

December 19, 2008

«Customer»
«attention»
«address»
«c», «s» «zip»

SUBJECT: SAFETY RECALL OF CARRIER DEFROSTER SPEED CONTROLLERS

Ref.: **NHTSA # 06V-241**
TRANSPORT CANADA # 06-173
MCI Service Bulletins 258B and 271B

Attention Owner:

This notice is a re-notification of an earlier notice sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and with the Canadian Motor Vehicle Safety Act - Notice of Safety Defects.

Motor Coach Industries, Inc. ("MCI") had previously sent notice to you that MCI had decided that a defect which relates to motor vehicle safety exists in certain MCI E, J, and D model coaches with Carrier defroster speed controllers. On coaches equipped with a slide switch to control the defroster blower speed, there is a speed controller for each of the two defroster fan motors. A defect may exist in the Carrier speed controllers such that the speed controller may fail and cause the fan motor to operate continuously in the "HIGH" speed mode, and the Carrier slide switch may fail to reduce or otherwise control the fan motor speed. As a result, the speed controller may overheat and result in a thermal event (i.e., smoke, fire).

The MCI coach models that may be affected by this defect are the following:

- E model with the following VIN's (inclusive): 62032-62075, 61777-61988, 61990, 61992-62075, 62096-62116, 62118-62266, 62273-62323, 62326-62351, 62354-62481, 62513-62779.
- J model with the following VIN's (inclusive): 61611-61775, 61777-61988, 61990, 61992-62075, 62096-62116, 62118-62266, 62273-62323, 62326-62351, 62354-62481, 62513-62779.
- D4000 and D4500 models (formerly D3 and DL3) with the following VIN's (inclusive): 55113, 55156-55161, 55163-55198, 55200-55202, 55204-55207, 55280-55329, 55358, 55574-55576, 55607-55637, 55639, 55686-55689, 55763, 55932-55937, 56186, 56208-56219, 56222-56262, 56298-56311, 56330-56350, 56352-56364, 56374-56378, 56428, 56452, 56455, 56479-56491, 56497-56521, 56530-56537, 56541-56553, 56591-56598, 56600-56661, 56663-56707, 56710-56713, 56795, 56818-56892, 56906-56925, 56944-57000, 57002-57004, 57006-57008, 57010-57012, 57014-57015, 57017, 57020, 57022, 57055, 57061-57063, 57067-57069, 57072-57145, 57192, 57219-57225, 57238-57242, 57244-57252, and 57289-57328.

MCI instituted a recall to replace the Carrier defroster speed controllers in all of the coaches listed above. MCI Service Bulletin 258B describes the procedures for properly replacing the Carrier defroster speed controllers in the E and J series coaches. MCI Service Bulletin 271B

describes the procedures for properly replacing the Carrier defroster speed controllers in the D series coaches.

MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall, and that the recall work on your vehicle(s) has not yet been performed:

«unit_number»

MCI strongly urges you to have the recall repairs performed on your vehicle(s) as quickly as possible.

In the interim, in the event an operator experiences the defroster fan motor(s) going to high speed without being controlled by the slide switch, **the coach should be stopped as quickly as it is safe to do so, and the power to the defroster motors should be disconnected following the outlined steps listed below:**

- 1- Immediately shut down the coach.
- 2- Position the main power disconnect switch to the OFF position.

NOTE: The coach must not be re-started without:

- 1- Removing the cover of the circuit breaker panel in the battery compartment.
- 2- Removing the power cable from the 40 amp circuit breaker labeled "Driver's Defroster".

In the event that the defroster fan motor(s) is (are) disconnected, the coach should not be driven in adverse conditions that might result in the windshield becoming fogged or otherwise unobstructed. In such event the coach must be placed out of service until the speed controllers have been replaced.

MCI will furnish the parts required for the speed controller replacements at no charge to you. MCI estimates that it will take approximately 1.5 hours to perform the required work on the E and J series coaches, and .5 hour on the D series coaches, as described in the enclosed a copy of Service Bulletins 258B or 271B. Upon completion of the retrofit to the unit(s) listed above and MCI's receipt of the replaced modules and a completed Warranty Claim Form, MCI will credit the appropriate labor allowance amount to your MCI parts account. Submittal of MCI Warranty Claim Forms may be completed on MCI's website at <http://fleetsupportiw.mcicoach.com/iwarranty/signon> (click on Customer Care System), or a photocopy of the Warranty Claim Form found in the Warranty Manual can be mailed / faxed to the MCI Warranty Department. Please refer to your OWNER LIMITED WARRANTY MANUAL for more detailed information. Customers may submit only one (1) MCI Warranty Claim Form per coach for this recall.

ONLY 1 CLAIM CAN BE CHARGED AGAINST THE COACH VIN NUMBER.

If you have any questions about this recall campaign, you may contact the MCI Customer Service Line at 1-800-241-2947.

After contacting MCI Customer Service, if you are still unable to have the safety defect remedied without charge and within a reasonable time, you may submit a complaint:

For the U.S.:

The Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE.,
Washington, DC 20590;

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

For Canada:

Road Safety and Motor Vehicle
Regulation Directorate
Transport Canada
Tower C, Place de Ville
330 Sparks Street
Ottawa, Ontario
K1A 0N5

or call the Transport Canada's Information Centre at 1-800-333-0371.

