

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

AND

FIELD REPORTS PAGE 56

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MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12656

MCI SERVICE REPORT for Unit: 12656

Status:

Archived

Report Open Date:

01/11/2016

Report Closed Date:

02/25/2016 10:36 AM

Report No: [REDACTED]

Full VIN: 1M81DMBA6CP [REDACTED]

Unit #: 12656

Make: MCI

Model: D4000ISTV/102D3 ISTV

Model Year: 2012

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 05/29/2012

Federal Bureau of Prisons

Caller:

Brent 202-5362-3881 [MCI Employee]

Contact:

Brent 202-5362-3881
[Other]

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: loumx002

Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: Brent 202-5362-3881
Phone:
Whom: MCI Employee
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: Brent 202-5362-3881
Contact 1 Phone:
Whom:

Company Details

Company Name: Federal Bureau of Prisons
Account No:
Parent Co. Name:
Parent Account No:
Phone: 812-238-3487
Fax: 812-244-4792
Address:
City:
State/Prov. & Zip: IN
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: rev: Ladder Logic Index: 07-18-1678 rev:
Is Warranty Issue? Undetermined **OnTrac Case#:**

MCI Category:	08. Engine	<u>ERSA Related Details</u>	
MCI Sub-Category:	08.20 Muffler	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	01/10/2016		
Complaint:	Customer called in stating that wiring harnesses in the engine compartment were damaged due to the exhaust pipe getting to hot. The customer also brought to my attention that there is a MCI procedure 8-34 that covers the Exhaust System Bellow Protection shield in which this scenario falls into that category. The coach is currently at Penn Detroit Deisel in Bedford Pa. Mike is the point of contact @ 814-623-6171. Awaiting photos of the damage at this time.		

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: CIF Resolution: TSM went to the customers location

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Date Noticed:	01/10/2016	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
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ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No	<u>TOWING COMPANY:</u>	
Was "Wheeltime" called ?	No		
Does Operator have test equipment ?	No		
Payment Type Discussed?	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):

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:

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

Follow Up & Comments

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12666

MCI SERVICE REPORT for Unit: 12666

Status:

Complete

Report Open Date:

06/30/2017

Report Closed Date:

07/05/2017 11:49 AM

Report No: [REDACTED]

Full VIN:

Unit #: 12666

Make: MCI

Model: 102D3 ISTV/D4000ISTV

Model Year: 2012

Fleet No:

Mileage: 111,765

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 04/30/2012

County of Kern

Caller:

Roger Clark [Other]
661-868-3037

Contact:

Roger Clark
[Other]
661-868-5624

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: loumx002

Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: Roger Clark
Phone: 661-868-3037
Whom: Other
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: Roger Clark
Contact 1 Phone: 661-868-5624
Whom:

Company Details

Company Name: County of Kern
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: CA
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: rev: Ladder Logic Index: 07-18-1698 rev:
Is Warranty Issue? Undetermined **OnTrac Case#:**

MCI Category:	C. Campaign	<u>ERSA Related Details</u>	
MCI Sub-Category:	C. Campaign	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	06/29/2017		
Complaint:	Need parts for FCP397B shipped. Recieved E-mail from MCI that this coach fall into the campaign. Solution; Created CCS Claim to have part shipped as requested. Claim # [REDACTED]		
<u>Trouble Shooting Details</u>			
<u>Notes / Comments</u>			
<u>Problem Code Details</u>			
Code Type:			
Cause:			
Causal Part No.	08-20-2350		
Did any other parts fail as a result of the causal part failing ?	No		
Correction:	ccs claim created		
<u>Tread Details</u>			
Is Tread Report?	Yes	Tread Type:	Complaint
Date Noticed:	06/29/2017	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No	<u>TOWING COMPANY:</u>	
Was "Wheeltimed" called ?	No	Company Name :	
Does Operator have test equipment ?	No	Phone:	
Payment Type Discussed?	No	Fax:	
<u>COACH DOWN LOCATION:</u>			
Name of place:			
Mile marker, exit or cross street:			

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		

[Follow Up & Comments](#)

[Follow Up Details](#)

Follow-up?

[Comment Details](#)

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12684

MCI SERVICE REPORT for Unit: 12684

Status:

Archived

Report Open Date:

09/16/2014

Report Closed Date:

09/16/2014 02:16 PM

Report No: [REDACTED]

Full VIN: 1M85DMBA9CF [REDACTED]

Unit #: 12684

Make: MCI

Model: D4005

Model Year: 2012

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 05/17/2012

University of the Incarnate Word

Caller:

Gene

210-219-6037

MCI Regional Information

Region: Texas

Zone: Central

IMG Member? No

Reported By: Gilles Gueret

Type of Report: Tech Support

Caller, Coach & Issue

Caller Details

Caller is... External
 Name: Gene
 Phone: 210-219-6037
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: University of the Incarnate Word
 Account No: LXP07-2622101
 Parent Co. Name:
 Parent Account No:
 Phone: 210-829-6053
 Fax:
 Address: 4301 Broadway
 City: San Antonio
 State/Prov. & Zip: TX 78209-6397
 Country: USA
 Territory No:

MCI Regional Information

Region: Texas
 Zone: Central

Title	Name	Title	Name
Regional Director	Kevin Keith; Dan Besserer (404)539-3550	New Coach Sales Person	Robert Lessor (214)850-6677
Parts Solution Mgr.	Jim Stibgen (847)909-3697	Used Coach Sales Person	Brian Hill (214)725-0490
Technical Solution Mgr.	Carlos Ponce; Sean Greene (502)974-3560		

Issue Details

Schematic Index:
 Is Warranty Issue?

Undetermined

Ladder Logic Index:
 OnTrac Case#:

MCI Category:	08. Engine	<u>ERSA Related Details</u>	
MCI Sub-Category:	08.03.01 Cummins - Diesel Particulate Filter	Is Coach Out of Service?	No
		Is Coach Down?	No
Detected at:	Post-Delivery		
Incident Date:	09/16/2014		
Complaint:	Very large exhaust leak in engine compartment.		
<u>Trouble Shooting Details</u>			
<u>Notes / Comments</u>			
<u>Problem Code Details</u>			
Code Type:			
Cause:	Suspect pipe from turbo to DPF is cracked		
Causal Part No.			
Did any other parts fail as a result of the causal part failing ?	No		
Correction:	Discussed possible reasons suspect exhaust pipe from turbo to DPF is cracked. Customer wants to drive coach back to shop advised against doing so.		
<u>Tread Details</u>			
Is Tread Report?	Yes	Tread Type:	Complaint
Incident Date:	09/16/2014 (as reported by Customer)	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
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ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard?	No	Was Coach Towed?	No
Was "On Call" Tech called?	No	<u>TOWING COMPANY:</u>	
Was "Wheeltimed" called?	No	Company Name:	
Does Operator have test equipment?	No		
Payment Type Discussed?	No		
<u>COACH DOWN LOCATION:</u>			
Name of place:			

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		

[Follow Up & Comments](#)

Follow Up Details

Follow-up? No

Comment Details

Attachments:

CIF Attachments:

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RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12719

MCI SERVICE REPORT for Unit: 12719

Status:

Archived

Report Open Date:

05/06/2013

Report Closed Date:

05/06/2013 08:06 AM

Report No: [REDACTED]

Full VIN: 1M8PDMBA1CP [REDACTED]

Unit #: 12719

Make: MCI

Model: 102DL3/D4500

Model Year: 2012

Fleet No:

Mileage: 42,666

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 06/26/2012

Bloom's Bus Lines, Inc.

Caller:

Bob

508-272-0056

MCI Regional Information

Region: Massachusetts

Zone: Eastern

IMG Member? No

Reported By: James McClain

Type of Report: Warranty Parts

Caller, Coach & Issue

Caller Details

Caller is... External
Name: Bob
Phone: 508-272-0056
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Bloom's Bus Lines, Inc.
Account No: TXN02-10427005
Parent Co. Name:
Parent Account No:
Phone: 508-822-1991
Fax: 508-823-0048
Address: 10 Oak Street
City: Taunton
State/Prov. & Zip: MA 02780
Country: USA

Territory No:

MCI Regional Information

Region: Massachusetts
Zone: Eastern

Title	Name	Title	Name
Regional Director	Dan Besserer; Kevin Keith (847)909-9709	New Coach Sales Person	Roy Furo (518)894-9914
Parts Solution Mgr.	Stephen Coffa (716)481-6840	Used Coach Sales Person	Randy Wilcox (609)876-3711
Technical Solution Mgr.	Mark Hieber; George Brown (740)263-1991		

Issue Details

Schematic Index:

Ladder Logic Index:

Is Warranty Issue?	Yes	OnTrac Case#:
Warranty Claim No:	[REDACTED]	

MCI Category:	08. Engine	ERSA Related Details	
MCI Sub-Category:	08.20 Muffler	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	05/06/2013		
Complaint:	Exhaust cracking		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:	Pipe failure FCP397
Causal Part No.	08-20-2350
Did any other parts fail as a result of the causal part failing ?	No

Correction:	Will replace
-------------	--------------

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Incident Date:	05/06/2013 (as reported by Customer)	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

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

<u>COACH DOWN LOCATION:</u>	Was Coach Towed?	No
Name of place:	<u>TOWING COMPANY:</u>	

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 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

Follow Up & Comments

Follow Up Details

Follow-up? No

Comment Details

Attachments:

CIF Attachments:

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RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12722

MCI SERVICE REPORT for Unit: 12722

Status:

Archived

Report Open Date:

05/17/2013

Report Closed Date:

05/17/2013 11:35 AM

Report No: [REDACTED]

Full VIN: 1M8PDMBA1CP [REDACTED]

Unit #: 12722

Make: MCI

Model: 102DL3/D4500

Model Year: 2012

Fleet No:

Mileage: 24,020

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 06/28/2012

Metropolitan Council

Caller:

Steve

612-349-7400

MCI Regional Information

Region: METROPOLITAN COUNCIL

Zone: Transit

IMG Member? No

Reported By: James McClain

Type of Report: Warranty Parts

Caller, Coach & Issue

Caller Details

Caller is... External
Name: Steve
Phone: 612-349-7400
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Metropolitan Council
Account No: DXR02-12993859
Parent Co. Name:
Parent Account No:
Phone: 651-602-1140
Fax: 651-602-1464
Address: 390 N. Robert Street
City: St. Paul
State/Prov. & Zip: MN 55101-1805
Country: USA
Territory No:

MCI Regional Information

Region: METROPOLITAN COUNCIL
Zone: Transit

Title	Name	Title	Name
Regional Director	Terry Fordyce (630)220-6671	New Coach Sales Person	
Parts Solution Mgr.	Robert Strangways (281)460-2849	Used Coach Sales Person	
Technical Solution Mgr.	Robert Strangways (281)460-2849		

Issue Details

Schematic Index:

Ladder Logic Index:

Is Warranty Issue?	Yes	OnTrac Case#:
Warranty Claim No:	XXXXXXXXXX	

MCI Category:	08. Engine	ERSA Related Details	
MCI Sub-Category:	08.20 Muffler	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	05/17/2013		
Complaint:	Exhaust leak		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:	Pipe not mounted properly
Causal Part No.	FCP397
Did any other parts fail as a result of the causal part failing ?	No
Correction:	Will do FCP397

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Incident Date:	05/17/2013 (as reported by Customer)	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard?	No	Was Coach Towed?	No
Was "On Call" Tech called?	No	<u>TOWING COMPANY:</u>	
Was "Wheeltimed" called?	No		
Does Operator have test equipment?	No		
Payment Type Discussed?	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):

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 :

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

Follow Up & Comments

Follow Up Details

Follow-up? No

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12727

MCI SERVICE REPORT for Unit: 12727

Status:

Archived

Report Open Date:

12/10/2013

Report Closed Date:

12/10/2013 02:27 PM

Report No: [REDACTED]

Full VIN: 1M86DMBA6CP [REDACTED]

Unit #: 12727

Make: MCI

Model: D4505

Model Year: 2012

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 06/28/2012

Pacific Coast Sightseeing Tours

Caller:

Donr

714-484-4842

MCI Regional Information

Region: California

Zone: Western

IMG Member? No

Reported By: Gilles Gueret

Type of Report: Tech Support

Caller, Coach & Issue

Caller Details

Caller is... External
 Name: Donr
 Phone: 714-484-4842
 Whom:
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Pacific Coast Sightseeing Tours
 Account No: LXF00-10483727
 Parent Co. Name:
 Parent Account No:
 Phone: 714-978-8855
 Fax: 714-978-2921
 Address: 2001 S. Manchester Ave.
 City: Anaheim
 State/Prov. & Zip: CA 92802
 Country:
 Territory No:

MCI Regional Information

Region: California
 Zone: Western

Title	Name	Title	Name
Regional Director	Dan Besserer; Kevin Keith (847)909-9709	New Coach Sales Person	Dave Dorr (818)519-5032
Parts Solution Mgr.		Used Coach Sales Person	
Technical Solution Mgr.	David Bugenig (530)945-9824		

Issue Details

Schematic Index:

Is Warranty Issue?

Undetermined

Ladder Logic Index:

OnTrac Case#:

MCI Category:	08. Engine	<u>ERSA Related Details</u>	
MCI Sub-Category:	08.03 Cummins	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	12/10/2013		
Complaint:	Replacing the third exhaust pipe since purchasing the coach. Needs to know if campaign was done.		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause: exhaust pipe

Causal Part No.

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

Correction: Parts showed sent to Dillions but he has never returned the part. But none the less if he has replaced it, it would have been the new one anyways. Customer parts man to submit a warranty order today.

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Incident Date:	12/10/2013 (as reported by Customer)	Tread Category:	06. Engine and Engine Cooling System 10. Power Train

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed?	No
Was "On Call" Tech called?	No	<u>TOWING COMPANY:</u>	
Was "Wheeltimed" called?	No	Company Name:	
Does Operator have test equipment?	No		
Payment Type Discussed?	No		
<u>COACH DOWN LOCATION:</u>			
Name of place:			
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 :

<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

[Follow Up & Comments](#)

Follow Up Details

Follow-up? No

Comment Details

Gilles Gueret, 12/10/2013 2:27:10 PM
 Called in made claim [REDACTED]

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12737

MCI SERVICE REPORT for Unit: 12737

Status:

Archived

Report Open Date:

01/08/2013

Report Closed Date:

01/08/2013 09:15 AM

Report No: [REDACTED]

Full VIN: 1M8PDMBA3CP [REDACTED]

Unit #: 12737

Make: MCI

Model: 102DL3/D4500

Model Year: 2012

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery? No

Delivery Date: 07/16/2012

Metropolitan Council

Caller:

Jerry
952-974-3103

MCI Regional Information

Region: METROPOLITAN COUNCIL

Zone: Transit

IMG Member? No

Reported By: Steve Kiner

Type of Report: Warranty Parts

Caller, Coach & Issue

- ANOTHER REPORT WAS GENERATED FOR THIS VIN WITHIN THE LAST 15 DAYS FOR THE SAME MCI CATEGORY

Caller Details

Caller is... External
Name: Jerry
Phone: 952-974-3103
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Metropolitan Council
Account No: DXR02-12993859
Parent Co. Name:
Parent Account No:
Phone: 651-602-1140
Fax: 651-602-1464
Address: 390 N. Robert Street
City: St. Paul
State/Prov. & Zip: MN 55101-1805
Country: USA
Territory No:

MCI Regional Information

Region: METROPOLITAN COUNCIL
Zone: Transit

Title	Name	Title	Name
Regional Director	Terry Fordyce (630)220-6671	New Coach Sales Person	
Parts Solution Mgr.	Robert Strangways (281)460-2849	Used Coach Sales Person	
Technical Solution Mgr.	Robert Strangways (281)460-2849		

Issue Details

Schematic Index:		Ladder Logic Index:	
Is Warranty Issue?	Yes	OnTrac Case#:	
Warranty Claim No:	██████████		

MCI Category:	08. Engine	<u>ERSA Related Details</u>	
MCI Sub-Category:	08.20 Muffler	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	01/08/2013		
Complaint:	Exhaust piping failure. parts ordered on earlier claim, but forgot to order gasket <i>In the past 15 days, a report for this coach was opened for the same MCI Sub -Category!</i>		
<u>Trouble Shooting Details</u>			
<u>Notes / Comments</u>			
<u>Problem Code Details</u>			
Code Type:			
Cause:	Exhaust piping failure. parts ordered on earlier claim, but forgot to order gasket		
Causal Part No.			
Did any other parts fail as a result of the causal part failing ?	No		
Correction:	Exhaust piping failure. parts ordered on earlier claim, but forgot to order gasket		
<u>Tread Details</u>			
Is Tread Report?	Yes	Tread Type:	Complaint
Incident Date:	01/08/2013 (as reported by Customer)	Tread Category:	06. Engine and Engine Cooling System

<u>FCP / Campaign Details</u>	
Were FCPs discussed with customer ?	No

ERSA

Payment options have NOT been discussed !!!

