 Mud Flap - Training Wheels				
Subject	Mud flap to short				
Desc	Other				
Action	Customer to add 3 inches to mud flap				
Comments	Mud flap installed between drive axle and tag is to short rock are hitting tie rod very hard . In 2000 miles most of the paint is hammered off.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol	07/01/2000	Start Visit	Reserved	End Visit	Calm

MCI / DINA Service Report

Date: 05/14/2000

By: Richard Olsonawski

Customer	[REDACTED]			State	AK
Contact	[REDACTED]	City	Fairbanks		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	2,319	Delivery	05/01/2000	Model Year	
VIN					
Group	003.33 Misc. Exterior				
Desc	003.33 Mud Flap - Training Wheels				
Subject	Mud flap to short				
Desc	Other				
Action	Customer to add 3 inches to mud flap				
Comments	Mud flap installed between drive axle and tag is to short rock are hitting tie rod very hard . In 2000 miles most of the paint is hammered off.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :		End Visit	
of Resol	07/01/2000	Start Visit	Reserved		Calm

MCI / DINA Service Report

Date: 05/14/2000
By: Richard Olsonawski

Customer Contact	████████████████████ ██████████	City	Fairbanks	State	AK
UnitNo	██████	Model	102EL3	Make	MCI
Miles	2,306	Delivery	05/01/2000	Model Year	
VIN					
Group	003.33 Misc. Exterior				
Desc	003.33 Mud Flap - Training Wheels				
Subject	Mud flap to short				
Desc	Other				
Action	Customer to add 3 inches to mud flap				
Comments	Mud flap installed between drive axle and tag is to short rock are hitting tie rod very hard . In 2000 miles most of the paint is hammered off.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	07/01/2000	Cust Demeanor :		End Visit	Calm
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 11/14/2001

By: Vern Halberg

Customer	[REDACTED]			State	RI
Contact	[REDACTED]	City	W. Warwick		
UnitNo	[REDACTED]	Model	102EL3	Make	MCI
Miles	93,724	Delivery	05/19/2000	Model Year	
VIN					
Group	001.01 Frt Axle Asm				
Desc	001.02 Frt Axle Steering Asm				
Subject	Tie Rod End LH				
Desc	Lose				
Action	Customer tighten				
Comments	According to the customer it was lose in the taper. The cotter pin was in place and the nut had not moved. Advised customer to recheck this to make sure the taper in the arm or on the tie rod itself is not damaged.				
Coach Down	Yes	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Reserved
		Start Visit	Reserved		

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer	██████			State	ON
Contact	██████		City	Downsview	
UnitNo	██████	Model	D4500	Make	MCI
Miles	3,000	Delivery	03/28/2001	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle (DL3)				
Subject	r.h. tie rod arm				
Desc	keyway not correct				
Action	replace tie rod arm				
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer	██████████	City	Downsview	State	ON
Contact	██████████				
UnitNo	██████████	Model	D4500	Make	MCI
Miles	3,000	Delivery	03/28/2001	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle (DL3)				
Subject	r.h. tie rod arm				
Desc	keyway not correct				
Action	replace tie rod arm				
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with properly cut keyway and had vehicle sent out for alignment .				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer			State	ON
Contact		City	Downsview	
UnitNo		Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer	██████			State	ON
Contact	████████		City	Downsview	
UnitNo	██████	Model	D4500	Make	MCI
Miles	3,000	Delivery	03/28/2001	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle (DL3)				
Subject	r.h. tie rod arm				
Desc	keyway not correct				
Action	replace tie rod arm				
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer			State	ON
Contact		City	Downsview	
UnitNo		Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer	██████████	City	Downsview	State	ON
Contact	██████████				
UnitNo	██████████	Model	D4500	Make	MCI
Miles	3,000	Delivery	03/28/2001	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle (DL3)				
Subject	r.h. tie rod arm				
Desc	keyway not correct				
Action	replace tie rod arm				
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer			State	ON
Contact		City	Downsview	
UnitNo		Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer	[REDACTED]		State	ON
Contact	[REDACTED]	City	Downsview	
UnitNo	[REDACTED]	Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer			State	ON
Contact		City	Downsview	
UnitNo		Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer	██████████	City	Downsview	State	ON
Contact	██████████				
UnitNo	██████████	Model	D4500	Make	MCI
Miles	3,000	Delivery	03/28/2001	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle (DL3)				
Subject	r.h. tie rod arm				
Desc	keyway not correct				
Action	replace tie rod arm				
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :		End Visit	Calm
		Start Visit	Calm		