If you are the lessor of the vehicle(s) identified above, Federal law requires that you forward this notice by first class mail to the most recent lessee(s) known to you, within ten days of your receipt of this notice.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact the MCI Customer Service Line at 1-800-241-2947 with all of the information you have regarding the current owner/operator of the vehicle(s), so that we can ensure that the vehicles are corrected.

If you had your vehicle repaired for this condition prior to receipt of this notice and incurred any costs, you may be eligible for reimbursement. Please contact the MCI Customer Service Line at 1-800-241-2947 for further information in that regard.

We regret the inconvenience this may cause you, but urge you to have your vehicle(s) repaired as soon as possible for your added safety and satisfaction.

Motor Coach Industries apologizes for any inconvenience this may cause, but urges you to implement the Field Change Program as soon as possible.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosures: Service Bulletins 258B and 271B



Service Bulletin No. 258B

MODEL	TYPE	SECTION/GROUP	DATE
E / J Series Coaches	Field Change Program	16--HVAC	Aug. 14, 2006
SUBJECT			
CARRIER DEFROSTER SPEED CONTROLLERS			
CONDITIONS			



NOTE

THIS BULLETIN SUPERCEDES FIELD SERVICE BULLETIN 258 IN ITS ENTIRETY.

Ref. NHTSA Recall No.: 06V-241

Ref. Transport Canada Recall No.: 06-173

Description:

Motor Coach Industries, Inc. ("MCI") has decided that a defect which relates to motor vehicle safety exists in certain MCI E, J, and D model coaches with Carrier defroster speed controllers. On coaches equipped with a slide switch to control the defroster blower speed, there is a speed controller for each of the two defroster fan motors. A defect may exist in the Carrier speed controllers such that the speed controller may fail and cause the fan motor to operate continuously in the "HIGH" speed mode, and the Carrier slide switch may fail to reduce or otherwise control the fan motor speed. As a result, the speed controller may overheat and result in a thermal event, (ie. smoke, fire).

The MCI coach models that may be affected by this defect are the following:

-E model with the following VIN's (inclusive): 62032-62075, 62096-62116, 62118-62266, 62273-62323, 62326-62351, 62354-62481, 62513-62779.

-J model with the following VIN's (inclusive): 61610-61775, 61777-61988, 61990, 61992-62075, 62096-62116, 62118-62266, 62273-62323, 62326-62351, 62354-62481, 62513-62779.

-D4000 and D4500 models (formerly D3 and DL3) with the following VIN's (inclusive): 55113, 55156-55161, 55163-55198, 55200-55202, 55204-55207, 55280-55329, 55358, 55574-55576, 55607-55637, 55639, 55686-55689, 55763, 55932-55937, 56186, 56208-56219, 56222-56262, 56298-56311, 56330-56350, 56352-56364, 56374-56378, 56428, 56452, 56455, 56479-56491, 56497-56521, 56530-56537, 56541-56553, 56591-56598, 56600-56661, 56663-56707, 56710-56713, 56795, 56818-56892, 56906-56925, 56944-57000, 57002-57004, 57006-57008, 57010-57012, 57014-57015, 57017, 57020, 57022, 57055, 57061-57063, 57067-57069, 57072-57145, 57192, 57219-57225, 57238-57242, 57244-57252, 57289-57328.

MCI is instituting a field change program to replace the Carrier defroster speed controllers in all of the coaches listed above. This bulletin describes the procedures for properly replacing the Carrier defroster speed controllers in the E and J models.

MCI's Service Bulletin 271B describes the procedures for properly replacing the Carrier defroster speed controllers in the D series coaches.

In the interim, MCI is instructing customers that in the event an operator experiences the defroster fan motor(s) going to high speed without being controlled by the slide switch, the coach should be stopped as quickly as it is safe to do so, and the power to the defroster motors should be disconnected following the outlined steps listed below:

- 1- Immediately shut down the coach.
- 2- Position the main power disconnect switch to the OFF position.

NOTE: The coach cannot be re-started without:

- removing the cover of the circuit breaker panel in battery compartment,
- removing the power cable from the 40 Amp circuit breaker labeled "Drivers Defroster".

In the event that the defroster fan motor(s) are disconnected, the coach should not be driven in adverse conditions (causing fogging of the windshields) that would require the defroster motor(s) to maintain a clear, unobstructed view. The coach must be placed out of service.

Qty.	Old P/N	New P/N	Description
2	16-14-1288		Control-Speed, Defroster
1		07-14-2363	MCC Motor Drive PWM Installation Kit
			<i>Kit Contents are:</i>
2		07-08-1860	Module - Motor Drive
1		07-12-1915	Harness - Evap., Driver
10		19-11-258	Tyrap
1		19-11-1403	Plug, 5 Way
1		19-11-796	Plug, Blanking
4		19-1-609	Screw
1		19-3-223	Nut
1		19-11-1356	Connector
1		19-11-1358	Connector, 6M, D

Service Procedure:**General notes**

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Turn the main battery disconnect switch to the OFF position.
2. Remove the stepwell panel and place aside to be re-installed at a later step in this procedure.
3. Position the motor drive module (p/n 07-08-1860) on the access panel in the location shown in Figure 1.
Using the side edge of the motor drive module, trace the outline with a marker.