<u>ERSA Info</u>	
Are Passengers Onboard ?	No
Was "On Call" Tech called ?	No
Was "Wheeltimed" called ?	No
Does Operator have test equipment ?	No
Payment Type Discussed?	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:
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

Follow Up & Comments

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12743a

MCI SERVICE REPORT for Unit: 12743

Status:

Archived

Report Open Date:

06/24/2013

Report Closed Date:

06/24/2013 12:36 PM

Report No: [REDACTED]

Full VIN: 1M8PDMBA7DF [REDACTED]

Unit #: 12743

Make: MCI

Model: 102DL3/D4500

Model Year: 2013

Fleet No:

Mileage: 36,473

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 07/25/2012

Potomac and Rappahannock Transportation Commission

Caller:

Lisa
703-580-9813

MCI Regional Information

Region: Virginia
Zone: Eastern
IMG Member? No
Reported By: James McClain
Type of Report: Warranty Parts

Caller, Coach & Issue

Caller Details

Caller is... External
Name: Lisa
Phone: 703-580-9813
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Potomac and Rappahannock Transportation Commission
Account No: LXP02-11712740
Parent Co. Name:
Parent Account No:
Phone: 703-583-7782
Fax: 703-583-1377
Address: 14700 Potomac Mills Road
City: Woodbridge
State/Prov. & Zip: VA 22192
Country:
Territory No:

MCI Regional Information

Region: Virginia
Zone: Eastern

Title	Name	Title	Name
Regional Director	Kevin Keith (404)539-3550	New Coach Sales Person	Greg Lukas (610)745-3002
Parts Solution Mgr.	Stephen Cofta (716)481-6840	Used Coach Sales Person	Greg Lukas (610)745-3002
Technical Solution Mgr.	Dan Filan; Steve Marion (443)643-8056		

Issue Details

Schematic Index:		Ladder Logic Index:	
Is Warranty Issue?	Yes	OnTrac Case#:	
Warranty Claim No:	[REDACTED]		

MCI Category:	08. Engine	<u>ERSA Related Details</u>	
MCI Sub-Category:	08.20 Muffler	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	06/24/2013		
Complaint:	Coach has Exhaust leak		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:	Pipe Cracked
Causal Part No.	08-20-2156
Did any other parts fail as a result of the causal part failing ?	No
Correction:	Will replace

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Incident Date:	06/24/2013 (as reported by Customer)	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard?	No	Was Coach Towed?	No
Was "On Call" Tech called?	No		
Was "Wheeltimed" called?	No		
Does Operator have test equipment?	No		
Payment Type Discussed?	No		
<u>COACH DOWN LOCATION:</u>			

<p>Name of place:</p> <p>Mile marker, exit or cross street:</p> <p>Address:</p> <p>City or closest city:</p> <p>State/Prov.:</p> <p>Description of coach:</p> <p>Comments (re: location):</p>	<p><u>TOWING COMPANY:</u></p> <p>Company Name:</p> <p>Phone:</p> <p>Fax:</p> <p>Additional Phone:</p> <p>Address:</p> <p>City:</p> <p>State/Prov. & Zip:</p> <p>Payment type discussed ?</p>
<p><u>OUTSIDE REPAIR FACILITIES:</u></p> <p><u>FACILITY 1#</u></p> <p>Facility Name:</p> <p>Contact:</p> <p>Phone:</p> <p>Fax:</p> <p>Additional Phone:</p> <p>Address:</p> <p>City:</p> <p>State/Prov. & Zip:</p> <p>Comment:</p> <p>Payment type discussed ? No</p> <p>Does the customer require an associate , from MCI, to come to customer location ? No</p> <p>Does the customer require another coach ? No</p> <p>Was After Hours Emergency Part Ordered ? No</p>	<p><u>FACILITY 2#</u></p> <p>Facility Name:</p> <p>Contact:</p> <p>Phone:</p> <p>Fax:</p> <p>Additional Phone:</p> <p>Address:</p> <p>City:</p> <p>State/Prov. & Zip:</p> <p>Comment:</p> <p>Payment type discussed ? No</p>

[Follow Up & Comments](#)

Follow Up Details

Follow-up? No

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

Edit History

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12743b

MCI SERVICE REPORT for Unit: 12743

Status:

Archived

Report Open Date:

06/28/2013

Report Closed Date:

06/28/2013 08:33 AM

Report No: [REDACTED]

Full VIN: 1M8PDMBA7DF [REDACTED]

Unit #: 12743

Make: MCI

Model: 102DL3/D4500

Model Year: 2013

Fleet No.:

Mileage: 36,473

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 07/25/2012

Potomac and Rappahannock Transportation Commission

Caller:

Lisa
703-580-9813

MCI Regional Information

Region: Virginia
Zone: Eastern
IMG Member? No
Reported By: James McClain
Type of Report: Warranty Parts

Caller, Coach & Issue

- ANOTHER REPORT WAS GENERATED FOR THIS VIN WITHIN THE LAST 15 DAYS FOR THE SAME MCI CATEGORY

Caller Details

Caller is... External
Name: Lisa
Phone: 703-580-9813
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Potomac and Rappahannock Transportation Commission
Account No: LXP02-11712740
Parent Co. Name:
Parent Account No:
Phone: 703-583-7782
Fax: 703-583-1377
Address: 14700 Potomac Mills Road
City: Woodbridge
State/Prov. & Zip: VA 22192
Country: USA
Territory No:

MCI Regional Information

Region: Virginia
Zone: Eastern

Title	Name	Title	Name
Regional Director	Kevin Keith (404)539-3550	New Coach Sales Person	Greg Lukas (610)745-3002
Parts Solution Mgr.	Stephen Cofta (716)481-6840	Used Coach Sales Person	Greg Lukas (610)745-3002
Technical Solution Mgr.	Dan Filan; Steve Marion (443)643-8056		

Issue Details

Schematic Index:		Ladder Logic Index:	
Is Warranty Issue?	Yes	OnTrac Case#:	
Warranty Claim No:	[REDACTED]		

MCI Category:	08. Engine	ERSA Related Details	
MCI Sub-Category:	08.20 Muffler	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	06/28/2013		
Complaint:	Needs FCP 397		
<i>In the past 15 days, a report for this coach was opened for the same MCI Sub -Category!</i>			

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:	
Cause:	Pipe Cracking
Causal Part No.	08-20-1786
Did any other parts fail as a result of the causal part failing ?	No
Correction:	Will Do FCP397

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Incident Date:	06/28/2013 (as reported by Customer)	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

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

Payment Type Discussed? No

Was Coach Towed? No

COACH DOWN LOCATION:

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

Follow Up & Comments

Follow Up Details

Follow-up? No

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

Edit History

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12743c

MCI SERVICE REPORT for Unit: 12743

Status:

Archived

Report Open Date:

04/24/2015

Report Closed Date:

05/04/2015 08:57 AM

Report No: [REDACTED]

Full VIN: 1M8PDMBA7DF [REDACTED]

Unit #: 12743

Make: MCI

Model: D4500

Model Year: 2013

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery ? No

Delivery Date: 07/25/2012

P.R.T.C

Caller:

John Coburn [MCI Employee]

Contact:

John Coburn
[Other]

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: loumx002

Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: John Coburn
Phone:
Whom: MCI Employee
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: John Coburn
Contact 1 Phone:
Whom:

Company Details

Company Name: P.R.T.C.
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: VA
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: rev: Ladder Logic Index: 07-18-1730 rev:
Is Warranty Issue ? Undetermined **OnTrac Case#:**

ERSA Related Details

MCI Category:	08. Engine	Is Coach Out of Service?	No
MCI Sub-Category:	08.01 Detroit	Is Coach Down?	No
Detected at:	Post-Delivery		
Incident Date:	04/24/2015		
Complaint:	Exhaust Bellows pipe from Turbo Charger to DPF failed causing exhaust leak into passengers compartment and damaging heat insulation blanket.		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1213

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

Correction: CIF Resolution: IRP #00018 kick off, field resolution to follow.

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Date Noticed:	05/01/2015	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA

Payment options have NOT been discussed !!!

ERSA Info

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

This coach was reported 'down' or 'out of service' on: 04/24/2015

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:
Mile marker, exit or cross street:

TOWING COMPANY:

Company Name:
Phone:
Fax:
Additional Phone:

Address:

City or closest city:

State/Prov.:

Description of coach:

Comments

(re: location):

Coach out of service at customers facility

Address:

City:

State/Prov. & Zip:

Payment type discussed ?

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

Follow Up & Comments

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12745

MCI SERVICE REPORT for Unit: 12745

Status:

Archived

Report Open Date:

04/24/2015

Report Closed Date:

05/04/2015 08:58 AM

Report No: [REDACTED]

Full VIN: 1M8PDMBA0DF [REDACTED]

Unit #: 12745

Make: MCI

Model: D4500

Model Year: 2013

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 07/26/2012

P.R.T.C

Caller:

John Coburn [MCI Employee]

Contact:

John Coburn
[Other]

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: loumx002

Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: John Coburn
Phone:
Whom: MCI Employee
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: John Coburn
Contact 1 Phone:
Whom:

Company Details

Company Name: P.R.T.C.
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: VA
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: rev: Ladder Logic Index: 07-18-1730 rev:
Is Warranty Issue? Undetermined **OnTrac Case#:**

ERSA Related Details

MCI Category:	08. Engine	Is Coach Out of Service?	No
MCI Sub-Category:	08.03 Cummins	Is Coach Down?	No
Detected at:	Post-Delivery		
Incident Date:	04/24/2015		
Complaint:	Exhaust bellows pipe from Turbo charger to DPF failing causing exhaust leak into passenger compartment and damage to insulation blanket		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1786

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

Correction: CIF Resolution: IRP# 00018 kick off, field resolution to follow

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Date Noticed:	04/24/2015	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA

Payment options have NOT been discussed !!!

ERSA Info

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

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:
Mile marker, exit or cross street:
Address:

TOWING COMPANY:

Company Name:
Phone:
Fax:
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

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 12747

MCI SERVICE REPORT for Unit: 12747

Status:

Archived

Report Open Date:

04/24/2015

Report Closed Date:

05/04/2015 08:59 AM

Report No: [REDACTED]

Full VIN: 1M8PDMBA4DP [REDACTED]

Unit #: 12747

Make: MCI

Model: D4500

Model Year: 2013

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 08/23/2012

P.R.T.C

Caller:

John Coburn [MCI Employee]

Contact:

John Coburn
[Other]

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: loumx002

Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: John Coburn
Phone:
Whom: MCI Employee
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: John Coburn
Contact 1 Phone:
Whom:

Company Details

Company Name: P.R.T.C.
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: VA
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: rev: **Ladder Logic Index:** 07-18-1730 rev:
Is Warranty Issue? Undetermined **OnTrac Case#:**

ERSA Related Details

MCI Category:	08. Engine	Is Coach Out of Service?	No
MCI Sub-Category:	08.03 Cummins	Is Coach Down?	No
Detected at:	Post-Delivery		
Incident Date:	04/24/2015		
Complaint:	Exhaust bellows pipe from Turbo charger to DPF failing causing exhaust leak into passenger compartment and damaging heat insulation blanket.		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1786

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

Correction: CIF Resolution: IRP #00018 kicked off, field resolution to follow.

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Date Noticed:	04/24/2015	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA

Payment options have NOT been discussed !!!

ERSA Info

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

This coach was reported 'down' or 'out of service' on: 04/24/2015

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:
Mile marker,
exit or cross street:

TOWING COMPANY:

Company Name:
Phone:
Fax:
Additional Phone:

Address:

City or closest city:

State/Prov.:

Description of coach:

Comments

(re: location):

Coach out of service at customers facility.

Address:

City:

State/Prov. & Zip:

Payment type discussed ?

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

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

CONSUMER COMPLAINTS

6 - 13027

MCI SERVICE REPORT for Unit: 13027

Status:

Complete

Report Open Date:

03/31/2017

Report Closed Date:

03/31/2017 05:58 PM

Report No: [REDACTED]

Full VIN:
 Unit #: 13027
 Make: MCI
 Model: D4505
 Model Year: 2013
 Fleet No:
 Mileage:
 Engine: 2010 CUM ISX 11.9L
 Transmission:
 New Coach Delivery? No
 Delivery Date: 12/12/2013

Voigt's Fridley Bus Company

Caller:
 Arden Lembcke [Other]
 612-571-1240

Contact:
 Arden Lembcke
 [Other]
 612-571-1240

MCI Regional Information

Region:
 Zone:
 IMG Member? No
 Reported By: lounx002
 Type of Report: Other

Caller, Coach & Issue

Caller Details

Caller is... Internal
 Name: Arden Lembcke
 Phone: 612-571-1240
 Whom: Other
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name: Arden Lembcke
 Contact 1 Phone: 612-571-1240
 Whom:

Company Details

Company Name: Voigt's Fridley Bus Company
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone: 800-468-6448
 Fax: 320-252-1883
 Address:
 City:
 State/Prov. & Zip: MN
 Country:
 Territory No:

MCI Regional Information

Region:
 Zone:

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

Issue Details

Schematic Index: rev: Ladder Logic Index: 07-18-1775 rev:
 Is Warranty Issue? Undetermined OnTrac Case#:

MCI Category: 08. Engine		<u>ERSA Related Details</u>	
MCI Sub-Category: 08.20 Muffler		Is Coach	
Detected at: Post-Delivery		Out of Service?	No
Incident Date: 03/27/2017		Is Coach Down?	No
Complaint: Customer stated that 5 of their D4505's were experiencing failures of the exhaust pipe bellows			
Solution: Assisted customer in filing claim for P8-34. Customer will receive new pn 08-28-2855			

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:	
Cause:	
Causal Part No.	08-20-1786
Did any other parts fail as a result of the causal part failing ?	No
Correction:	Solution: Assisted customer in filing claim for P8-34. Customer will receive new pn 08-28-2855

Tread Details

Is Tread Report?	Yes	Tread Type:	Complaint
Date Noticed:	03/30/2017	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
--	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed?	No
Was "On Call" Tech called?	No	<u>TOWING COMPANY:</u>	
Was "Wheeltimed" called?	No	Company Name:	
Does Operator have test equipment?	No		
Payment Type Discussed?	No		
<u>COACH DOWN LOCATION:</u>			
Name of place:			
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 :

<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

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:



IMG_5643.JPG

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.



RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 12697

MCI SERVICE REPORT for Unit: 12697

Status:

Complete

Report Open Date:

01/25/2013

Report Closed Date:

01/29/2013 08:22 PM

Report No: [REDACTED]

Full VIN: 1M86DMBA1CP [REDACTED]

Unit #: 12697

Make: MCI

Model: D4505

Model Year: 2012

Fleet No: 12697

Mileage: 30,000

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 07/14/2012

Dillon's Bus Service, Inc./Coach America, Inc.