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer			State	ON
Contact		City	Downsview	
UnitNo		Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer			State	ON
Contact		City	Downsview	
UnitNo		Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer			State	ON
Contact		City	Downsview	
UnitNo		Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 05/04/2001
By: Robert Levasseur

Customer			State	ON
Contact		City	Downsview	
UnitNo		Model	D4500	Make
Miles	3,000	Delivery	03/28/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	r.h. tie rod arm			
Desc	keyway not correct			
Action	replace tie rod arm			
Comments	Keyway cut incorrectly on right hand tie rod arm . With the optional 9" steel wheels the gap between tie rod arm and tire was too close which would cause the tie rod to rub against the tire when the tire would deflect on turns . Installed new arm with pr			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/03/2003

By: Lanny Martin

Customer	[REDACTED]			State	VT
Contact	[REDACTED]	City	White River Jct		
UnitNo	[REDACTED]	Model	D4500	Make	MCI
Miles	300,154	Delivery	04/10/2001	Model Year	
VIN					
Group	002.01 Rear Axle Arm				
Desc	002.06 Trailing Axle (DL3)				
Subject	Arm - Tie Rod RH				
Desc	Rubbing Tire				
Action	Order Arm Assy on order # P875520				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 04/03/2003

By: Lanny Martin

Customer	[REDACTED]		State	VT
Contact	[REDACTED]	City	White River Jct	
UnitNo	[REDACTED]	Model	D4500	Make
Miles	301,378	Delivery	04/10/2001	Model Year
VIN				
Group	002.01 Rear Axle Arm			
Desc	002.06 Trailing Axle (DL3)			
Subject	Arm - Tie Rod RH			
Desc	Rubbing Tire			
Action	Order Arm Assy on order # P875540			
Comments	None			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 01/31/2002
By: Luverne McNamara

Customer Contact	[REDACTED])		State	IL
	[REDACTED]	City	Des Plaines	
UnitNo	[REDACTED]	Model	D4500	Make
Miles	76,000	Delivery	06/19/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	Tie rod			
Desc	5/16 clearance between wheel & tie rod end			
Action Comments	Service center to replace end none			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 04/03/2003

By: Lanny Martin

Customer	[REDACTED]			State	VT
Contact	[REDACTED]	City	White River Jct		
UnitNo	[REDACTED]	Model	D4500	Make	MCI
Miles	308,620	Delivery	04/10/2001	Model Year	
VIN					
Group	002.01 Rear Axle Arm				
Desc	002.06 Trailing Axle (DL3)				
Subject	Arm - Tie Rod RH				
Desc	Rubbing Tire				
Action	Order Arm Assy on order # P875550				
Comments	None				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 07/16/2001

By: Richard Cunningham

Customer Contact	[REDACTED]		State	CALGARY
	[REDACTED]	City	AB	
UnitNo	[REDACTED]	Model	D4500	Make
Miles	45,857	Delivery	04/30/2001	Model Year
VIN				MCI
Group	011.04 Drag Link			
Desc	011.04 Drag Link			
Subject	Rear Drag link tie rod Jam nut loose			
Desc	Part #11F-4-66			
Action	remove cotter key and retorque			
Comments	Nut found loose on regular service inspection			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 07/16/2001

By: Richard Cunningham

Customer Contact	[REDACTED]		State	AB
	[REDACTED]	City	Calgary	
UnitNo	[REDACTED]	Model	D4500	Make
Miles	43,335	Delivery	05/01/2001	Model Year
VIN				
Group	011.04 Drag Link			
Desc	011.04 Drag Link			
Subject	Rear Drag link tie rod Jam nut loose			
Desc	Part # 11F-66			
Action	remove cotter key and retorque			
Comments	Nut found loose on regular service inspection			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 07/16/2001

By: Richard Cunningham

Customer Contact	[REDACTED]		City	State	AB
	[REDACTED]			Calgary	
UnitNo	[REDACTED]	Model	D4500	Make	MCI
Miles	31,601	Delivery	05/10/2001	Model Year	
VIN					
Group	011.04 Drag Link				
Desc	011.04 Drag Link				
Subject	Rear Drag link tie rod Jam nut loose				
Desc	Part # 11f-4-66				
Action	remove cotter key and retorque				
Comments	Nut found loose on regular service inspection				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/30/2001
By: Robert Levasseur