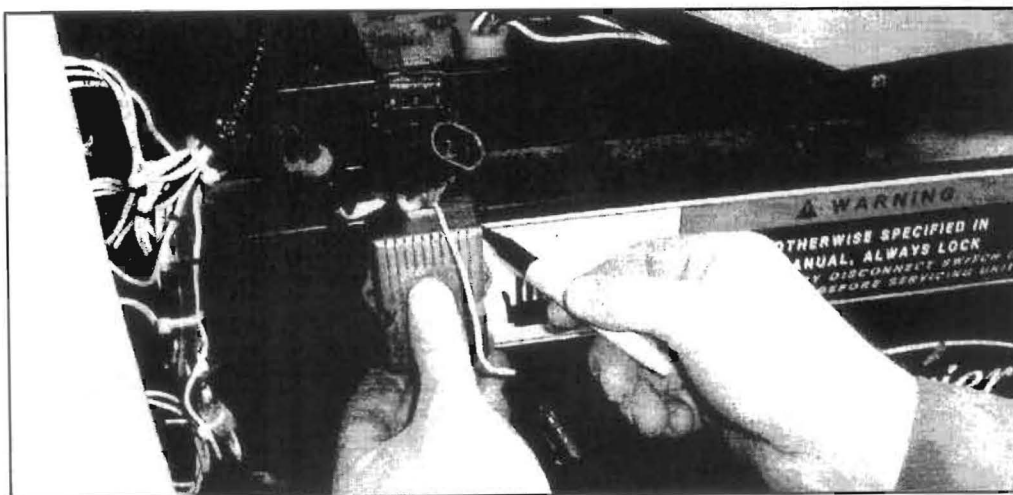


Figure 1.

4. Remove the access panel and place on a workbench. Align the motor drive module with the outline mark made in Step 3. Using a 11/64 inch drill bit, drill pilot holes in the access panel using the motor drive module holes as a template (Figure 2). Using a 13/64 inch drill bit, re-drill the holes.
5. Using the screw (p/n 19-1-609) and nut (p/n 19-11-223) in the Parts list, mount the motor drive module to the access panel with the pan head of the screw orientated to the interior of the panel (Figure 3).

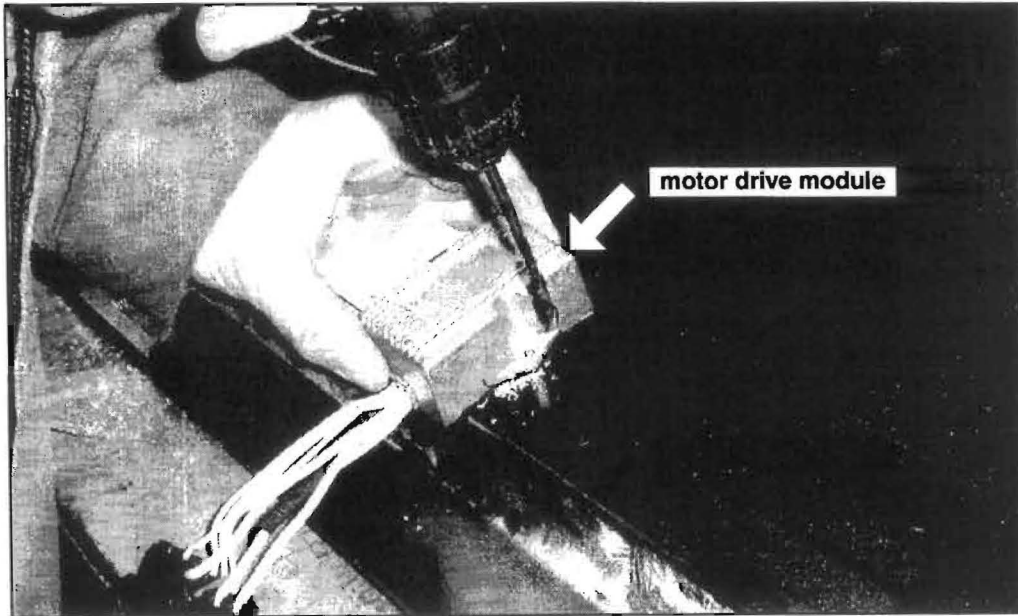


Figure 2.