Caller:
John Lanocha
301 396 9282

Contact:
John Lanocha
(301) 396-9282

MCI Regional Information

Region: Maryland
Zone: Eastern
IMG Member? No
Reported By: Dan Filan
Type of Report: Technical Solution Manager

Caller Details

Caller is... External
Name: John Lanocha
Phone: 301 396 9282
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: John Lanocha
Contact 1 Phone: (301) 396-9282
Whom:

Company Details

Company Name: Dillon's Bus Service, Inc./Coach America, Inc.
Account No: LXF00-14123751
Parent Co. Name:
Parent Account No:
Phone: 410-647-2321
Fax: 410-647-8827
Address: 7479 New Ridge Road
City: Hanover
State/Prov. & Zip: MD 21076
Country: USA
Territory No:

MCI Regional Information

Region: Maryland
Zone: Eastern

Title	Name	Title	Name
Regional Director	Kevin Keith; Dan Besserer (404)539-3550	New Coach Sales Person	Greg Lukas (610)745-3002
Parts Solution Mgr.	Stephen Cofta (716)481-6840	Used Coach Sales Person	
Technical Solution Mgr.	Dan Filan; Steve Marion (443)643-8056		

Issue Details

Schematic Index: Ladder Logic Index:
Is Warranty Issue? Undetermined **OnTrac Case#:**

MCI Category: 08. Engine
MCI Sub-Category: 08.20 Muffler

Detected at: Post-Delivery
Incident Date: 01/25/2013

Complaint: Exhaust pipe at turbo charger outlet to DPF has cracked and separated at flexible accordion section.

ERSA Related Details

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

Issue Escalation Details

Escalate Issue? No

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1786

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

Correction:

Recommendations:

Tread Details

Is Tread Report? Yes
Incident Date: 01/25/2013
(as reported by Customer)
Tread Type: Field Report
Tread Category: 06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ? No

Payment options have NOT been discussed !!!

ERSA Info

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

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:
Mile marker,
exit or cross street:

TOWING COMPANY:

Company Name:
Phone:
Fax:

Address:

City or closest city :

State/Prov.:

Description of coach :

**Comments
(re: location):**

Additional Phone:

Address:

City:

State/Prov. & Zip:

Payment type discussed ?

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? No

Comment Details

Dan Filan, 1/25/2013 10:08:53 AM

Please review customer and coach details to ensure information is correct.

Customer Name provided on submitted iForm: 'Dillon's Bus Service, CUSA'.

Attachments:

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 12728

MCI SERVICE REPORT for Unit: 12728

Status:

Complete

Report Open Date:

01/25/2013

Report Closed Date:

01/29/2013 08:15 PM

Report No: [REDACTED]

Full VIN: 1M86DMBA8CP [REDACTED]

Unit #: 12728

Make: MCI

Model: D4505

Model Year: 2012

Fleet No: 12728

Mileage: 30,000

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 07/12/2012

Coach USA

Caller:

John Lanocha

301 396 9282

Contact:

John Lanocha

(301) 396-9282

MCI Regional Information

Region: COACH USA

Zone: Focus

IMG Member? No

Reported By: Dan Filan

Type of Report: Technical Solution Manager

Caller Details

Caller is... External
Name: John Lanocha
Phone: 301 396 9282
Whom:
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: John Lanocha
Contact 1 Phone: (301) 396-9282
Whom:

Company Details

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

MCI Regional Information

Region: COACH USA
Zone: Focus

Title	Name	Title	Name
Regional Director	Jim Stibgen (847)909-3697	New Coach Sales Person	
Parts Solution Mgr.	Steve Marion (717)649-9456	Used Coach Sales Person	Greg Lukas (610)745-3002
Technical Solution Mgr.	Steve Marion (717)649-9456		

Issue Details

Schematic Index:

Is Warranty Issue?

Undetermined

Ladder Logic Index:

OnTrac Case#:

MCI Category: 08. Engine
MCI Sub-Category: 08.20 Muffler

Detected at: Post-Delivery
Incident Date: 01/25/2013

Complaint: Exhaust pipe at turbo charger outlet to DPF has cracked and separated at flexible accordion section.

ERSA Related Details

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

Issue Escalation Details

Escalate Issue? No

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1786

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

Correction:

Recommendations:

Tread Details

Is Tread Report? Yes
Incident Date: 01/25/2013
(as reported by Customer)
Tread Type: Field Report
Tread Category: 06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer? No

Payment options have NOT been discussed !!!

ERSA Info

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

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:
Mile marker,
exit or cross street:
Address:

TOWING COMPANY:

Company Name:
Phone:
Fax:
Additional Phone:

City or closest city :
State/Prov.:
Description of coach :
Comments
(re: location):

Address:
City:
State/Prov. & Zip:
Payment type discussed ?

OUTSIDE REPAIR FACILITIES:

FACILITY 1#

Facility Name:
Contact:
Phone:
Fax:
Additional Phone:
Address:
City:
State/Prov. & Zip:
Comment:
Payment type discussed ? No

FACILITY 2#

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

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

Follow Up Details

Follow-up? No

Comment Details

Dan Filan, 1/25/2013 10:08:53 AM
Please review customer and coach details to ensure information is correct.

Customer Name provided on submitted iForm: 'Dillon's Bus Service, CUSA'.

Attachments:

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 12729

MCI SERVICE REPORT for Unit: 12729

Status:

Complete

Report Open Date:

01/25/2013

Report Closed Date:

01/29/2013 08:07 PM

Report No: [REDACTED]

Full VIN: 1M86DMBAXCP [REDACTED]

Unit #: 12729

Make: MCI

Model: D4505

Model Year: 2012

Fleet No: 12729

Mileage: 30,000

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 06/28/2012

Coach USA

Caller:

John Lanocha

301 396 9282

Contact:

John Lanocha

(301) 396-9282

MCI Regional Information

Region: COACH USA

Zone: Focus

IMG Member? No

Reported By: Dan Filan

Type of Report: Technical Solution Manager

Caller Details

Caller is... External
Name: John Lanocha
Phone: 301 396 9282

Whom:

Fax:
Email:

Contact Type: Phone

Contact

Contact 1 Name: John Lanocha
Contact 1 Phone: (301) 396-9282

Whom:

Company Details

Company Name: Coach USA
Account No: SXM04-26976883
Parent Co. Name:
Parent Account No:

Phone: 908-354-3330
Fax: 908-994-9338

Address: 349 First Street
City: Elizabeth
State/Prov. & Zip: NJ 07206
Country: USA

Territory No:

MCI Regional Information

Region: COACH USA
Zone: Focus

Title	Name	Title	Name
Regional Director	Jim Stibgen (847)909-3697	New Coach Sales Person	
Parts Solution Mgr.	Steve Marion (717)649-9456	Used Coach Sales Person	Greg Lukas (610)745-3002
Technical Solution Mgr.	Steve Marion (717)649-9456		

Issue Details

Schematic Index:

Is Warranty Issue?

Undetermined

Ladder Logic Index:

OnTrac Case#:

MCI Category: 08. Engine
MCI Sub-Category: 08.20 Muffler

Detected at: Post-Delivery
Incident Date: 01/25/2013

Complaint: Exhaust pipe at turbo charger outlet to DPF has cracked and separated at flexible accordion section.

ERSA Related Details

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

Issue Escalation Details

Escalate Issue? No

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1786

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

Correction:

Recommendations:

Tread Details

Is Tread Report? Yes
Incident Date: 01/25/2013
(as reported by Customer)
Tread Type: Field Report
Tread Category: 06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer? No

Payment options have NOT been discussed !!!

ERSA Info

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

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:
Mile marker,
exit or cross street:
Address:

TOWING COMPANY:

Company Name:
Phone:
Fax:
Additional Phone:

City or closest city :
State/Prov.:
Description of coach :
Comments
(re: location):

Address:
City:
State/Prov. & Zip:
Payment type discussed ?

OUTSIDE REPAIR FACILITIES:

FACILITY 1#

Facility Name:
Contact:
Phone:
Fax:
Additional Phone :
Address:
City:
State/Prov. & Zip:
Comment:
Payment type discussed ? No

FACILITY 2#

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

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

Follow Up Details

Follow-up? No

Comment Details

Dan Filan, 1/25/2013 10:08:53 AM
Please review customer and coach details to ensure information is correct.

Customer Name provided on submitted iForm: 'Dillon's Bus Service, CUSA'.

Attachments:

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 12735

MCI SERVICE REPORT for Unit: 12735

Status:

Complete

Report Open Date:

01/08/2013

Report Closed Date:

01/08/2013 04:49 PM

Report No: [REDACTED]

Full VIN: 1M8PDMBAXCF [REDACTED]

Unit #: 12735

Make: MCI

Model: 102DL3/D4500

Model Year: 2012

Fleet No:

Mileage:

Engine:

Transmission:

New Coach Delivery? No

Delivery Date: 07/16/2012

Metropolitan Council

Caller:

Jerry [Parts]

320-267-8280

MCI Regional Information

Region: METROPOLITAN COUNCIL

Zone: Transit

IMG Member? No

Reported By: Steve Kiner

Type of Report: Warranty Parts

Caller Details

Caller is... External
 Name: Jerry
 Phone: 320-267-8280
 Whom: Parts
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Metropolitan Council
 Account No: DXR02-12993859
 Parent Co. Name:
 Parent Account No:
 Phone: 651-602-1140
 Fax: 651-602-1464
 Address: 390 N. Robert Street
 City: St. Paul
 State/Prov. & Zip: MN 55101-1805
 Country: USA
 Territory No:

MCI Regional Information

Region: METROPOLITAN COUNCIL
 Zone: Transit

Title	Name	Title	Name
Regional Director	Terry Fordyce (630)220-6671	New Coach Sales Person	
Parts Solution Mgr.	Robert Strangways (281)460-2849	Used Coach Sales Person	
Technical Solution Mgr.	Robert Strangways (281)460-2849		

Issue Details

Schematic Index:

Is Warranty Issue?

Yes

Warranty Claim No: [REDACTED]

Ladder Logic Index:

OnTrac Case#:

MCI Category: 08. Engine
MCI Sub-Category: 08.20 Muffler

Detected at: Post-Delivery
Incident Date: 01/08/2013

Complaint: Insulation around exhaust discolored/damaged

ERSA Related Details

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

Issue Escalation Details

Escalate Issue? No

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause: Exhaust pipe failed between turbo and DPF

Causal Part No.

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

Correction: Sending replacement parts under warranty

Recommendations:

Tread Details

Is Tread Report? Yes
Incident Date: 01/08/2013
(as reported by Customer)
Tread Type: Field Report
Tread Category: 06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ? No

Payment options have NOT been discussed !!!

ERSA Info

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

COACH DOWN LOCATION:

Name of place:
Mile marker,
exit or cross street:
Address:

Was Coach Towed? No

TOWING COMPANY:

Company Name:
Phone:
Fax:
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?

Comment Details

Attachments:

Edit History

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 12738

MCI SERVICE REPORT for Unit: 12738

Status:

Complete

Report Open Date:

01/08/2013

Report Closed Date:

01/08/2013 04:52 PM

Report No: [REDACTED]

Full VIN: 1M8PDMBA5CP [REDACTED]

Unit #: 12738

Make: MCI

Model: 102DL3/D4500

Model Year: 2012

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 07/16/2012

Metropolitan Council

Caller:

Jerry [Parts]
320-267-8280

MCI Regional Information

Region: METROPOLITAN COUNCIL

Zone: Transit

IMG Member? No

Reported By: Steve Kiner

Type of Report: Warranty Parts

- ANOTHER REPORT WAS GENERATED FOR THIS VIN WITHIN THE LAST 15 DAYS FOR THE SAME MCI CATEGORY

Caller Details

Caller is... External
Name: Jerry
Phone: 320-267-8280
Whom: Parts
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Metropolitan Council
Account No: DXR02-12993859
Parent Co. Name:
Parent Account No:
Phone: 651-602-1140
Fax: 651-602-1464
Address: 390 N. Robert Street
City: St. Paul
State/Prov. & Zip: MN 55101-1805
Country: USA
Territory No:

MCI Regional Information

Region: METROPOLITAN COUNCIL
Zone: Transit

Title	Name	Title	Name
Regional Director	Terry Fordyce (630)220-6671	New Coach Sales Person	
Parts Solution Mgr.	Robert Strangways (281)460-2849	Used Coach Sales Person	
Technical Solution Mgr.	Robert Strangways (281)460-2849		

Issue Details

Schematic Index:
Is Warranty Issue? Yes

Ladder Logic Index:
OnTrac Case#:

Warranty Claim No: [REDACTED]

MCI Category: 08. Engine
MCI Sub-Category: 08.20 Muffler

ERSA Related Details

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

Detected at: Post-Delivery
Incident Date: 01/08/2013

Issue Escalation Details

Escalate Issue? No

Complaint: Insulation around exhaust discolored/damaged

In the past 15 days, a report for this coach was opened for the same MCI Sub -Category!

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause: Exhaust pipe failed between turbo and DPF

Causal Part No.

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

Correction: Sending replacement parts under warranty

Recommendations:

Tread Details

Is Tread Report? Yes
Incident Date: 01/08/2013
(as reported by Customer)

Tread Type: Field Report
Tread Category: 06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ? No

Payment options have NOT been discussed !!!

ERSA Info

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

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:

TOWING COMPANY:

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 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

Attachments:

Edit History

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 12739

MCI SERVICE REPORT for Unit: 12739

Status:

Complete

Report Open Date:

01/08/2013

Report Closed Date:

01/08/2013 04:53 PM

Report No: XXXXXXXXXX

Full VIN: 1M8PDMBA7CPXXXXXXXXXX

Unit #: 12739

Make: MCI

Model: 102DL3/D4500

Model Year: 2012

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 07/16/2012

Metropolitan Council

Caller:

Jerry [Parts]
320-267-8280

MCI Regional Information

Region: METROPOLITAN COUNCIL

Zone: Transit

IMG Member? No

Reported By: Steve Kiner

Type of Report: Warranty Parts

- ANOTHER REPORT WAS GENERATED FOR THIS VIN WITHIN THE LAST 15 DAYS FOR THE SAME MCI CATEGORY

Caller Details

Caller is... External
Name: Jerry
Phone: 320-267-8280
Whom: Parts
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name:
Contact 1 Phone:
Whom:

Company Details

Company Name: Metropolitan Council
Account No: DXR02-12993859
Parent Co. Name:
Parent Account No:
Phone: 651-602-1140
Fax: 651-602-1464
Address: 390 N. Robert Street
City: St. Paul
State/Prov. & Zip: MN 55101-1805
Country: USA
Territory No:

MCI Regional Information

Region: METROPOLITAN COUNCIL
Zone: Transit

Title	Name	Title	Name
Regional Director	Terry Fordyce (630)220-6671	New Coach Sales Person	
Parts Solution Mgr.	Robert Strangways (281)460-2849	Used Coach Sales Person	
Technical Solution Mgr.	Robert Strangways (281)460-2849		

Issue Details

Schematic Index:
Is Warranty Issue? Yes

Ladder Logic Index:
OnTrac Case#:

Warranty Claim No: [REDACTED]

MCI Category: 08. Engine
MCI Sub-Category: 08.20 Muffler

ERSA Related Details

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

Detected at: Post-Delivery
Incident Date: 01/08/2013

Issue Escalation Details

Escalate Issue? No

Complaint: Insulation around exhaust discolored/damaged

In the past 15 days, a report for this coach was opened for the same MCI Sub -Category!

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause: Exhaust pipe failed between turbo and DPF

Causal Part No.