Customer Contact	[REDACTED]		State	ON
	[REDACTED]	City	Ontario	
UnitNo	[REDACTED]	Model	D4500	Make
Miles	4,681	Delivery	05/08/2001	Model Year
VIN				
Group	002.01 Rear Axle Asm			
Desc	002.06 Trailing Axle (DL3)			
Subject	tie rod arm			
Desc	keyway cut wrong			
Action	ordered replacement			
Comments	keyway for right tag axle tie rod arm had the wrong keyway cut bringing the arm too close to the tire. customer to install and have the coach sent for an alignment .			
Coach Down	No	Report Status	Closed	Responsible
Est'd Date of Resol		Cust Demeanor :		
		Start Visit	Calm	End Visit
				Calm

MCI / DINA Service Report

Date: 11/14/2001

By: Marvin Cleem

Customer	[REDACTED]	State	FL
Contact	[REDACTED]	City	Leesburg
UnitNo	[REDACTED]	Model	E4500
Miles	209,554	Delivery	01/01/99
VIN		Make	MCI
Group	001.01 Frt Axle Asm	Model Year	
Desc	001.02 Frt Axle Steering Asm		
Subject	Tie Rod Assembly		
Desc	Other		
Action	Complaint of not being able to adjust toe-in on front axle due to tie rod seized		
Comments	Customer has to remove from vehicle to loosen		
Coach Down	No	Report Status	Closed
		Responsible	
Est'd Date		Cust Demeanor :	
of Resol		Start Visit	Calm
		End Visit	Calm

MCI / DINA Service Report

Date: 06/26/2003
By: Mike Richardson

Customer Contact	[REDACTED]	City	Norfolk	State	NE
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	131,369	Delivery	06/06/2001	Model Year	
VIN					
Group	011.01 Steering Gear				
Desc	Other				
Subject	Tie Rod Ends failing at 13100 miles				
Desc	Other				
Action	Customer replaced with sealed tie rod ends				
Comments	1 end was seized up and 2 others worn out				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/16/2002
By: Richard Olsonawski

Customer Contact	████████████████████ ██████████	City	Skagway	State	AK
UnitNo	██████	Model	E4500	Make	MCI
Miles	2,508	Delivery	04/29/2002	Model Year	
VIN					
Group	003.33 Misc. Exterior				
Desc	Mud flap between drive and tag wheels				
Subject	Mud flap				
Desc	Need to be lengthen 1 to 2 inches				
Action	Customer request				
Comments	To help protect the tag tie rod from getting sand blasted				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/01/2003	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 05/16/2002
By: Richard Olsonawski

Customer Contact	[REDACTED]	City	Skagway	State	AK
UnitNo	[REDACTED]	Model	E4500	Make	MCI
Miles	2,580	Delivery	04/29/2002	Model Year	
VIN					
Group	003.33 Misc. Exterior				
Desc	Mud flap between drive and tag wheels				
Subject	Mud flap				
Desc	Need to be lengthen 1 to 2 inches				
Action	Customer request				
Comments	To help protect the tag tie rod from getting sand blasted				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	01/01/2003	Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 12/05/2001

By: Vern Halberg

Customer	██████████			State	MA
Contact	██████████		City	Springfield	
UnitNo	██████████	Model	J4500	Make	MCI
Miles	60,315	Delivery	05/22/2001	Model Year	
VIN					
Group	002.01 Rear Axle Asm				
Desc	002.06 Trailing Axle Asm (Eff. w/47137)				
Subject	Tag axle				
Desc	Tie rod clamping block lose.				
Action	Adjusted and tighten cap screws.				
Comments	This caused the tie rod to slide in the block allowing the wheels to become out of alignment. Customer will check their remaining fleet.				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit	Calm	End Visit	Calm

MCI / DINA Service Report

Date: 08/29/97
By: Marvin Cleem

Customer Contact	██████████ ██████	City	Bethlehem	State	PA
UnitNo	██████	Model	102DL3	Make	MCI
Miles	321,000	Delivery	06/15/96	Model Year	
VIN					
Group	12.04				
Desc					
Subject	tongue assembly				
Desc	wore out				
Action	order 53464 part 12L-4-85 and 12L-3-107				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 10/29/99
By: Vern Halberg