6. Repeat Steps 4. and 5. for the second motor drive module (Figure 3).

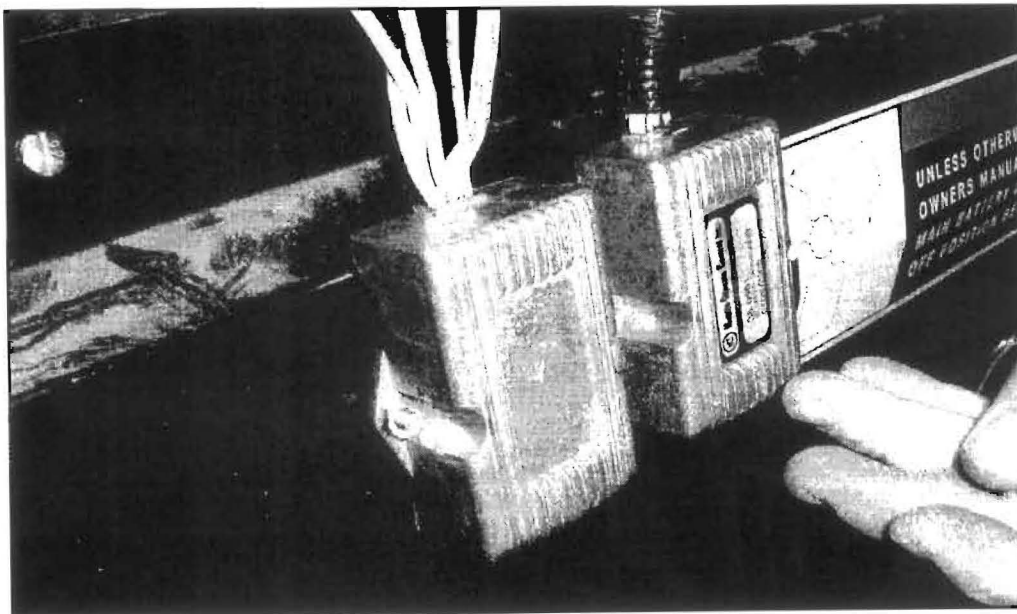


Figure 3.

7. Disconnect the three connectors leading to each of the existing control modules. Drill out the two rivets holding the existing modules in place. Remove and retain the existing modules, **as they are required to be returned to MCI**. Connect the two wire receptacles from the coach harness directly to the motor plugs (Figure 4).
8. Using tyrapas (p/n 19-11-258), tie back the single wire plugs on the disconnected coach harnesses.

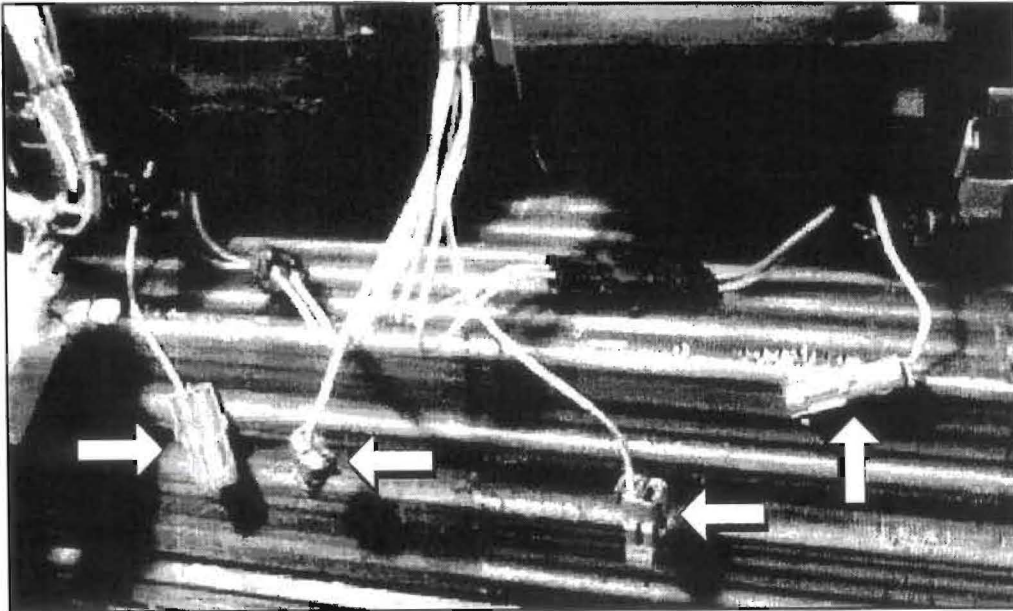


Figure 4.

9. Disconnect the round 5-pin Deutsch plug (Figure 5) (if applicable).
10. Align and re-install the access panel (Figure 5).