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

Correction: Sending replacement parts under warranty

Recommendations:

Tread Details

Is Tread Report? Yes
Incident Date: 01/08/2013
(as reported by Customer)

Tread Type: Field Report
Tread Category: 06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ? No

Payment options have NOT been discussed !!!

ERSA Info

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

COACH DOWN LOCATION:

Name of place:

Was Coach Towed? No

TOWING COMPANY:

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 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

Attachments:

Edit History

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 12761

MCI SERVICE REPORT for Unit: 12761

Status:

Draft

Report Open Date:

08/26/2017

Report Closed Date:

Report No: [REDACTED]

Full VIN:

Unit #: 12761

Make: MCI

Model: D4005

Model Year: 2013

Fleet No:

Mileage: 74,838

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 09/26/2012

Aramark Hospitality Yosemite

Caller:
James [Other]

Contact:
James
[Other]

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: loumx002

Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: James
Phone:
Whom: Other
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: James
Contact 1 Phone:
Whom:

Company Details

Company Name: Aramark Hospitality Yosemite
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: CA
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: rev: Ladder Logic Index: 07-18-1739 rev:
Is Warranty Issue? Undetermined OnTrac Case#:

ERSA Related Details

MCI Category:	08. Engine	Is Coach Out of Service?	No
MCI Sub-Category:	08.20 Muffler	Is Coach Down?	No
Detected at:	Post-Delivery		
Incident Date:	08/24/2017		
Complaint:	Exhaust bellows have broken around second rib after the turbo.		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1786

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

Correction:

Tread Details

Is Tread Report?	Yes	Tread Type:	Field Report
Date Noticed:	08/23/2017	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA

Payment options have NOT been discussed !!!

ERSA Info

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

COACH DOWN LOCATION:

Name of place:
 Mile marker, exit or cross street:
 Address:
 City or closest city:

Was Coach Towed? No

TOWING COMPANY:

Company Name:
 Phone:
 Fax:
 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

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 12816

MCI SERVICE REPORT for Unit: 12816

Status: Complete Report Open Date: 04/10/2017 Report Closed Date: 04/10/2017 05:03 PM

Report No: XXXXXXXXXX

Full VIN:
 Unit #: 12816
 Make: MCI
 Model: 102DL3/D4500 **D4505**
 Model Year: 2013
 Fleet No:
 Mileage:
 Engine:
 Transmission:
 New Coach Delivery? No
 Delivery Date: 11/03/2012

Coach USA Inc - Powder River Transportation

Caller:
 Jennifer Evans [Other]
 307-682-0960

Contact:
 Jennifer Evans
 [Other]
 307-682-0960

MCI Regional Information

Region:
 Zone:
 IMG Member? No
 Reported By: loumx002
 Type of Report: Other

Caller, Coach & Issue

Caller Details

Caller is... Internal
 Name: Jennifer Evans
 Phone: 307-682-0960
 Whom: Other
 Fax:
 Email:
 Contact Type: Phone

Contact

Contact 1 Name: Jennifer Evans
 Contact 1 Phone: 307-682-0960
 Whom:

Company Details

Company Name: Coach USA Inc - Powder River Transportation
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address:
 City:
 State/Prov. & Zip: WY
 Country:
 Territory No:

MCI Regional Information

Region:
 Zone:

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

Issue Details

Schematic Index: Ladder Logic Index:
 Is Warranty Issue? Undetermined OnTrac Case#:

MCI Category:	C. Campaign	<u>ERSA Related Details</u>	
MCI Sub-Category:	C. Campaign	Is Coach	
Detected at:	Post-Delivery	Out of Service?	No
Incident Date:	04/10/2017	Is Coach Down?	No
Complaint:	Req details for procedure na84-2717. Emailed fcp397		
<u>Trouble Shooting Details</u>			
<u>Notes / Comments</u>			
<u>Problem Code Details</u>			
Code Type:			
Cause:			
Causal Part No.			
Did any other parts fail as a result of the causal part failing ?	No		
Correction:	Emailed fcp397		
<u>Tread Details</u>			
Is Tread Report?	Yes	Tread Type:	FIELD REPORT
Date Noticed:	04/10/2017	Tread Category:	06. ENGINE AND ENGINE COOLING

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed?	No
Was "On Call" Tech called?	No	<u>TOWING COMPANY:</u>	
Was "Wheeltimed" called?	No	Company Name:	
Does Operator have test equipment?	No	Phone:	
Payment Type Discussed?	No	Fax:	
<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):	Additional Phone: Address: City: State/Prov. & Zip: Payment type discussed ?
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	<u>FACILITY 2#</u>
Facility Name: Contact: Phone: Fax: Additional Phone: Address: City: State/Prov. & Zip: Comment: Payment type discussed ? No	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

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:



FCP397 D Exhaust bellows pipe.pdf

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.



Reliability Driven™

12816
FCP397 D EXHAUST SYSTEM
BELLOWS PIPE.PDF

Service Bulletin No. 397

<i>MODEL</i> D Series Coaches	<i>TYPE</i> Field Change Program	<i>SECTION/GROUP</i> 8-Engine	<i>DATE</i> April 25, 2013
<i>SUBJECT</i> EXHAUST SYSTEM BELLOWS PIPE			
<i>CONDITIONS</i>			

Ref. NHTSA Recall No.: 13V-142

Ref. Transport Canada Recall No.: 2013-121

Customer Complaint:

Motor Coach Industries, Inc. ("MCI") has become aware of a potential incorrect installation of the bellows pipe, which is one of the components of the exhaust system, in certain 2012-2013 D series coaches equipped with a 2010 EPA Cummins ISX engine. The bellows pipe in the affected coaches may have been installed incorrectly, which may result in the pipe becoming deformed. In this situation, the deformed pipe may prematurely fail as a result of metal fatigue. If the deformed pipe fails and a regeneration event occurs, the combustion may not be completely contained within the exhaust system and hot combustion gases could cause a fire, potentially resulting in injury to persons and/or damage to property.

Cause:

The cause is due to an incorrect assembly process related to the installation of the bellows pipe.

Corrective Action:

MCI strongly encourages owners of the D model coaches listed in the table below to perform the procedures in this bulletin as soon as possible.

12690 to 12706	12708 to 12741	12743 to 12755	12757 to 12847
----------------	----------------	----------------	----------------

Parts

<u>Qty.</u>	<u>Old P/N</u>	<u>New P/N</u>	<u>Description</u>
1		08-20-2350	Bracket, Exhaust pipe, ISX 12 L
a/r		08-20-1786	Exhaust pipe, ISX 12 L (as required upon inspection)
a/r		08-20-1905	Blanket, Exhaust pipe, ISX 12 L (as required upon inspection)
a/r		19-01-1543	Capscrew, 3/8-16 x 3/4
a/r		19-03-0535	Locknut



Service Procedure:

WARNING

Read this entire procedure before beginning work.
 Use Safe Shop Practices At All Times.

WARNING

To avoid personal injury, never enter or perform work in the engine compartment prior to positioning the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the OFF position. Allow enough time for components to cool down prior to working in the engine compartment.

The exhaust system bellows pipe may be hot, so allow enough time for the bellows pipe to cool down to ambient temperature.

1. Turn the main battery disconnect switch to the OFF position.
2. Chock both sides of the tires.
3. Open the engine compartment doors and locate the exhaust system bellows pipe (refer to Figure 1).

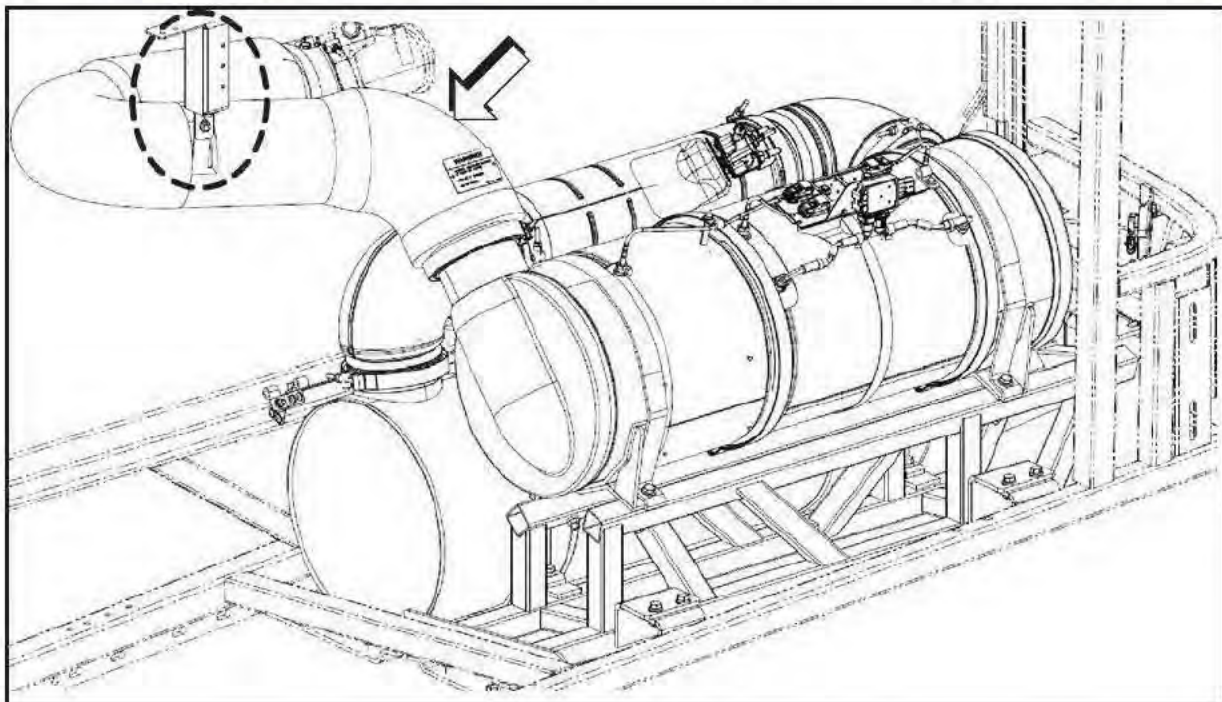


Figure 1.

4. Remove and retain the blanket on the turbo side of the installation, and place the blanket on a workbench.
5. Locate and remove the existing two (2) capscrews and locknuts from the pipe assembly bracket where it attaches to the coach frame (refer to Figure 1). Remove and retain the mounting hardware to be re-installed at a later step in this procedure. Discard the existing pipe assembly bracket.
6. On the turbo and exhaust side of the installation, untighten the clamps from the exhaust pipe.
7. Remove the bellows pipe and place on a workbench.



NOTICE

Replacement of the existing bellows pipe is required if any one (1) of the following three (3) failures is exhibited upon visual inspection: (a photo of the failure is required for claim submittal)

1. the interior jacket of the blanket has evidence of smoke leaks and soot (refer to Figure 2); or



Figure 2.

2. the bellows pipe has a crack or evidence of breakage (refer to Figure 3); or



Figure 3.



3. the bellows pipe has a gap of more than 0.250 inch between a straight edge and the bellows due to permanent deformation, when a straight edge is positioned over the bellows at multiple positions around the circumference (refer to Figure 4).

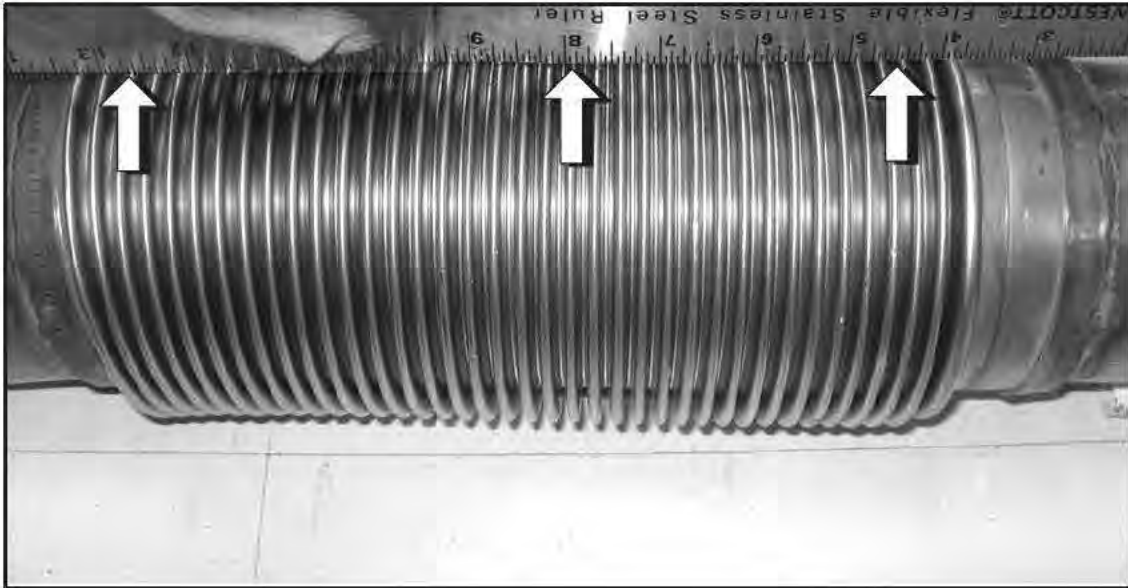


Figure 4.

NOTICE

If any one (1) of the above three (3) conditions exists, a new bellows pipe, p/n 08-20-1786, is required to be installed in Step 8. of this procedure.

If none of the above three (3) conditions exists, proceed to Step 8. of this procedure to re-install the existing bellows pipe.



8. Orient and position the bellows pipe in the coach. Rotate the “swivel” pipe end until it aligns with the mating surface (refer to Figure 5).



Figure 5.

9. Position a straight edge over the bellows at multiple positions around the circumference to ensure there is no deformation or gaps (refer to Figure 6) prior to tightening the clamps. Orient as required to achieve no deformation or gaps.

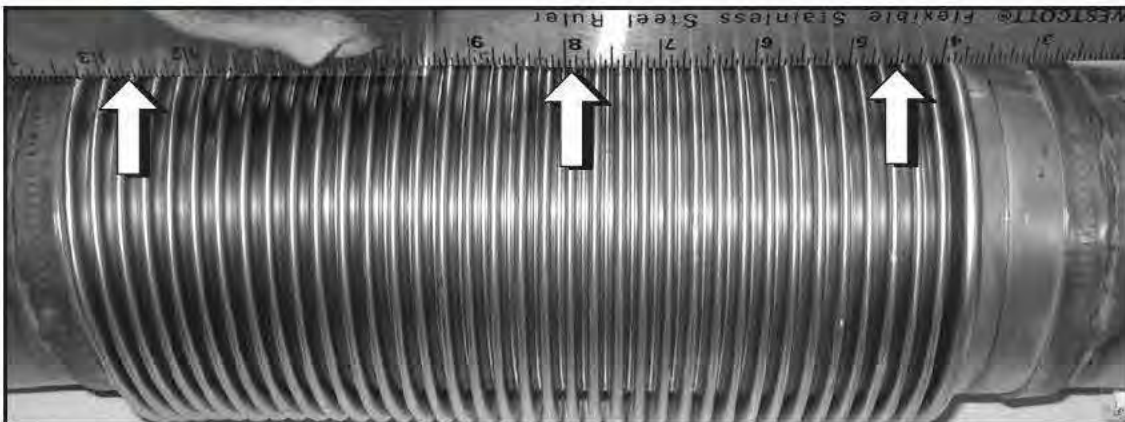


Figure 6.



10. Orient the exhaust pipe seat, and tighten the clamps to the exhaust pipe per the following steps:
- Torque the clamp, Item 1 in Figure 8, to 86–95 in-lbs. Torque the clamp, Item 2 in Figure 8, to 100–110 in-lbs.
 - Tap around the clamps in three (3) places with a rubber mallet,
 - Re-torque the clamps,
 - Tap around the clamps in three (3) places with a rubber mallet,
 - Re-torque the clamps.

