



MOTOR COACH
INDUSTRIES

December 17, 2008

«Company_Name»
«Addr_1»
«City», «State» «Zip»
«Country»
«Attention»

**SUBJECT: ZF FRIEDRICHSHAFEN AG, ("ZF") SOFTWARE UPDATE
CAMPAIGN DUE TO CELL PHONE AND RADIO INTERFERENCE**

Ref.: ZF NHTSA #06E100
MCI NHTSA #08V-603
TRANSPORT CANADA # 08-404
MCI Service Bulletin 308

Attention Owner:

This notice is 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) has decided that a defect which relates to motor vehicle safety exists in certain 2002-2008 D4005 and D4505, and certain MY 2001-2008 E4500 and J4500 coaches equipped with the ZF ASTRONIC transmissions. This decision was based on information provided by ZF Friedrichshafen AG.

ZF has reported to MCI that there is a potential for the ZF ASTRONIC shift selector to malfunction as the result of cellular phone, PDA, radio interference, improper radio antenna or power supplies being within the ZF recommended 20 inches/50 cm minimum distance from the touch pad shift selector. When this happens, the shift selector may move into reverse without driver knowledge, increasing the risk of a crash.

As the shift selector controls the shifting function electronically, the shift selector design cannot shield against all transient digital and analog signals if the device is within the ZF recommended 20 inches/50 cm minimum distance from the touch pad shift selector. Therefore, ZF has created a software update that protects against the potential for transient analog or digital signal interference.

To avoid these types of interference, ZF and MCI strongly recommend that cellular phones, PDAs, radios capable of transmitting, antennas or power supplies all be kept a minimum of 20 inches/50 cm away from the touch pad shift selector. (AS Tronic manual - 1337.758101)

In addition, MCI requests that customers participate in the attached Field Change Program on identified MCI coaches and follow the prescribed remedies in the attached MCI Bulletin 308.

MCI records indicate that you are the owner or operator of the following unit(s) included in this recall:

«Unit_Number»

If you have any questions about this recall campaign, you may contact the MCI Customer Service Line toll free 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.

Sincerely,

Motor Coach Industries
Warranty Department



Service Bulletin No. 308

MODEL D / E / J Series Coaches	TYPE Field Change Program	SECTION/GROUP 13 – Transmission	DATE Dec.16, 2008
SUBJECT ZF SOFTWARE UPDATE CAMPAIGN FOR CELL PHONE & RADIO INTERFERENCE			
CONDITIONS			

Ref. ZF NHTSA Recall No.: 06E–100

Ref. NHTSA MCI Recall No.: 08V–603

Ref. Transport Canada MCI Recall No.: 08–404

Description:

ZF Friedrichshafen AG ("ZF") has reported to Motor Coach Industries ("MCI") that there is a potential for the ZF ASTRONIC shift selector to malfunction as the result of cellular phone, PDA, radio interference, improper radio antenna or power supply installation. When this happens, the shift selector may move into reverse without driver knowledge, increasing the risk of a crash.

ZF has created a software update that protects against the potential for transient analog or digital signal interference that can cause the transmission shift selector to move into the reverse gear without driver knowledge.

Refer to attached ZF Service Information Bulletin No. 08_19 for additional details.

Corrective Action for unit numbers 54360 to 56558 and 61564 to 63068:

MCI strongly encourages owners of (1) D model coaches equipped with a ZF transmission between the range of, and including, unit numbers 54360 to 56558, and (2) E / J model coaches equipped with a ZF transmission between the range of, and including, unit numbers 61564 to 63068, to contact their MCI Product Support Specialists (PSS) or their local MCI Service Center at the earliest opportunity to schedule an appointment to have the neutral safety switch removed, if required. Upon removal of the neutral safety switch, MCI will download the new ZF software program and apply a decal beside the touch pad shift selector warning that cellular phones, PDAs, radios capable of transmitting, antennas or power supplies must be kept a minimum of 20 inches/50 cm away from the touch pad shift selector. (AS Tronic manual – 1337.758101)

To ensure successful downloading of the new ZF software program, the neutral safety switch must first be removed. (N.B. – The neutral safety removal is unrelated to the defect. It is required to allow the software upgrade to work correctly. The function of the neutral safety switch is now controlled by the ZF software.)

Corrective Action for unit numbers 56559 to 58713 and 63069 to 64987:

MCI strongly encourages owners of (1) D model coaches equipped with a ZF transmission between the range of, and including, 56559 to 58713 and (2) E / J model coaches equipped with a ZF transmission between the range of, and including, unit numbers 63069 to 64987 contact their local authorized ZF Service Facility or MCI Service Center to download the new ZF software program and have a decal applied beside the touch pad shift selector warning that cellular phones, PDAs, radios capable of transmitting, antennas or power supplies must be kept a minimum of 20 inches/50 cm away from the touch pad shift selector. (AS Tronic manual – 1337.758101)