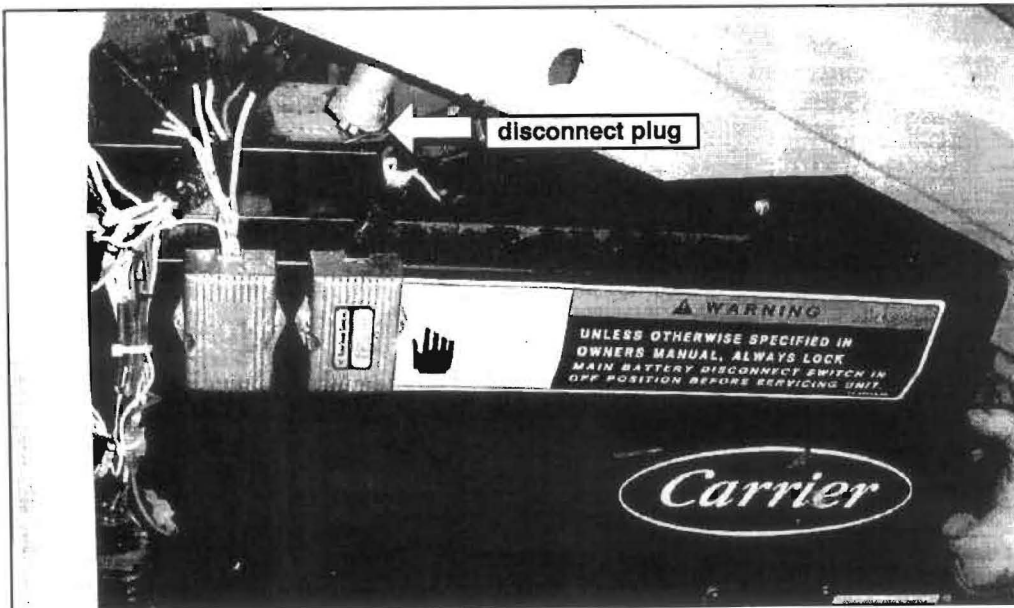


Figure 5.

11. Remove the upper, rubber cover from the top of the instrument panel.

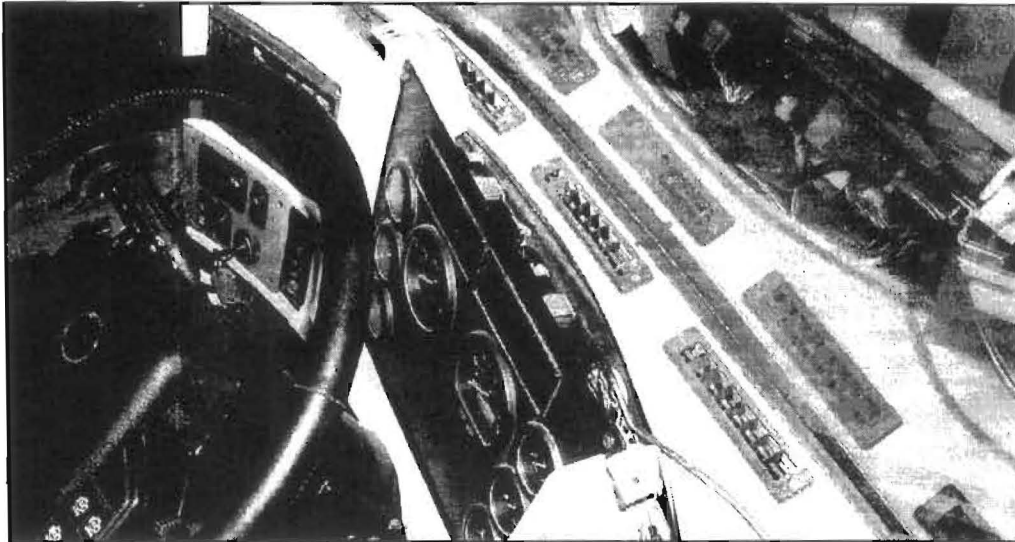


Figure 6. Instrument panel with upper, rubber cover removed.

12. Using an 5/64 inch Allen key, remove the upper, LH dash panel from the instrument panel.
13. Route the driver evaporator harness (part number 07-12-1915) from the upper, LH dash panel area to the stepwell area, behind the instrument panel.
14. On a workbench, insert the blanking plug (p/n 19-11-796) into Pin E of the 5-pin Deutsch connector plug (part number 19-11-1403). Load the open red and black leads from the appropriate motor drive module into the 5-pin Deutsch connector plug, in the locations shown in Figure 7.

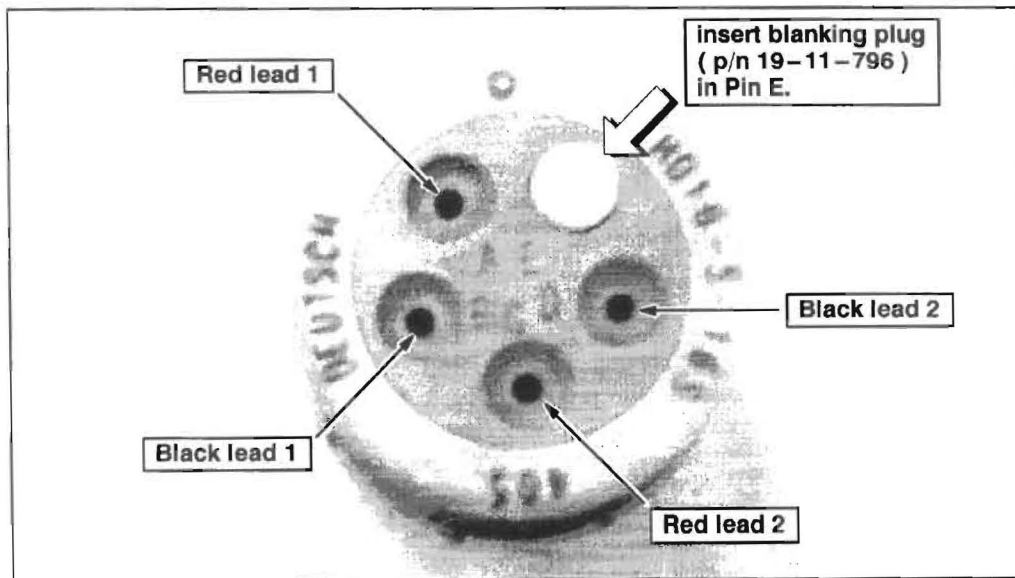


Figure 7. Plug (p/n 19-11-1403).