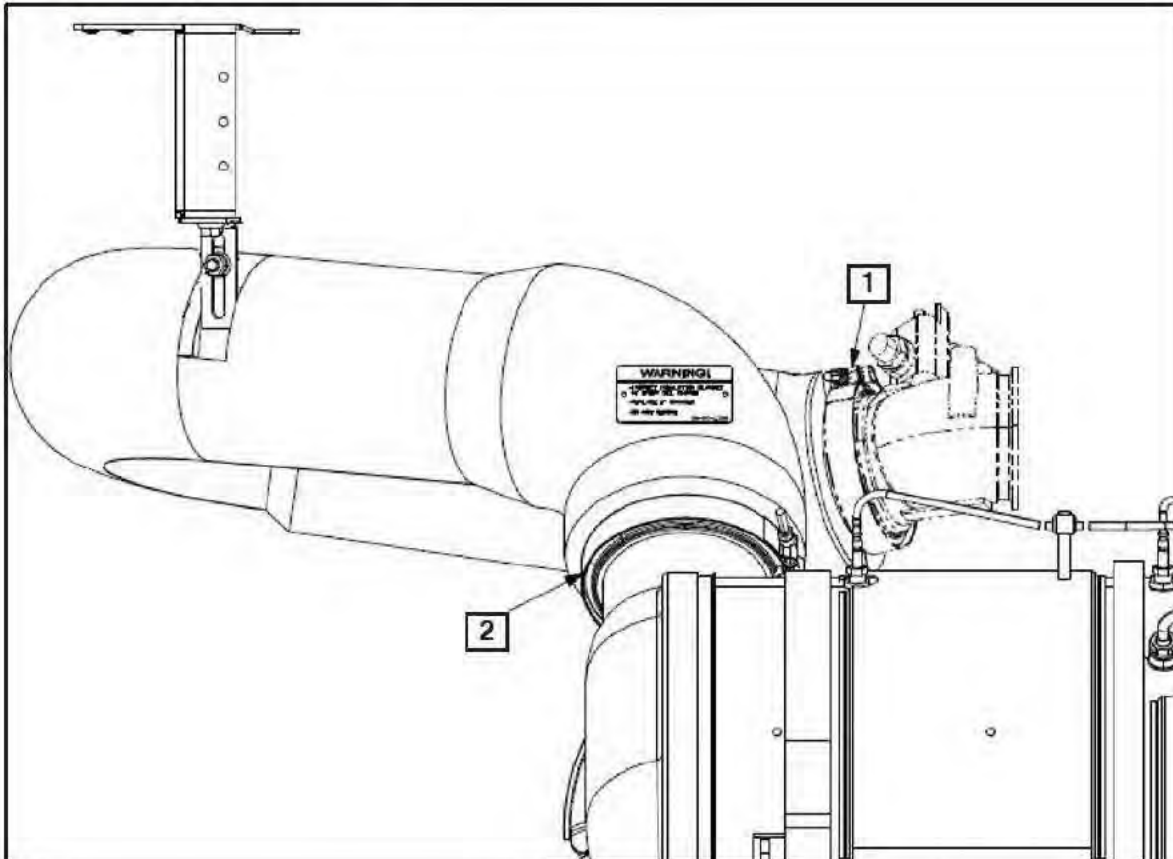


Figure 7.

<u>ITEM</u>	<u>DESCRIPTION</u>
1	Torque to 86–95 in-lbs
2	Torque to 100–110 in-lbs



11. Locate the pipe assembly bracket where it attaches to the coach frame (refer to Figure 8).
12. Using the mounting hardware removed in Step 5. and new bracket, p/n 08-20-2350, secure the bracket to the coach frame. Torque to 33–37 ft–lbs.



Figure 8.

ITEM	DESCRIPTION
1	Bracket, p/n 08-20-2350

NOTICE

Replacement of the existing exhaust pipe blanket is required if evidence of melting and charring is exhibited upon visual inspection (a photo of the melting and charring on the interior jacket of the blanket is required for claim submittal).

13. Inspect the interior jacket of the blanket for evidence of melting and/or charring. If melting and/or charring is present upon visual inspection, take a digital photo and submit to MCI.

NOTICE

If the interior jacket of the blanket exhibits the evidence of melting and/or charring, a new blanket, p/n 08-20-1905, is required to be installed in Step 14. of this procedure.

If the interior jacket of the blanket doesn't exhibit the evidence of melting and/or charring, proceed to Step 14. of this procedure to re-install the existing blanket.

14. Orient and re-install the blanket over the exhaust pipe.
15. Close the engine compartment doors.

Procedure complete.



Mail or fax the completed limited warranty claim form and verification form to MCI's warranty department, or photocopy and mail to:

MCI Fleet Support
Attn: Warranty Department
7001 Universal Coach Drive
Louisville, KY 40258
Fax Number 1-800-360-8886

to receive credit for the hours used to complete this task. Contact the MCI Fleet Support Technical Center at 1-800-241-2947 for any further information.

Field Change Program Conditions:

The parts required for this change will be supplied without charge.

A labor allowance of 1.0 hour will be granted for the procedure of inspecting and, if necessary, installing the specified part(s) in this bulletin on affected D series coaches.

This labor allowance will be credited to your MCI Fleet Support Parts Account on receipt of the attached "MCI Field Change Program Verification Form" and a "Warranty Claim Form" as detailed in your Owner Warranty manual to MCI's Warranty department. A "MCI Field Change Program Verification Form" needs to be submitted for each VIN affected. Photocopy the attached "MCI Field Change Program Verification Form" as required for the number of affected coaches in your fleet.

Motor Coach apologizes for any inconvenience resulting from this campaign, but urges you to implement this change as soon as possible.

Sincerely,

Motor Coach Industries
U.S. and Canadian Service Departments.



Reliability Driven™

SFYD4505-1317-0610111217-00014

12816

FCP397 D EXHAUST SYSTEM
BELLOWS PIPE.PDF

MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

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

FAX TO: 800-360-8886

MAILING ADDRESS:

MOTOR COACH INDUSTRIES
ATTN: WARRANTY DEPT.
7001 UNIVERSAL COACH DRIVE
LOUISVILLE, KY 40258

MCI part # 03-15-7738C

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 13216

MCI SERVICE REPORT for Unit: 13216

Status:

Complete

Report Open Date:

02/04/2015

Report Closed Date:

05/04/2015 08:26 AM

Report No: [REDACTED]

Full VIN: 1M86DMBA4EP [REDACTED]

Unit #: 13216

Make: MCI

Model: D4505

Model Year: 2014

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission: Allison

Trans. Model: B-500

New Coach Delivery? No

Delivery Date: 12/16/2013

Frank Martz Coach Company, Inc.

Caller:

Frank Mikos [MCI Employee]

Contact:

Frank Mikos
[Other]

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: loumx002

Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: Frank Mikos
Phone:
Whom: MCI Employee
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: Frank Mikos
Contact 1 Phone:
Whom:

Company Details

Company Name: Frank Martz Coach Company, Inc.
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: MD
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: rev: **Ladder Logic Index:** 07-18-1854 rev:
Is Warranty Issue? Undetermined **OnTrac Case#:**

MCI Category:	08. Engine	<u>ERSA Related Details</u>	
MCI Sub-Category:	08.03 Cummins	Is Coach Out of Service?	No
Detected at:	Post-Delivery	Is Coach Down?	No
Incident Date:	02/03/2015		
Complaint:	Cummins ISX exhaust pipe from Turbo outlet to DPF cracking and causing an exhaust leak Breaks at flex pipe accordion section Units effected as of today 13216,13236,13239		
<u>Trouble Shooting Details</u>			
<u>Notes / Comments</u>			
<u>Problem Code Details</u>			
Code Type:			
Cause:			
Causal Part No.	08-20-1786		
Did any other parts fail as a result of the causal part failing ?	No		
Correction:	CIF Resolution: Issue be resolved through IRP 00018, field fix to follow.		
<u>Tread Details</u>			
Is Tread Report?	Yes	Tread Type:	Field Report
Date Noticed:	02/03/2015	Tread Category:	06. Engine and Engine Cooling System

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard ?	No	Was Coach Towed ?	No
Was "On Call" Tech called ?	No	<u>TOWING COMPANY:</u>	
Was "Wheeltimed" called ?	No	Company Name :	
Does Operator have test equipment ?	No	Phone:	
Payment Type Discussed?	No		
<u>COACH DOWN LOCATION:</u>			
Name of place:			
Mile marker, exit or cross street:			

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

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 13579

MCI SERVICE REPORT for Unit: 13579

Status: Draft Report Open Date: 03/09/2017 Report Closed Date:

Report No: [REDACTED]

Full VIN:
Unit #: 13579
Make: MCI
Model: D4505
Model Year: 2015
Fleet No:
Mileage: 65,000
Engine:
Transmission:
New Coach Delivery? No
Delivery Date: 01/09/2015

Golden Gate Transit

Caller:
 Keith Nunn [Other]
 415-257-4437

Contact:
 Keith Nunn
 [Other]
 415-257-4437

MCI Regional Information

Region:
Zone:
IMG Member? No
Reported By: loumx002
Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: Keith Nunn
Phone: 415-257-4437
Whom: Other
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: Keith Nunn
Contact 1 Phone: 415-257-4437
Whom:

Company Details

Company Name: Golden Gate Transit
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: CA
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: **Ladder Logic Index:**
Is Warranty Issue? Undetermined **OnTrac Case#:**

MCI Category: 08. Engine		<u>ERSA Related Details</u>	
MCI Sub-Category: 08.20 Muffler		Is Coach	
Detected at: Post-Delivery		Out of Service?	No
Incident Date: 03/09/2017		Is Coach Down?	No
Complaint:	Customer states they are seeing multiple failures on the bellows of the outlet turbo pipe going into the DPF. Customer has replaced over 27 of the pipes and starting to see the failures on these range of coaches. Customer would like to know what can be done regarding warranty on this pipe.		
	Side Note: See attachments for California state law Emissions Warranty.		
	Vin: 13579-13603		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1786 PIPE-EXHAUST,ISX12,D

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

Correction:

Tread Details

Is Tread Report? Yes

Tread Type:

Date Noticed: 03/09/2017

Tread Category:

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

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

COACH DOWN LOCATION:

Was Coach Towed? No

TOWING COMPANY:

Name of place:
Mile marker,
exit or cross street:
Address:
City or closest city:
State/Prov.:

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

Description of coach:
Comments
(re: location):

OUTSIDE REPAIR FACILITIES:

FACILITY 1#

Facility Name:
Contact:
Phone:
Fax:
Additional Phone:
Address:
City:
State/Prov. & Zip:
Comment:

FACILITY 2#
Facility Name:
Contact:
Phone:
Fax:
Additional Phone:
Address:
City:
State/Prov. & Zip:
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

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

CIF Attachments:



20170320_093555.jpg Scanned from a Xerox Multifunction Printer.pdf



Scanned from Bus Admin Mailroom Xerox 7970i.pdf

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this



FACTS ABOUT

California Vehicle and Engine Emission Warranty Periods

General Information

This information outlines the general warranty requirements for products sold in California. Refer to your vehicle, engine, or equipment's owners manual the specific warranty coverage. For general assistance regarding repairs to your vehicle under the California Emissions Warranty, please contact the California Air Resources Board at 1-800-242-4450.

1990 and newer Model Passenger Cars, Light-Duty Trucks, Medium-Duty Vehicles, and Medium-Duty Engines

Applies to passenger cars, light-duty trucks, and medium-duty vehicles with a GVWR between 8,501 to 14,000 pounds.

Defects and performance warranty	Covers all emission-related parts Reference: CCR §2037	3 years / 50K miles
High-Cost Emission-Related Parts Warranty	Covers specific, high-cost emission-related parts as listed in owners manual Reference: CCR §2037	7 years / 70K miles
Defects and Performance Warranty for PZEV	Only covers vehicles certified to the PZEV (Partial Zero Emission Vehicle) standard Reference: CCR §1962	15 years / 150K miles (except battery) 10 years /150K miles Battery or other energy storage device
Federal Emissions Warranty	Basic Emissions Warranty applies to 1995 and newer vehicles covers any part that causes an emissions failure	2 years / 24K miles
	Extended Federal Warranty coverage covers three specific major emissions control components: Catalytic converters electronic emissions control unit (ECU) The onboard emissions diagnostic device or computer (OBD)	8 years, or 80K miles

Warranty Requirements for 1979 and Newer Model Year Motorcycles

Applies to On-Road Motorcycles

Emissions Defects Warranty	Covers emission-related parts Coverage determined by engine size Reference: CCR §2036	50-169 cc: 5 years / 12,000 km (7,456 mi) 170-279 cc: 5 years / 18,000 km (11,185 mi) 280 cc or greater: 5 years / 30,000 km (18,841 mi)
-----------------------------------	---	--

Warranty Requirements for 1979 and Newer Diesel-Powered Heavy-Duty Vehicles

Applies to diesel vehicles

Emissions Defects Warranty	Covers emission-related parts Reference: CCR §2036	5 years / 100,000 miles / 3000 hrs
-----------------------------------	--	---

Warranty Requirements for 1979 and Newer Gasoline-Powered Heavy-Duty Vehicles

Applies to gasoline vehicles

Emissions Defects Warranty	Covers emission-related parts Reference: CCR §2036	5 years / 50,000 miles
-----------------------------------	--	-------------------------------

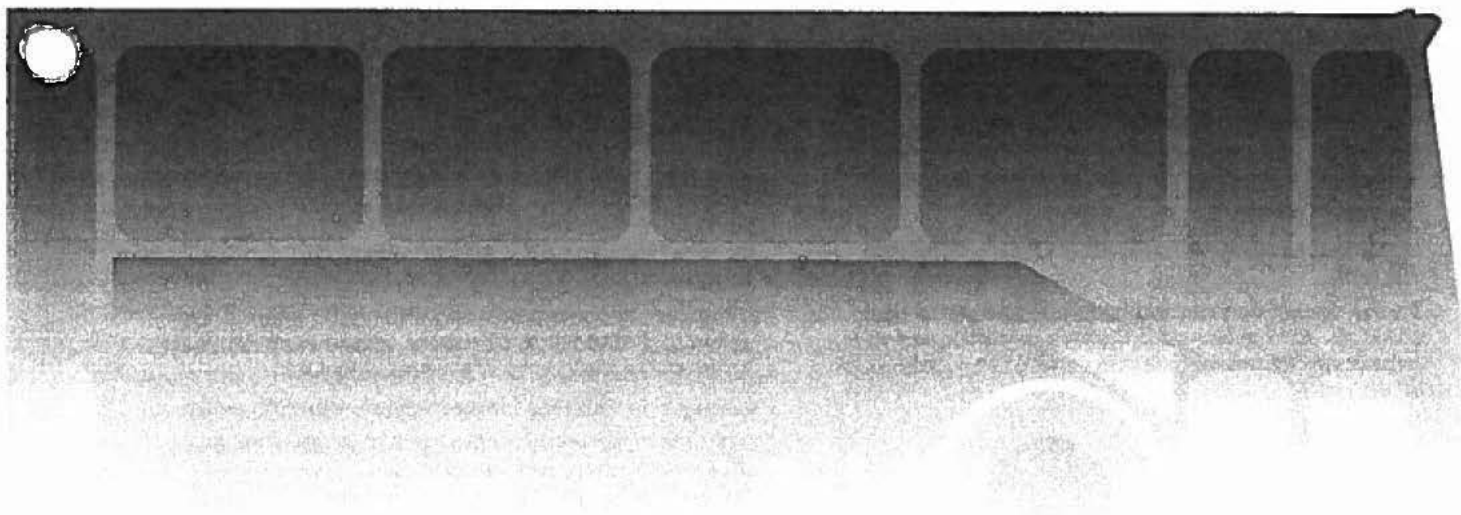
For more information

Please contact ARB Helpline at (800) 242-4450



Cummins Warranty

All Engines
Worldwide
All Bus
(Except U.S./Canada Diesel Powered School Buses)



Coverage

Products Warranted

This warranty applies to new diesel, LPG, compressed or liquid natural gas fueled engines sold by Cummins and delivered to the first user on or after January 1, 1999, that are used in all bus categories worldwide (except U.S./Canada diesel powered school buses) (Engine).