Customer	[REDACTED]			State	MA
Contact	[REDACTED]			City	Springfield
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	675,000	Delivery	03/25/93	Model Year	
VIN					
Group	004.04 Rear & Tag Axle Air Brake				
Desc	004.04 Brake Asm (Drum) Trailing Axle				
Subject	Drum brake kit.				
Desc	Clearance problem between brake chamber and bellow support.				
Action	Information only				
Comments	After installing the 2L-6-516 drum brake kit the brake chamber was contacting the gusset on the lower air bag support. Writer viewed this and it appears the bushings where the tag axle truss assy and axle pivot, for castering when you back up are worn out. This allows the truss to drop enough to contact the chamber. Customer had notched out the gusset. He is also concerned if notching this out will have any long turn effect. I don't believe it should, but this can be a hard one to call. Writer suggested they replace the pivot bushings. (Picture sent for file)				
Coach Down	No	Report Status	Closed	Responsible	
Est'd Date of Resol	11/15/99	Cust Demeanor :			
		Start Visit	Understanding	End Visit	Understanding

MCI / DINA Service Report

Date: 10/12/98
By: Vern Halberg

Customer Contact		City	State	NH
			Concord	
UnitNo		Model	102DL3	Make
Miles	171,000	Delivery	06/17/97	MCI
VIN				
Group	003.44 #4 Truss - Bagg. Compt. Truss			
Desc	Other			
Subject	Baggage floor.			
Desc	The rivets have come lose in the corners of the rear baggage bay.			
Action	Customer will repair. (Pictures sent for file)			
Comments				
Coach Down		Report Status	Open	Responsible
Est'd Date of Resol	11/01/98	Cust Demeanor :		
		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/08/97
By: Paul Stemen

Customer	[REDACTED] .		State	NJ
Contact	[REDACTED]	City	Mahwah	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	5,400	Delivery	06/18/97	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Suspension			
Desc	Clamp assy. mounting truss assy. to axle has 1/8" to 1/2" gap in it			
Action	Customer tighten bolts			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/08/97
By: Paul Stemen

Customer Contact	[REDACTED] . [REDACTED]	City	Mahwah	State	NJ
UnitNo	[REDACTED]	Model	102DL3	Make	MCI
Miles	5,800	Delivery	06/18/97	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Suspension				
Desc	Clamp assy. mounting truss assy. to axle has 1/8" to 1/2" gap in it				
Action	Customer tighten bolts				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date of Resol		Cust Demeanor :			
		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/08/97
By: Paul Stemen

Customer	[REDACTED] .		State	NJ
Contact	[REDACTED]	City	Mahwah	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	5,427	Delivery	06/18/97	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Suspension			
Desc	Clamp assy. mounting truss assy. to axle has 1/8" to 1/2" gap in it			
Action	Customer tighten bolts			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/08/97
By: Paul Stemen

Customer			State	NJ
Contact		City	Mahwah	
UnitNo		Model	102DL3	Make
Miles	4,890	Delivery	06/18/97	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Suspension			
Desc	Clamp assy. mounting truss assy. to axle has 1/8" to 1/2" gap in it			
Action	Customer tighten bolts			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/08/97
By: Paul Stemen

Customer	██████████ .			State	NJ
Contact	██████████		City	Mahwah	
UnitNo	██████	Model	102DL3	Make	MCI
Miles	3,722	Delivery	06/20/97	Model Year	
VIN					
Group	12.04				
Desc					
Subject	Suspension				
Desc	Clamp assy. mounting truss assy. to axle has 1/8" to 1/2" gap in it				
Action	Customer tighten bolts				
Comments					
Coach Down		Report Status	Closed	Responsible	
Est'd Date		Cust Demeanor :			
of Resol		Start Visit		End Visit	

MCI / DINA Service Report

Date: 07/08/97
By: Paul Stemen

Customer			State	NJ
Contact		City	Mahwah	
UnitNo		Model	102DL3	Make
Miles	3,836	Delivery	06/20/97	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Suspension			
Desc	Clamp assy. mounting truss assy. to axle has 1/8" to 1/2" gap in it			
Action	Customer tighten bolts			
Comments				
Coach Down		Report Status	Closed	Responsible
Est'd Date		Cust Demeanor :		
of Resol		Start Visit		End Visit

MCI / DINA Service Report

Date: 07/08/97
By: Paul Stemen

Customer	[REDACTED] .		State	NJ
Contact	[REDACTED]	City	Mahwah	
UnitNo	[REDACTED]	Model	102DL3	Make
Miles	4,000	Delivery	06/24/97	Model Year
VIN				MCI
Group	12.04			
Desc				
Subject	Suspension			
Desc	Clamp assy. mounting truss assy. to axle, has 1/8" to 1/2" gap in it			
Action	Customer tighten bolts			
Comments				
Coach Down	Report Status	Closed	Responsible	
Est'd Date	Cust Demeanor :			
of Resol	Start Visit		End Visit	