NOTE

If the coach is not equipped with round 5-pin Deutsch plug (refer to Step 9.), connectors 19-11-1356 and 19-11-1358 have to be utilized, replacing the 5-pin Deutsch connector plug (part number 19-11-1403). When loading the open red and black leads, locations A, B, C, D, E will be replaced with locations 1, 2, 3, 4 and 5.

15. Load the open orange and brown leads into the driver evaporator harness connector, as shown in Figure 8.

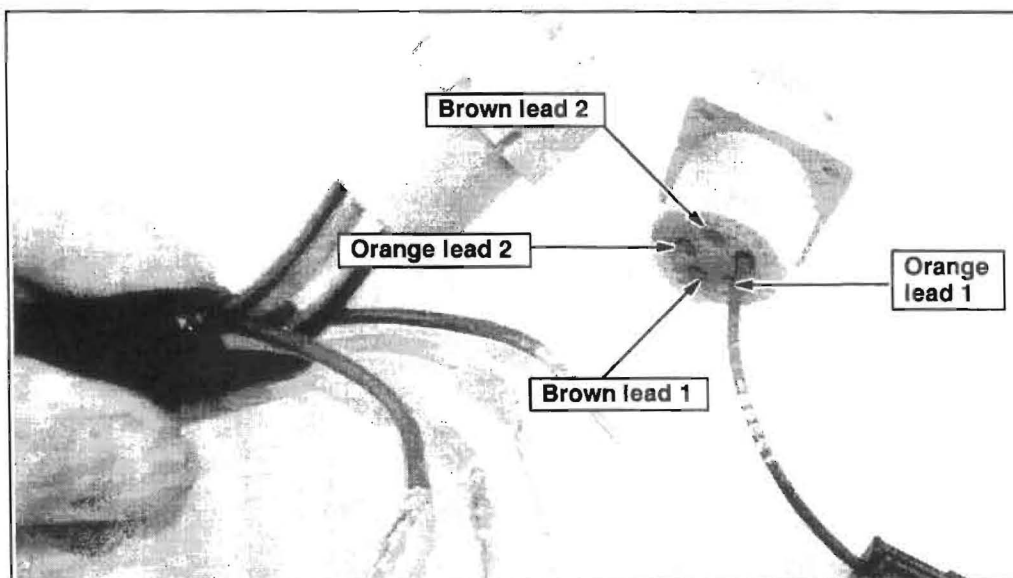


Figure 8.

16. Connect the 5-pin Deutsch connector plug to the driver's evaporator unit (Figures 9 and 10). Connect the driver evaporator harness connector to the defroster box power supply (Figure 9).

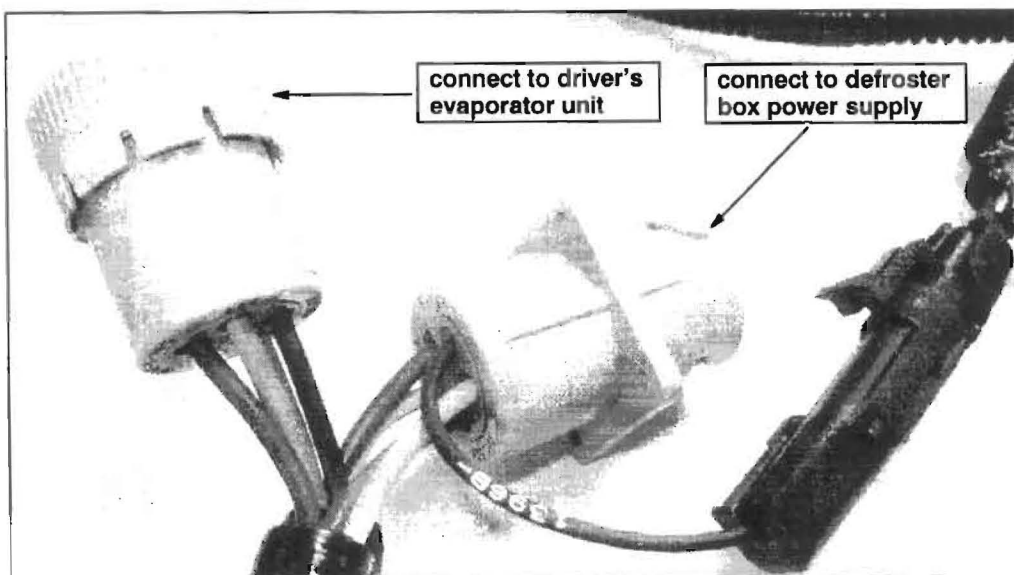


Figure 9.