Base Engine Warranty

The Base Engine Warranty covers any failures of the Engine which result, under normal use and service, from a defect in material or factory workmanship (Warrantable Failure). This coverage begins with the sale of the Engine by Cummins and ends two years after the date of delivery of the Engine to the first user.

Engine aftertreatment components included in the Cummins Critical Parts List (CPL) and marked with a Cummins part number are covered under the Base Engine Warranty.

Extended Major Components Warranty

The Extended Major Components Warranty applies to all except B and ISB series Engines and covers Warrantable Failures of the engine cylinder block, camshaft, crankshaft, connecting rods and Cummins fan clutch (Covered Parts).

Bushing and bearing failures are not covered.

This coverage begins with the expiration of the Base Engine Warranty and ends three years or 300,000 miles (482,804 kilometers) or 10,800 hours of operation, whichever occurs first, after the date of delivery of the Engine to the first user.

Emission Warranty

Additional coverage is outlined under the Emission Warranty.

These warranties are made to all Owners in the chain of distribution and Coverage continues to all subsequent Owners until the end of the periods of Coverage.

Cummins Responsibilities

During The Base Engine Warranty

Cummins will pay for all parts and labor needed to repair the damage to the Engine resulting from a Warrantable Failure.

Cummins will pay for the lubricating oil, antifreeze, filter elements, belts, hoses and other maintenance items that are not reusable due to the Warrantable Failure.

Cummins will pay for reasonable labor costs for Engine removal and reinstallation when necessary to repair a Warrantable Failure.

Cummins will pay reasonable costs for towing a vehicle disabled by a Warrantable Failure to the nearest authorized repair location. In lieu of towing expenses, Cummins will pay reasonable costs for mechanics to travel to and from the location of the vehicle, including meals, mileage, and lodging, when the repair is performed at the site of the failure.

During The Extended Major Components Warranty

Cummins will pay for the repair or, at its option, replacement of the defective Covered Part and any Covered Part damaged by a Warrantable Failure of the defective Covered Part.

Owner Responsibilities

During The Base Engine Warranty

Owner is responsible for the cost of lubricating oil, antifreeze, filter elements and other maintenance items replaced during warranty repairs unless such items are not reusable due to the Warrantable Failure.

During The Extended Major Components Warranty

Owner is responsible for the cost of all labor needed to repair the Engine, including the labor to remove and reinstall the engine. When Cummins elects to repair a part instead of replacing it, Owner is not responsible for the labor needed to repair the part.

Owner is responsible for the cost of all parts required for the repair except for the defective Covered Part and any Covered Part damaged by a Warrantable Failure of the defective Covered Part.

Owner is responsible for the cost of lubricating oil.

antifreeze, filter elements and other maintenance items replaced during the repair.

During The Base Engine and Extended Major Components Warranties

Owner is responsible for the operation and maintenance of the Engine as specified in the applicable Cummins Operation and Maintenance Manuals. Owner is also responsible for providing proof that all recommended maintenance has been performed.

Before the expiration of the applicable warranty, Owner must notify a Cummins distributor, authorized dealer or other repair location approved by Cummins of any Warrantable Failure and make the Engine available for repair by such facility. Except for Engines disabled by a Warrantable Failure during the Base Engine Warranty, the Owner must also deliver the Engine to the repair facility. Locations in the United States and Canada are listed in the Cummins United States and Canada Sales and Service Directory.

Owner is responsible for communication expenses, meals, lodging and similar costs incurred as a result of a Warrantable Failure.

Owner is responsible for non-Engine repairs and for "downtime" expenses, fines, cargo damage, all applicable taxes, all business costs, and other losses resulting from a Warrantable Failure.

Limitations

Cummins is not responsible for failures or damage resulting from what Cummins determines to be abuse or neglect, including, but not limited to: operation without adequate coolants or lubricants; overfueling; overspeeding; lack of maintenance of lubricating, cooling or intake systems; improper storage, starting, warm-up, run-in or shutdown practices; unauthorized modifications of the Engine. Cummins is also not responsible for failures caused by incorrect oil, fuel or catalytic reagent or by water, dirt or other contaminants in the fuel, catalytic reagent or oil.

This warranty does not apply to accessories which bear the name of another company. Such non-warranted accessories include, but are not limited to: alternators, starters, fans, air conditioning compressors, clutches, filters, transmissions, torque converters, vacuum pumps, power steering pumps and air compressors.

Excessive oil consumption for B series engines is covered for the duration of the coverage or 100,000 miles (160,935 kilometers) or 7,000 hours from the date of delivery of the Engine to the first user, whichever of the three occurs first. Before a claim for

excessive oil consumption will be considered, Owner must submit adequate documentation to show that consumption exceeds Cummins published standards.

Failures of belts and hoses supplied by Cummins are covered for the first year from the date of delivery of the Engine to the first user.

Parts used to repair a Warrantable Failure may be new Cummins parts, Cummins approved rebuilt parts, or repaired parts. Cummins is not responsible for failures resulting from the use of parts not approved by Cummins.

A new Cummins or Cummins approved rebuilt part used to repair a Warrantable Failure assumes the identity of the part it replaced and is entitled to the remaining coverage hereunder.

Cummins Inc. reserves the right to interrogate Electronic Control Module (ECM) data for purposes of failure analysis.

CUMMINS DOES NOT COVER WEAR OR WEAROUT OF COVERED PARTS.

CUMMINS IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

THESE WARRANTIES AND THE EMISSION WARRANTY SET FORTH HEREINAFTER ARE THE SOLE WARRANTIES MADE BY CUMMINS IN REGARD TO THESE ENGINES. CUMMINS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

Emission Warranty

Products Warranted

This emission warranty applies to new diesel, LPG, compressed or liquid natural gas fueled engines marketed by Cummins that are used in the United States* in vehicles designed for transporting persons or property on a street or highway. This warranty applies to Engines delivered to the first user on or after January 1, 1999.

Coverage

Cummins warrants to the first user and each subsequent purchaser that the Engine is designed, built and equipped so as to conform at the time of sale by Cummins with all U.S. Federal emission regulations

applicable at the time of manufacture and that it is free from defects in material or factory workmanship which would cause it not to meet these regulations within the longer of the following periods: (A) Five years or 100,000 miles (160,935 kilometers) of operation, whichever occurs first, as measured from the date of delivery of the Engine to the first user, or (B) The Base Engine Warranty.

If the vehicle in which the Engine is installed is registered in the state of California, a separate California Emission Warranty also applies.

Limitations

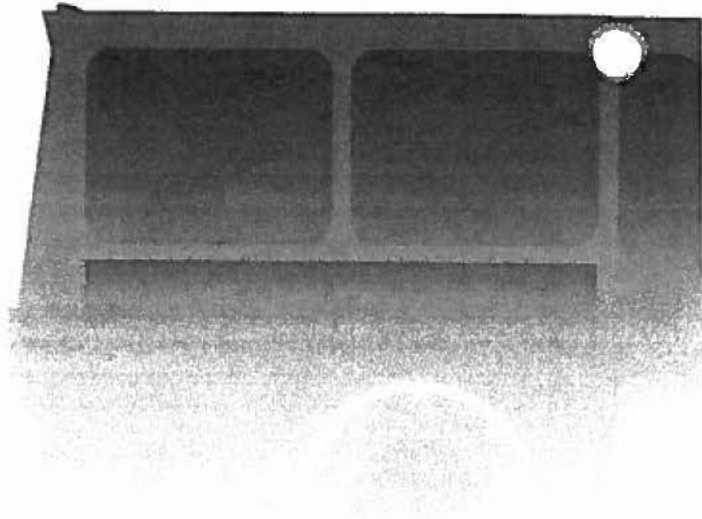
Failures, other than those resulting from defects in material or factory workmanship, are not covered by this warranty.

Cummins is not responsible for failures or damage resulting from what Cummins determines to be abuse or neglect, including, but not limited to: operation without adequate coolants or lubricants; overfueling; overspeeding; lack of maintenance of lubricating, cooling or intake systems; improper storage, starting, warm-up, run-in or shutdown practices; unauthorized modifications of the Engine. Cummins is also not responsible for failures caused by incorrect oil, fuel or catalytic reagent or by water, dirt or other contaminants in the fuel, oil or catalytic reagent.

Cummins is not responsible for non-Engine repairs, "downtime" expenses, cargo damage, fines, all applicable taxes, all business costs, and other losses resulting from a Warrantable Failure.

CUMMINS IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

* United States includes American Samoa, the Commonwealth of Northern Mariana Islands, Guam, Puerto Rico, and the U.S. Virgin Islands.



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Cummins Extended Coverage Plan

Coverage

This Coverage is available for Cummins B, C, L, M and N series Engines used in automotive applications marketed for use in the United States and Canada under the trademark "Cummins", "Cummins ReCon" or "Cummins Westport."

This Extended Coverage Plan (Plan) covers any failure of the Engine, under normal use and service, which results from a defect in material or factory workmanship (Covered Failure).

This Plan begins on the expiration of the Cummins Base Engine Warranty applicable to the Engine. Coverage ends at the time, miles (kilometers) or hours specified on the accompanying Certificate, whichever occurs first, AS MEASURED FROM THE CUMMINS BASE ENGINE WARRANTY START DATE.

Cummins Responsibilities

Cummins will pay for all parts and labor needed to repair the damage to the Engine resulting from a Covered Failure.

Cummins will pay for the lubricating oil, antifreeze, filter elements and other maintenance items that are not reusable due to a Covered Failure.

Cummins will pay reasonable labor costs for Engine removal and reinstallation when necessary to repair a Covered Failure.

Owner Responsibilities

Owner is responsible for operation and maintenance of the Engine as specified in the applicable Cummins Operation and Maintenance Manual. Owner is also responsible for providing proof that all recommended maintenance has been performed.

Before the expiration of this Coverage, Owner must notify a Cummins distributor, authorized dealer or other repair location approved by Cummins of any Covered Failure and make the Engine available for repair by such facility. Owner is also responsible for delivering the Engine to the repair facility. Locations in the United States and Canada are listed in the Cummins United States and Canada Sales and Service Directory.

Owner is responsible for all towing and/or travel expenses incurred as a result of a Covered Failure.

Owner is responsible for the cost of lubricating oil, antifreeze, filter elements, belts, hoses and other maintenance items provided during covered repairs unless such items are not reusable due to the Covered Failure.

Owner is responsible for communication expenses, meals, lodging and similar costs incurred as a result of a Covered Failure.

Owner is responsible for non-Engine repairs, "downtime" expenses, cargo damage, fines, all applicable taxes, all business costs and other losses resulting from a Covered Failure.

Owner is responsible for the cost to investigate complaints, unless the failure is caused by a defect in Cummins material or factory workmanship.

Limitations

Cummins is not responsible for failures or damage resulting from what Cummins determines to be abuse or neglect, including, but not limited to: operation without adequate coolants or lubricants; overfueling; overspeeding; lack of maintenance of lubricating, cooling or intake systems; improper storage, starting, warm-up, run-in or shutdown practices; unauthorized modifications of the Engine. Cummins is also not responsible for failures caused by incorrect oil or fuel or by water, dirt or other contaminants in the fuel or oil.

This Plan does not apply to accessories supplied by Cummins which bear the name of another company. Such non-warranted accessories include, but are not limited to: alternators, starters, fans, air conditioning compressors, clutches, filters, transmissions, torque converters, steering pumps, and non-Cummins fan drives, engine compression brakes and air compressors.

~~This Plan does not apply to maintenance components, including, but not limited to: fuel injectors, fuel pump, STC hydraulic tappets, STC oil control valve, fuel control valve, low pressure fuel regulator, throttle plate actuator, spark plugs, spark plug boots, turbocharger, air compressor, fan clutch, water pump, fan hub, fan idler pulley assembly, vibration damper, belts and hoses.~~

Failures resulting in excessive oil consumption are not covered by this Plan.

Parts used to repair a Covered Failure may be new Cummins parts, Cummins approved rebuilt parts or repaired parts. Cummins is not responsible for failures resulting from the use of parts not approved by Cummins.

A new Cummins or Cummins approved rebuilt part used to repair a Covered Failure under this Plan assumes the identity of the part it replaced and is entitled to the remaining Coverage hereunder.

This Plan is transferable to subsequent Owners of the Engine by notifying a Cummins Distributor within 90 days of the transfer of ownership.

This Plan does not duplicate other coverage applicable to the Engine.

Fees paid for this Plan are not refundable.

CUMMINS DOES NOT COVER WEAR OR WEAROUT OF COVERED PARTS.

CUMMINS IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

EXCEPT FOR THE PUBLISHED CUMMINS ENGINE WARRANTY APPLICABLE TO THE ENGINE, THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

* Includes American Samoa, Commonwealth of Northern Mariana Islands, Guam, Puerto Rico, and U.S. Virgin Islands.

Coverage I.D.: NEC



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RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 14014

MCI SERVICE REPORT for Unit: 14014

Status:

Complete

Report Open Date:

03/11/2016

Report Closed Date:

03/11/2016 01:58 PM

Report No: [REDACTED]

Full VIN: 1M8PDMUA2GF [REDACTED]

Unit #: 14014

Make: MCI

Model: 102DL3/D4500

Model Year: 2016

Fleet No:

Mileage: 25,543

Engine: 2010 CUM ISL 8.9L HYBRID/ELECT

Transmission:

New Coach Delivery? No

Delivery Date: 11/10/2015

New Jersey Transit

Caller:

Jim payner [Other]

Contact:

Jim payner
[Other]

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: Ioumx002

Type of Report: Other

Caller, Coach & Issue

Caller Details

Caller is... Internal
Name: Jim payner
Phone:
Whom: Other
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: Jim payner
Contact 1 Phone:
Whom:

Company Details

Company Name: New Jersey Transit
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: NJ
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index: rev: Ladder Logic Index: IO-G4 rev:
Is Warranty Issue? Undetermined OnTrac Case#:

ERSA Related Details

MCI Category:	08. Engine	Is Coach Out of Service?	No
MCI Sub-Category:	08.20 Muffler	Is Coach Down?	No
Detected at:	Post-Delivery		
Incident Date:	03/04/2016		
Complaint:	Fumes rear of bus.		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. 08-20-1507

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

Correction: Njtransit found a cracked exhaust pipe at turbo. Njt welded pipe. Part on order.

Tread Details

Is Tread Report?	Yes	Tread Type:	Field Report
Date Noticed:	03/04/2016	Tread Category:	06. Engine and Engine Cooling System 10. Power Train

FCP / Campaign Details

Were FCPs discussed with customer? No

ERSA

Payment options have NOT been discussed !!!