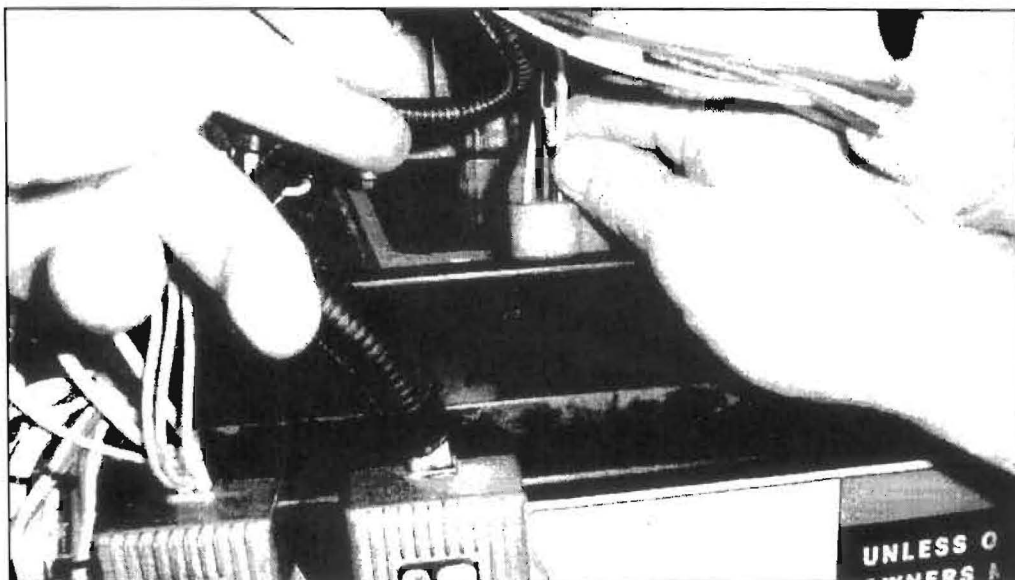


Figure 10.

17. Using tyrap (part number 19-11-258), bundle the harnesses and wires (Figure 11).

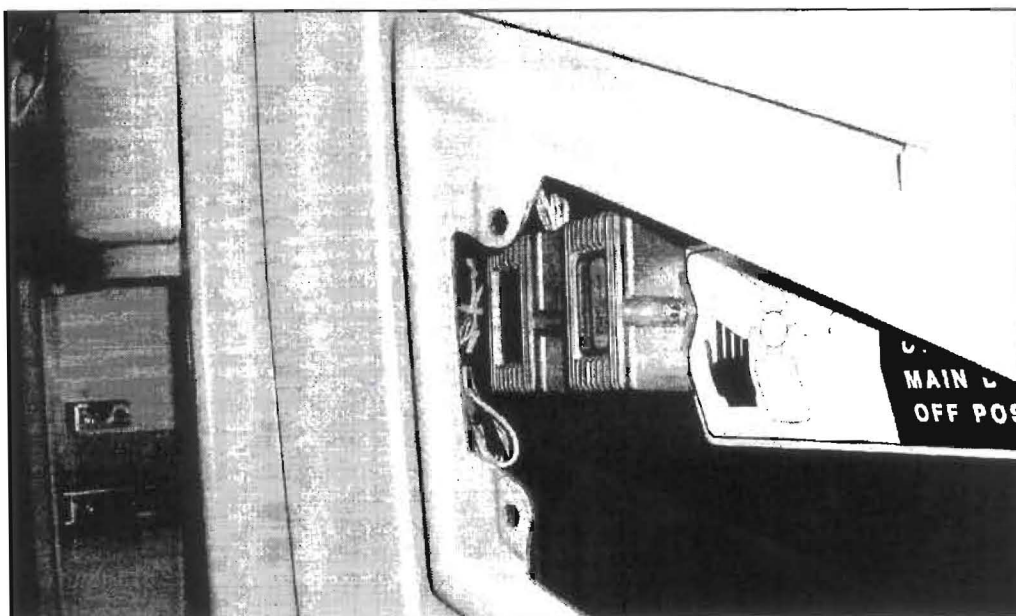


Figure 11.

18. Re-install the stepwell panel.



NOTE

Access to the top, roadside mounting stud for the stepwell panel will be blocked by the new motor drive module installation. Access can be gained through the driver's drawer (Figure 11).

19. Disconnect the defrost slide switch harness from the dash harness. Connect the harness (p/n 07-12-1915) to the defrost slide switch harness and the dash harness (Figure 12).