ERSA Info

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

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:
Mile marker, exit or cross street:
Address:

TOWING COMPANY:

Company Name:
Phone:
Fax:
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

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

[Edit History](#)

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 14129

MCI SERVICE REPORT for Unit: 14129

Status:

Draft

Report Open Date:

09/22/2017

Report Closed Date:

Report No: XXXXXXXXXX

Full VIN:
 Unit #: 14129
 Make: MCI
 Model: 102DL3/D4500
 Model Year: 2016
 Fleet No:
 Mileage: 40,803
 Engine: DDEC S40 8.7 L 275 HP
 Transmission:
 New Coach Delivery? No
 Delivery Date: 05/18/2016

M V Transportation (LA DOT)

Caller:
 James Hevy [Other]
 (661) 733-5166

Contact:
 James Hevy
 [Other]
 (661) 733-5166

MCI Regional Information

Region:
 Zone:
 IMG Member? No
 Reported By: loumx002
 Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Caller Details

Caller is... Internal
 Name: James Hevy
 Phone: (661) 733-5166
 Whom: Other
 Fax:
 Email: jhevy@mvtransit.com
 Contact Type: Phone

Contact

Contact 1 Name: James Hevy
 Contact 1 Phone: (661) 733-5166
 Whom:

Company Details

Company Name: M V Transportation (LA DOT)
 Account No:
 Parent Co. Name:
 Parent Account No:
 Phone:
 Fax:
 Address:
 City:
 State/Prov. & Zip: CA
 Country:
 Territory No:

MCI Regional Information

Region:
 Zone:

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

Issue Details

Schematic Index: rev: Ladder Logic Index: 07-18-2073 rev:
 Is Warranty Issue? Undetermined OnTrac Case#:

MCI Category:	08. Engine	<u>ERSA Related Details</u>	
MCI Sub-Category:	08.03.05 Cummins - CNG	Is Coach	
		Out of Service?	No
		Is Coach Down?	No
Detected at:	Post-Delivery		
Incident Date:	09/22/2017		
Complaint:	Customer states excessive heat is coming from the exhaust pipe. The rear bumper appears distorted. All piping appears to be in tacked at this time.		
	Side Note: Two engine codes displaying in the engine. Customer notices a cut out for the exhaust pipe on the 2012 units but not the 2016/2017 units. Also the 2012 units have a more metal bumper than a rubber bumper like the newer units. See attachments. Install pics are attached of the kit.		
	ESN: 75048550		
	Engine Codes: FC 2752 Engine Throttle Control Actuator, FC 176 Electronic Throttle Control Actuator Driver Circuit,		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause:

Causal Part No. W26-08-0034 KIT-SERVICE, TAILPIPE AND BUMPER MFG ITEM SHIELD INSTALL, ISL
CNG, D4500

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

Correction: Claim # [REDACTED] Coach taken to Los Alamitos Service Center for repairs and installation of service Kit W26-08-0034.

9/28 Per Robert - Parts arrived, shielding kit and new bumper being installed. Repairs to be completed today 9/28.

9/27 Per Robert - awaiting parts.

9/27 LM for service center to give status update. Melissa

9/26 Per Robert - Coach came in yesterday but has not yet been looked at.

9/26 Sent message to Service Center requesting update. mkc

9/25 Robert at LASC provided correct vin. Will follow up with service center on Tuesday. - Johnita

9/25 sent message to Dave Dorr to verify vin number. Cannot find record of it in system.

9/25 LM service center to give status update on coach. Melissa

9/22 Check with LASC on Monday 9/25

Tread Details

Is Tread Report?	Yes	Tread Type:	Field Report
Date Noticed:	09/21/2017	Tread Category:	06. Engine and Engine Cooling System

09. Fuel System, Other
16. Structure
23. Fire

FCP / Campaign Details

Were FCPs discussed with customer ? No

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard ?	No
Was "On Call" Tech called?	No
Was "Wheeltimed" called?	No
Does Operator have test equipment?	No
Payment Type Discussed?	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):	
Was Coach Towed?	No
<u>TOWING COMPANY:</u>	
Company Name:	
Phone:	
Fax:	
Additional Phone:	
Address:	
City:	
State/Prov. & Zip:	
Payment type discussed ?	
<u>OUTSIDE REPAIR FACILITIES :</u>	
<u>FACILITY 1#</u>	
Facility Name:	
Contact:	
Phone:	
Fax:	
Additional Phone:	
Address:	
City:	
State/Prov. & Zip:	
Comment:	
Payment type discussed ?	No
<u>FACILITY 2#</u>	
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

[Follow Up Details](#)

Follow-up?

[Comment Details](#)


Attachments:

CIF Attachments:

 W26-08-0034 Installed 1.jpg  W26-08-0034 Installed 2.jpg  W26-08-0034 Installed.jpg

FC 176 Electronic Throttle Control Actuator Driver Circuit.pdfFC 2752 Engine Throttle Control Actuator.pdf

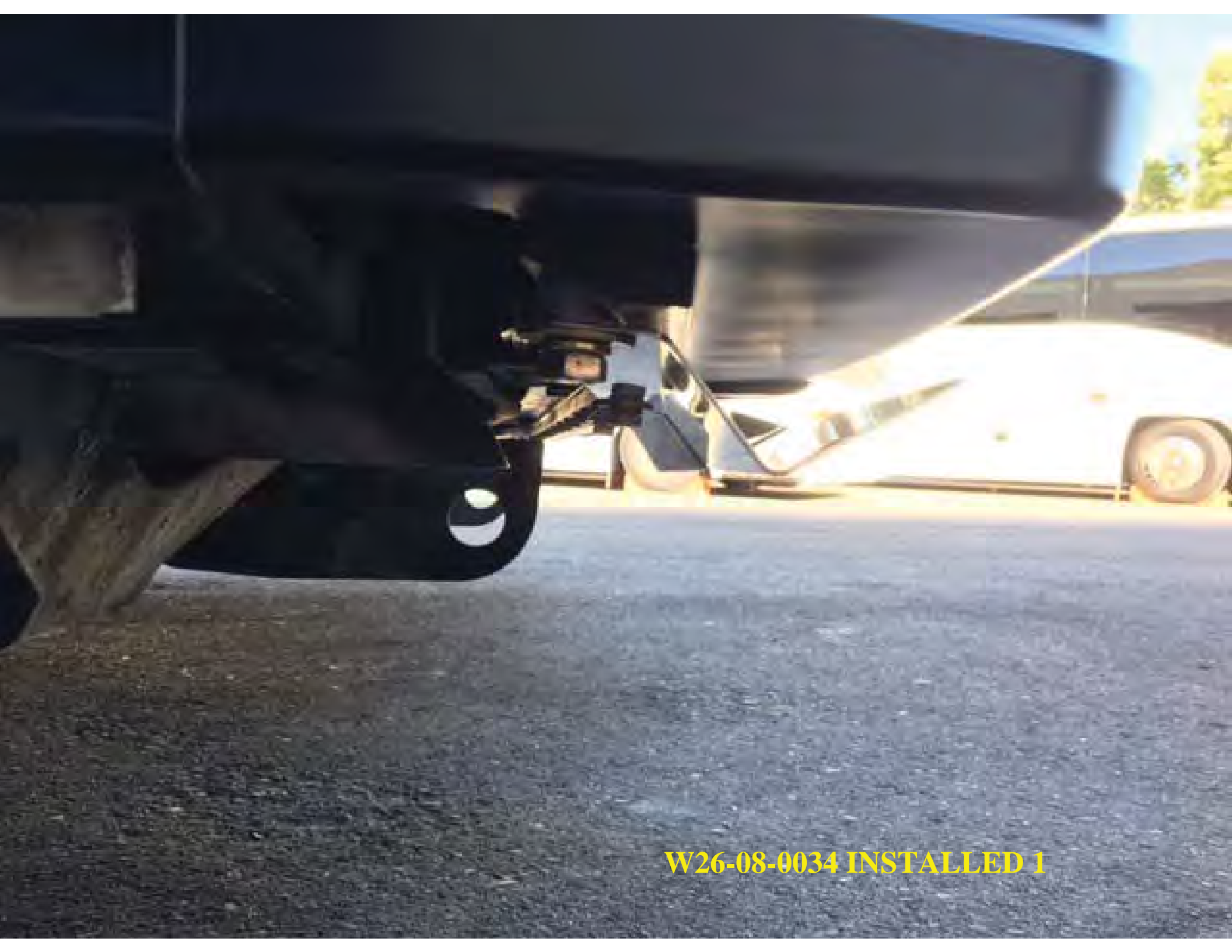
    

2012 Exhaust pipe-rear bumper.JPG Exhaust pipe 1.JPG Exhaust pipe.JPG ODO.JPG Rear Bumper.JPG



Unit 16402 Vin 14129.JPG

NOTE: This field is intended to be updated by the Customer Issue Processor form logic. Do not add attachments to this field or they may be deleted.



W26-08-0034 INSTALLED 1



W26-08-0034 INSTALLED 2



W26-08-0034 INSTALLED

FAULT CODE 176

Electronic Throttle Control Actuator Driver Circuit - Voltage Below Normal or Shorted to Low Source

Overview

CODE	REASON	EFFECT
Fault Code: 176 PID: SPN: 3464 FMI: 4/4 LAMP: Red SRT:	Electronic Throttle Control Actuator Driver Circuit - Voltage Below Normal or Shorted to Low Source	Engine speed will only idle with a possible increase in idle speed.



Engine Throttle Actuator Circuit

Circuit Description

The electronic control module (ECM) controls the engine throttle actuator, which is both an input and output device. There are two throttle position sensors located inside the engine throttle actuator and they share a common supply and return. The engine throttle actuator receives 5 volt supply voltage from the sensor supply 1. The ECM controls the position of the throttle across the engine throttle actuator (+) line.

Component Location

The engine throttle actuator is located between the air intake adapter and the air intake manifold.

Conditions for Running the Diagnostics

This diagnostic runs when the engine is cranking or running.

Conditions for Setting the Fault Codes

The ECM detects that actual throttle position is greater than commanded throttle position by more than a calibrated amount.

Action Taken When the Fault Code is Active

FC 176 ELECTRONIC THROTTLE CONTROL ACTUATOR DRIVER CIRCUIT

- The ECM illuminates the red STOP ENGINE light and/or the malfunction indicator lamp (MIL) immediately when the diagnostic runs and fails.
- The engine throttle actuator will move to its default position and the throttle actuator driver circuit will be disabled.
- Possible increase in idle speed.

Conditions for Clearing the Fault Code

- To validate the repair, cycle the keyswitch from OFF to ON.
- The ECM will turn off the red STOP ENGINE light immediately after the diagnostic runs and passes.
- The ECM will turn off the MIL after three consecutive ignition cycles in which the diagnostic runs and passes.
- This fault code and the MIL can also be cleared with INSITE™ electronic service tool.

Shop Talk

Possible causes for this fault code include:

- A damaged throttle actuator
- An open circuit in the wiring harness
- A short circuit in the wiring harness.

[Refer to Troubleshooting Fault Code t05-176.](#)

Last Modified: 30-Jan-2013

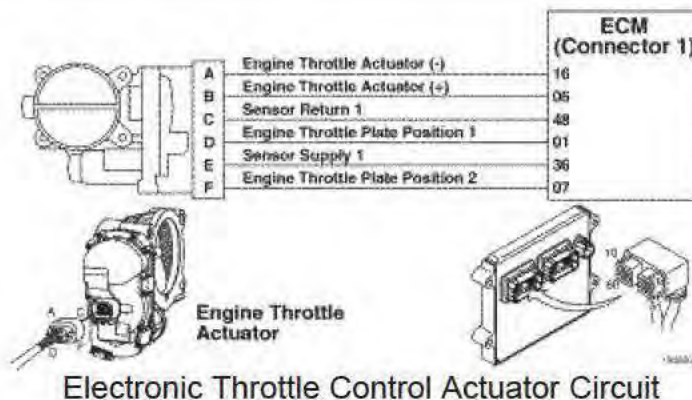
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FAULT CODE 2752

Engine Throttle Control Actuator - Current Above Normal or Grounded Circuit

Overview

CODE	REASON	EFFECT
Fault Code: 2752 PID: None SPN: 3464 FMI: 6/6 LAMP: Red SRT:	Engine Throttle Control Actuator - Current Above Normal or Grounded Circuit.	Engine will only idle with a possible increase in idle speed.



Circuit Description

The engine control module (ECM) controls the engine throttle actuator, which is both an input and output device. There are two throttle position sensors located inside the engine throttle actuator and they share a common supply and return. The engine throttle actuator receives 5 volt supply voltage from the sensor supply 1. The ECM controls the position of the throttle across the engine throttle actuator (+) line.

Component Location

The electronic throttle control actuator is located between the air intake adapter and the fuel control housing.

Conditions for Running the Diagnostics

This diagnostic runs continuously when the engine is operating.

Conditions for Setting the Fault Codes

FC 2752 ENGINE THROTTLE CONTROL ACTUATOR

The ECM detects an open or short circuit on the engine throttle actuator (+) or (-) lines for 1 second.

Action Taken When the Fault Code is Active

The ECM will illuminate the red STOP ENGINE light and/or the malfunction indicator lamp (MIL) immediately after the diagnostic runs and fails.

- The engine throttle actuator will move to its default position.

Conditions for Clearing the Fault Code

To validate the repair, cycle the keyswitch, start the engine, and let it idle for 1 minute.

- The ECM will turn off the red STOP ENGINE light immediately after the diagnostic runs and passes.
- The ECM will turn off the MIL after three consecutive ignition cycles that the diagnostic runs and passes.
- This fault code and MIL can also be cleared with INSITE™ electronic service tool.

Shop Talk

Possible causes for this fault include:

- A short circuit on the engine throttle actuator (+) or (-) line
- An open circuit on the engine throttle actuator (+) or (-) line
- A damaged engine throttle actuator.

Refer to [Troubleshooting Fault Code t05-2752](#).

Last Modified: 24-Jan-2013

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2012 EXHAUST PIPE-REAR BUMPER



EXHAUST PIPE 1



EXHAUST PIPE



ODO

HOT EXHAUST
STAY BACK 2 FT.



REAR BUMPER

16402

UNIT 16402 VIN 14129

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - 59870

MCI SERVICE REPORT for Unit: 59870

Status:

Draft

Report Open Date:

09/22/2015

Report Closed Date:

Report No: [REDACTED]

Full VIN: 1M8PDMBA9CF [REDACTED]

Unit #: 59870

Make: MCI

Model: 102DL3/D4500

Model Year: 2012

Fleet No:

Mileage: 100,000

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 10/10/2011

Golden Gate Transit

Caller:

James Cantrell [MCI Employee]

Contact:

James Cantrell
[Other]

MCI Regional Information

Region:

Zone:

IMG Member? No

Reported By: Iourmx002

Type of Report: Customer Issue (CIP)

Caller, Coach & Issue

Special FYI Comments

- FYI - Coach is equipped with 2007 Engine Package.

Caller Details

Caller is... Internal
Name: James Cantrell
Phone:
Whom: MCI Employee
Fax:
Email:
Contact Type: Phone

Contact

Contact 1 Name: James Cantrell
Contact 1 Phone:
Whom:

Company Details

Company Name: Golden Gate Transit
Account No:
Parent Co. Name:
Parent Account No:
Phone:
Fax:
Address:
City:
State/Prov. & Zip: CA
Country:
Territory No:

MCI Regional Information

Region:
Zone:

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

Issue Details

Schematic Index:	rev:	Ladder Logic Index:	07-18-1649 rev:
Is Warranty Issue?	Undetermined	OnTrac Case#:	

MCI Category:	08. Engine	ERSA Related Details	
MCI Sub-Category:	08.03 Cummins	Is Coach Out of Service?	No
		Is Coach Down?	No
Detected at:	Post-Delivery		
Incident Date:	09/21/2015		
Complaint:	Engine exhaust gaskets failing. ISX engine 5 units have failed all around 100,000 miles		

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:	

Tread Details

Is Tread Report?	Yes	Tread Type:	Field Report
Date Noticed:	09/21/2015	Tread Category:	06. Engine and Engine Cooling System 10. Power Train

FCP / Campaign Details

Were FCPs discussed with customer ?	No
-------------------------------------	----

ERSA

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard?	No	Was Coach Towed?	No
Was "On Call" Tech called?	No		
Was "Wheeltimed" called?	No		
Does Operator have test equipment?	No		
Payment Type Discussed?	No		
<u>COACH DOWN LOCATION:</u>			

<p>Name of place:</p> <p>Mile marker, exit or cross street:</p> <p>Address:</p> <p>City or closest city:</p> <p>State/Prov.:</p> <p>Description of coach:</p> <p>Comments (re: location):</p>	<p><u>TOWING COMPANY:</u></p> <p>Company Name:</p> <p>Phone:</p> <p>Fax:</p> <p>Additional Phone:</p> <p>Address:</p> <p>City:</p> <p>State/Prov. & Zip:</p> <p>Payment type discussed ?</p>
<p><u>OUTSIDE REPAIR FACILITIES:</u></p> <p><u>FACILITY 1#</u></p> <p>Facility Name:</p> <p>Contact:</p> <p>Phone:</p> <p>Fax:</p> <p>Additional Phone:</p> <p>Address:</p> <p>City:</p> <p>State/Prov. & Zip:</p> <p>Comment:</p> <p>Payment type discussed ? No</p> <p>Does the customer require an associate , from MCI, to come to customer location ? No</p> <p>Does the customer require another coach ? No</p> <p>Was After Hours Emergency Part Ordered ? No</p>	<p><u>FACILITY 2#</u></p> <p>Facility Name:</p> <p>Contact:</p> <p>Phone:</p> <p>Fax:</p> <p>Additional Phone:</p> <p>Address:</p> <p>City:</p> <p>State/Prov. & Zip:</p> <p>Comment:</p> <p>Payment type discussed ? No</p>

[Follow Up & Comments](#)

Follow Up Details

Follow-up?