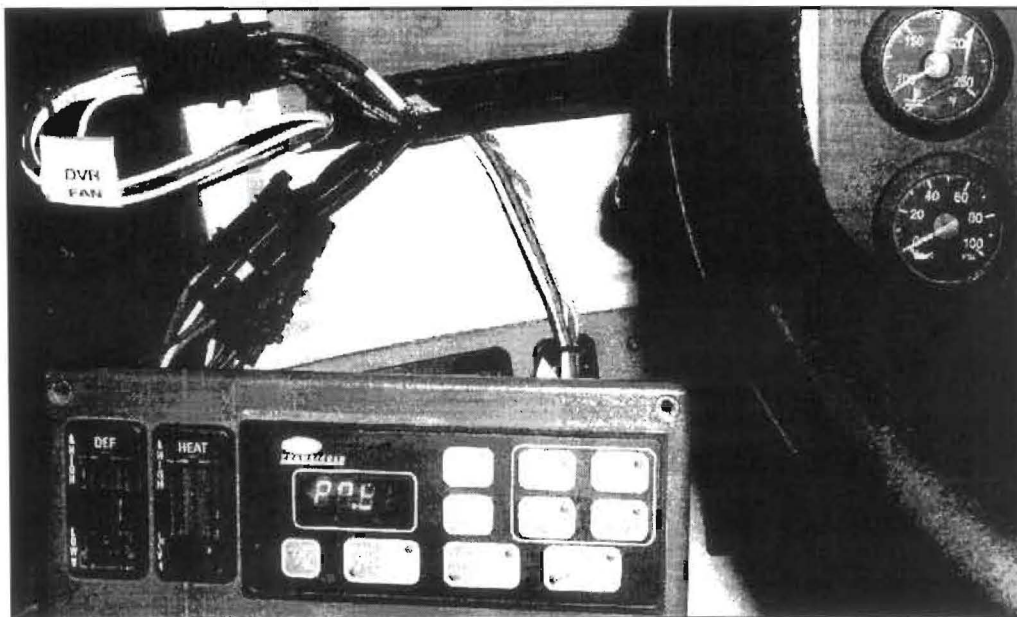


Figure 12.

20. Connect the 4-pin weatherpacks of the driver evaporator harness to the 4-pin weatherpacks on the motor drive modules.



NOTE

The order of connecting the 4-pin weatherpacks does not matter.

NEW SET-UP

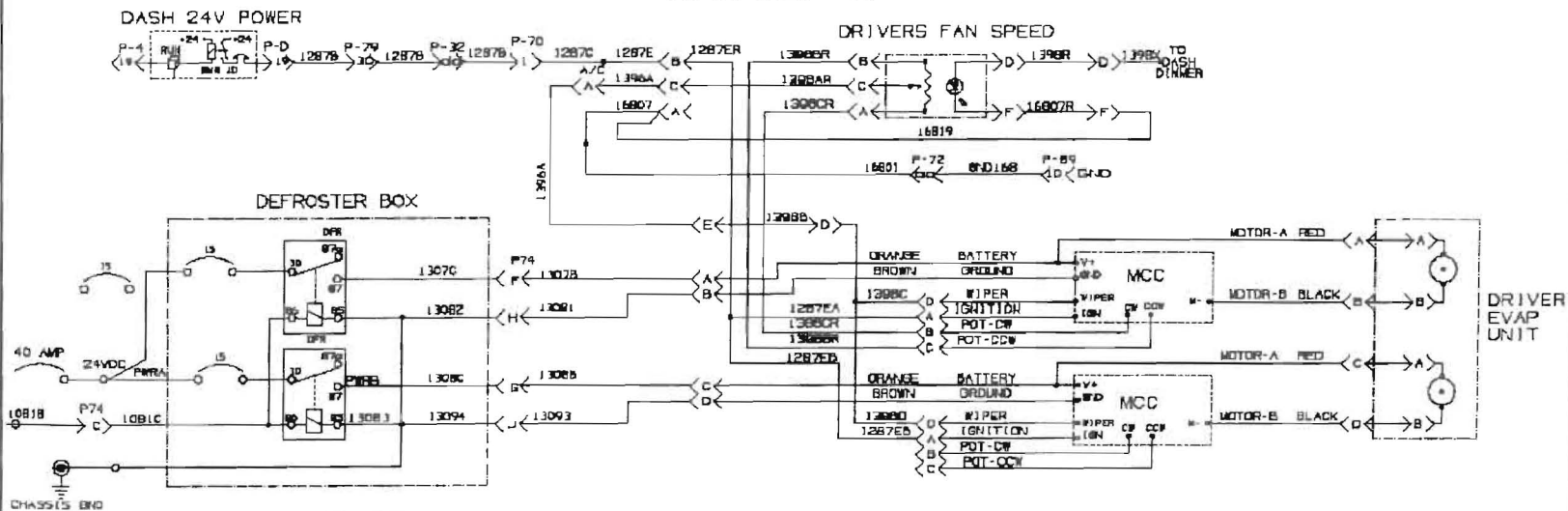


Figure 13. Schematic.

21. Turn the main battery disconnect switch to the ON position.
22. Start up the coach.
23. Move the defrost slide switch up and down, ensuring both defroster motors are functioning.
24. Shut down the coach.
25. Turn the main battery disconnect switch to the OFF position.
26. Re-install the rubber cover on the instrument panel.

Procedure complete.

Mail or fax the completed warranty claim form to MCI's warranty department, or photocopy and mail it 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 1.5 hours will be granted for the procedure of installing the specified part(s) in this bulletin on E4500 / J4500 model coaches.

ONLY 1 CLAIM (SB258 OR SB258B) CAN BE CHARGED AGAINST THE COACH VIN NUMBER.

NO PAYMENT WILL BE ISSUED BY MOTOR COACH INDUSTRIES FOR SB 258B UNTIL THE FOLLOWING TWO ITEMS HAVE BEEN RECEIVED BY MCI.

- 1. THE COMPLETED WARRANTY FORM,**
- 2. THE EXISTING CONTROL MODULES.**

This labor allowance will be credited to your MCI Fleet Support Parts Account on receipt of a "Warranty Claim Form" as detailed in your Owner Warranty manual.

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.

Printed in Canada