Comment Details

Attachments:

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 - GOLDEN GATE

**SFYD4500-1017-0405060809-00009
ISX EXHAUST PIPES 5-19-17.PDF**

**2012 - D4500 (10)
2015 - D4500 (4)
FIELD REPORT
06. ENGINE AND ENGINE COOLING**

From: "Katherine Talbot" <KTalbot@goldengate.org>
Date: May 19, 2017 at 1:49:48 PM MDT
To: "Joel Aguirre (joel.aguirre@mcicoach.com)" <joel.aguirre@mcicoach.com>
Cc: "Mona Babauta" <MBabauta@goldengate.org>, "Steve Miller" <SMILLER@goldengate.org>, "Nicole Gilardi" <NGilardi@goldengate.org>, "Keith Nunn" <KNunn@goldengate.org>
Subject: Letter RE: ISX Exhaust Pipe Failures

Hi Joel,

Please see the attached letter from Keith Nunn, Fleet and Facilities Superintendent.

Thank you,

-Katie

Katherine Talbot

Administrative Assistant, Bus Maintenance Department

Golden Gate Bridge, Highway and Transportation District

1011 Andersen Drive, San Rafael, CA 94901

Phone: (415) 257-4453 Fax: (415) 257-4411

E-mail: ktalbot@goldengate.org



ISX Exhaust Pipes 5-19-17.pdf

**SFYD4500-1017-0405060809-00009
ISX EXHAUST PIPES 5-19-17.PDF**

May 19, 2017

Joel Aguirre
Technical Solutions Manager
Motor Coach Industries
200 East Oakton Street
Des Plaines, Illinois 60018



Dear Joel:

This letter is to inform you of concerns we have regarding our fleet of 2012 and 2015 MCI D4500 coaches equipped with Cummins ISX engines.

To date, twenty-four coaches have experienced exhaust pipe failures causing customer complaints of fumes inside the coach.

The excessive exhaust leak is also a violation of California Air Resource Board emission regulations. Untreated exhaust gases raises the level of particulate matter and Nox released to the atmosphere.

The defective pipe has been updated, which leads me to believe that MCI recognizes the original pipe was inferior.

We would like MCI to provide the updated pipe under a campaign so we can prevent failures to the remainder of our fleet.

If MCI provides the updated pipe at no cost, we will absorb the labor to replace them.

If you have questions, please call me at (415) 257-4437. I look forward to hearing from you soon.

Sincerely, 

Keith Nunn
Fleet and Facilities Superintendent
Golden Gate Transit

c: Mona Babauta, Deputy General Manager, Bus Division
Steve Miller, Director of Maintenance, Bus Division
Nicole Gilardi, Senior Buyer

Attachment: Exhaust Pipe Failures

**SFYD4500-1017-0405060809-00009
ISX EXHAUST PIPES 5-19-17.PDF**

Transaction Date	Work Order	Location	V.I.N.	Mileage
4/12/2017		953	1M8PDMBA3CP	131,224
4/12/2017		970	1M8PDMBA4FP	66,900
3/29/2017		930	1M8PDMBAXCP	154,077
3/8/2017		929	1M8PDMBA8CP	150,065
2/23/2017		925	1M8PDMBA0CP	145,410
2/22/2017		930	1M8PDMBAXCP	151,598
2/13/2017		958	1M8PDMBA8FP	63,692
1/10/2017		960	1M8PDMBA1FP	58,078
1/9/2017		955	1M8PDMBA7CP	133,964
1/5/2017		933	1M8PDMBA5CP	138,379
10/24/2016		939	1M8PDMBA0CP	119,669
10/20/2016		927	1M8PDMBA4CP	130,123
10/3/2016		924	1M8PDMBA9CP	138,634
9/7/2016		967	1M8PDMBA9FP	50,556
9/1/2016		953	1M8PDMBA3CP	113,271
7/28/2016		925	1M8PDMBA0CP	139,973
5/16/2016		930	1M8PDMBAXCP	131,765
4/20/2016		948	1M8PDMBA1CP	120,633
4/14/2016		925	1M8PDMBA0CP	126,134
3/21/2016		953	1M8PDMBA3CP	101,629
1/25/2016		930	1M8PDMBAXCP	123,495
1/7/2016		925	1M8PDMBA0CP	118,314
4/27/2015		946	1M8PDMBA8CP	105,332
8/22/2014		929	1M8PDMBA8CP	129,358

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 AND 23 - 12737

MCI SERVICE REPORT for Unit: 12737

Status:

Open

Report Open Date:

01/02/2013

Report Closed Date:

Report No: XXXXXXXXXX

Full VIN: 1M8PDMBA3CPXXXXXXXXXX

Unit #: 12737

Make: MCI

Model: 102DL3/D4500

Model Year: 2012

Fleet No:

Mileage:

Engine: 2010 CUM ISX 11.9L

Transmission:

New Coach Delivery? No

Delivery Date: 07/16/2012

Metropolitan Council

Caller:

Jon Donovan [Manager]

952 974 3185

MCI Regional Information

Region: METROPOLITAN COUNCIL

Zone: Transit

IMG Member? No

Reported By: Robert Strangways

Type of Report: Technical Solution Manager

Caller Details

Caller is... External
 Name: Jon Donovan
 Phone: 952 974 3185
 Whom: Manager
 Fax:
 Email:
 Contact Type: e-mail

Contact

Contact 1 Name:
 Contact 1 Phone:
 Whom:

Company Details

Company Name: Metropolitan Council
 Account No: DXR02-12993859
 Parent Co. Name:
 Parent Account No:
 Phone: 651-602-1140
 Fax: 651-602-1464
 Address: 390 N. Robert Street
 City: St. Paul
 State/Prov. & Zip: MN 55101-1805
 Country: USA
 Territory No:

MCI Regional Information

Region: METROPOLITAN COUNCIL
 Zone: Transit

Title	Name	Title	Name
Regional Director	Terry Fordyce (630)220-6671	New Coach Sales Person	
Parts Solution Mgr.	Robert Strangways (281)460-2849	Used Coach Sales Person	
Technical Solution Mgr.	Robert Strangways (281)460-2849		

Issue Details

Schematic Index:
 Is Warranty Issue? Undetermined

Ladder Logic Index:
 OnTrac Case#:

ERSA Related Details

MCI Category:	08. Engine	Is Coach Out of Service?	No
MCI Sub-Category:		Is Coach Down?	No
Detected at:	Post-Delivery	Issue Escalation Details	
Incident Date:	12/28/2012	Escalate Issue?	No
Complaint:	Engine exhaust blanket had flames that were detected as the coach entered the garage, inspection showed that the exhaust pipe had cracked, see attached		

Trouble Shooting Details

Notes / Comments

Problem Code Details

Code Type:

Cause: cause of broken pipe not known

Causal Part No.

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

Correction: all damaged parts to be replaced

Recommendations: sister coaches are to be inspected

Tread Details

Is Tread Report? Yes Tread Type: Field Report

Incident Date: 12/28/2012 Tread Category: 23. Fire
(as reported by Customer)

06. ENGINE AND ENGINE COOLING SYSTEM

FCP / Campaign Details

Were FCPs discussed with customer ? Yes

FCP Discussion Comments :

Payment options have NOT been discussed !!!

ERSA Info

Are Passengers Onboard? No

Was "On Call" Tech called? No

Was "Wheeltimed" called?

Does Operator have test equipment? No

Payment Type Discussed? No

Was Coach Towed? No

COACH DOWN LOCATION:

Name of place:

Mile marker, exit or cross street:

TOWING COMPANY:

Company Name:

Phone:

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

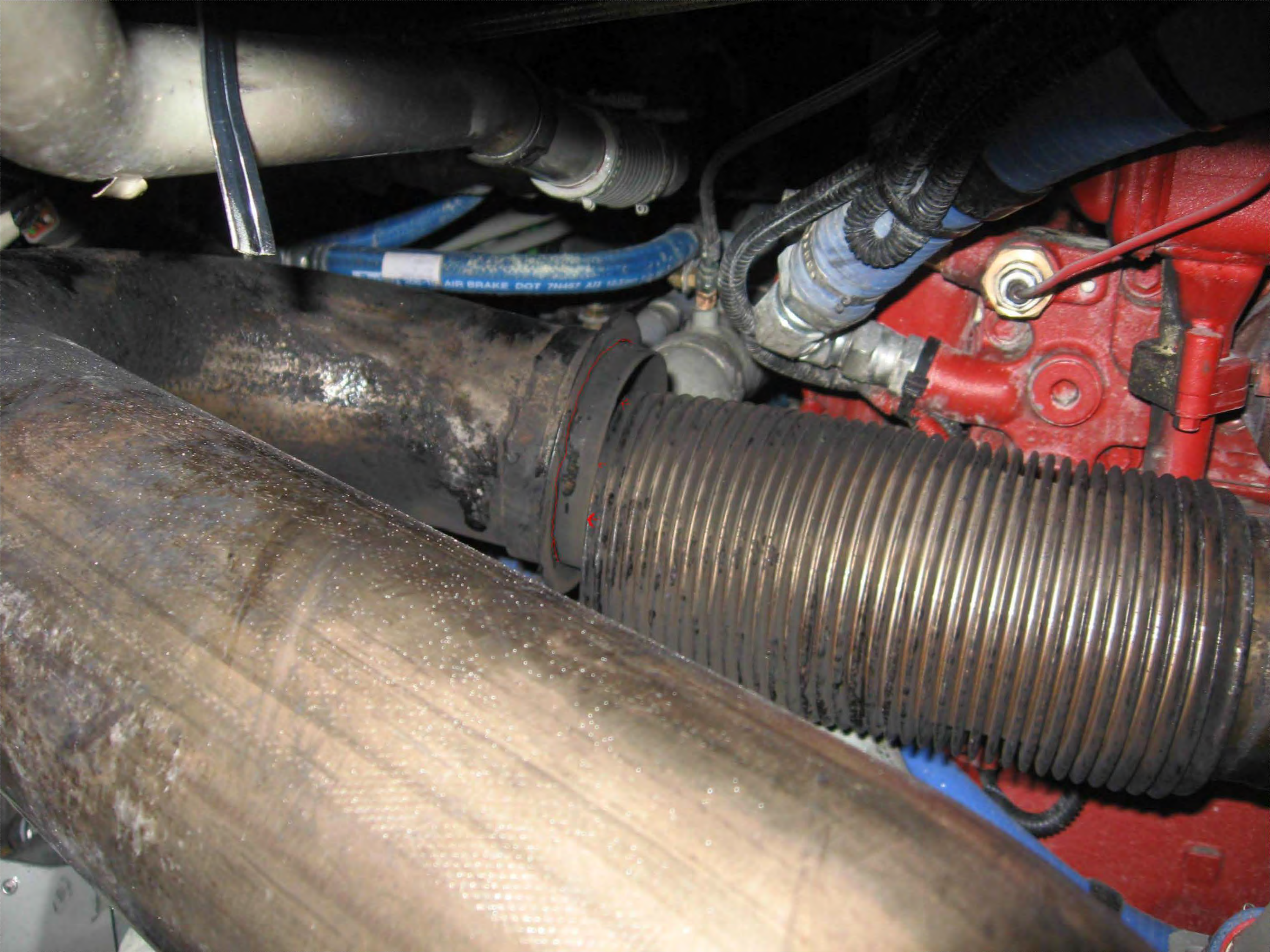
Robert Strangways, 1/2/2013 10:47:24 AM
 No damage occurred to the coach, the exhaust blanket was removed and pipe and blanket to be replaced

Attachments:



12737 exhaust pipe a.JPG 12737 exhaust b.JPG Southwest Metro Transit 12737.docx

Edit History





Good afternoon Bob,

This morning we had one of our 2012 MCI's (unit #237, VIN #12737, and 11,500 miles) parked in our garage after the completion of its morning route. After sitting for 1 – 2 minutes with the ignition power off, a fire developed in the LS rear engine compartment area, 12 inches behind the turbo. Luckily one of our technicians just happen to be working on another bus next to it and noticed a light coming from behind the rear side panel door. He grab a fire extinguisher when he realized it was flames, and extinguished it (total burn time was about 30 seconds). The insulation covering the turbo outlet pipe caught on fire. During our investigation it was determined that the fire was the result of a broken exhaust pipe (see attached photo's). I believe the exhaust leak, along with this engine having a dozer valve setup contributed to the problem.

Do you know if MCI has any recalls dealing with this potentially dangerous set up?

We were able to have the MCI warranty department find a replacement pipe and insulation jacket from the factory (none in stock) and they are shipping it to us on January 2nd.

As you can understand, being that this bus has fewer than 12,000 miles on it we are more then a little concerned.

The bus is out-of-service until we receive the parts.

Regards,

Jon Donovan

Vehicle Maintenance Manager

SouthWest Transit

14405 W. 62nd St.

Eden Prairie MN. 55346

952-974-3185 Direct Line

952-974-3192 Fax

RQ17-007

MCI

12-27-2017

REQUEST 4

MCI RESPONSE TO ODI

RQ17-007

FIELD REPORTS

6 AND 23 - 12740

DOI: 03/28/13
2012 D4500
12740
06. ENGINE AND ENGINE COOLING
23. FIRE

From: Justin Weiner [JWeiner@swtransit.org]

Sent: 03/28/2013 07:55 PM GMT

To: Robert Strangways; Dan Kemper; Terry Fordyce; Tom Wagner

Cc: Jon Donovan <JDonovan@swtransit.org>; Steve LaFrance <SLaFrance@swtransit.org>; Dave Jacobson <DJacobson@swtransit.org>

Subject: FW: Bus fire

Good Afternoon Bob,

This morning we had another bus fire on one of our 2012 MCI's (unit 240, VIN 12740 with 21,075 miles) while it was park in our shop. It is the exact same scenario as described below. We inspected this exhaust pipe as requested by MCI on 1/3/13 and it was OK. Again this could have been very dangerous if the technician would not have been near the bus and heard the fuel ignite and taken quick action to extinguish the fire.

We also recently found out another shop in the area that maintains three 2012 MCI's has had the same problem with these exhaust pipes cracking on all three of the MCI's that they maintain. Needless to say these events do not inspire confidence in our 2012 MCI's. One of these times we won't be so lucky to have a technician near the bus to deal with the fire and it will cause much more damage to the bus.

Regards,
Justin Weiner
Vehicle Maintenance Manager
SouthWest Transit

jweiner@swtransit.org
952-974-4386