Parts

Qty.	New P/N	Description
1	07-08-2789	Decal, No Cell Phone

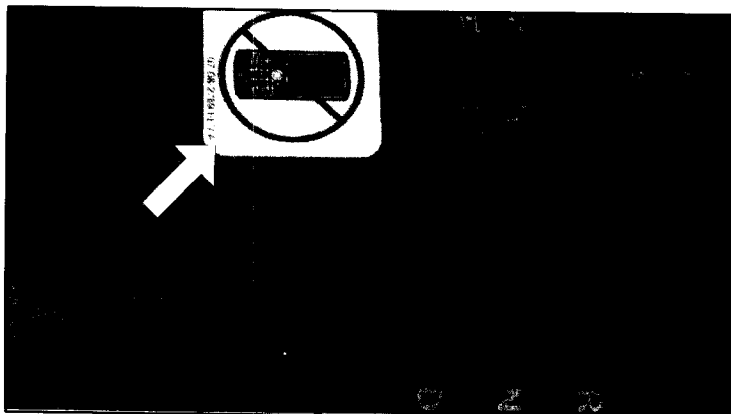


Figure 1. NO cellular phone decal.

Service Bulletin No. 308

DATE DEC. 16, 2008 PAGE 2

Authorized ZF Service Facilities to perform MCI FCP Service Bulletin 308

ZF Dealer	Street	City	St./Pr.	Phone
Harbor Diesel & Equipment, Inc.	537 West Anaheim Street	Long Beach	CA	(562) 591-5665
Cummins Rocky Mountain, LLC	8211 East 96th Avenue	Henderson	CO	(303) 927-2220
Precision Transmission, Inc.	4821 Waycross Road	Ft. Myers	FL	(239) 693-7477
Republic Diesel	865 Nandino Boulevard	Lexington	KY	(859) 255-2356
Frontier Truck Parts	2019 Chicago Drive	Wyoming	MI	(616) 241-2110
Foley Inc.	833 Centennial Avenue	Piscataway	NJ	(732) 885-8254
Cleveland Brothers Equipment Co., Inc.	100 Smith Drive	Cranberry	PA	(724) 776-1400
Precision Transmission, Inc.	159 Discovery Drive	Colmar	PA	(215) 822-8300
Camerota Truck	186 Universal Drive	North Haven	CT	(203) 782-0360
Camerota Truck	565 Route 3A	Bow	NH	(603) 228-9343
Camerota Truck	35 Washington Street	Westborough	MA	(508) 366-2079
Cummins Southern Plains, Ltd.	7045 N. Loop East	Houston	TX	(713) 679-2220
Cummins Southern Plains, Ltd.	2615 Big Town Blvd.	Mesquite	TX	(214) 321-5555
Cummins Southern Plains, Ltd.	6226 Pan Am Expressway N.	San Antonio	TX	(210) 655-5420
Bowers Driveline	22221 70th Avenue South	Kent	WA	(253) 872-7800
ZF Sales & Service	777 Hickory Hill Drive	Vernon Hills	IL	(847) 478-6868
ZF Sales & Service	777 Hickory Hill Drive	Vernon Hills	IL	(847) 478-6868
The Gear Centre, Ltd.	7170 Blackfoot Trail S.E.	Calgary	AB	(403) 252-3680
The Gear Centre, Ltd.	14605 -116 Avenue	Edmonton	AB	(780) 452-6933
Tarten Equipment, Ltd.	6199 Shawson Drive	Mississauga	ON	(905) 670-1704

Authorized MCI Fleet Support Service Centers to perform MCI FCP Service Bulletin 308

MCI FLEET SUPPORT SERVICE CENTERS

Illinois
10 E. Golf Road
Des Plaines, IL 60016
800-743-3624

Ohio
Major Repair Center
219 West Campbell Street
Loudonville, OH 44132
877-754-4404

New Jersey
14 Harmon Drive
Blackwood, NJ 08012
800-262-1287

New Jersey
1599 Albany Avenue
Atlantic City, NJ 08401
800-263-1041

Texas
9787 Clifford Drive
Dallas, TX 75220
800-248-4942

Tennessee
215 Maddox Simpson Pkwy
Lepanto, TN 37090
800-927-5041

Florida
3718 LB McLeod Road
Orlando, FL 32805
800-390-0287

California
10850 Portal Drive
Los Alamitos, CA 90720
800-777-4101

CANADA
1400 Barre Street
Montreal, QC H3C 1N4
800-663-3328

MCI PRO-SUPPORT

STANDING BESIDE YOU. ALL THE WAY.

Procedure complete.

Printed in Canada

Any questions concerning FCP 308 should be directed to the MCI Fleet Support Technical Center at 1-800-241-2947 or your local MCI Product Support Specialists (PSS)

Field Change Program Conditions:

The only part required for this change is the 07-08-2789 Decal.

Labor will be provided by ZF or MCI at no charge, as specialized programming equipment is required to perform this campaign.

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.



SERVICE INFORMATION

No. 08_19

Date: 2008-07-01

Page 1 of 3

ASTRONIC

Product, Transmission, Auxiliary Unit

1337, 1348

Model

Software

Assembly group

All

ZF Services

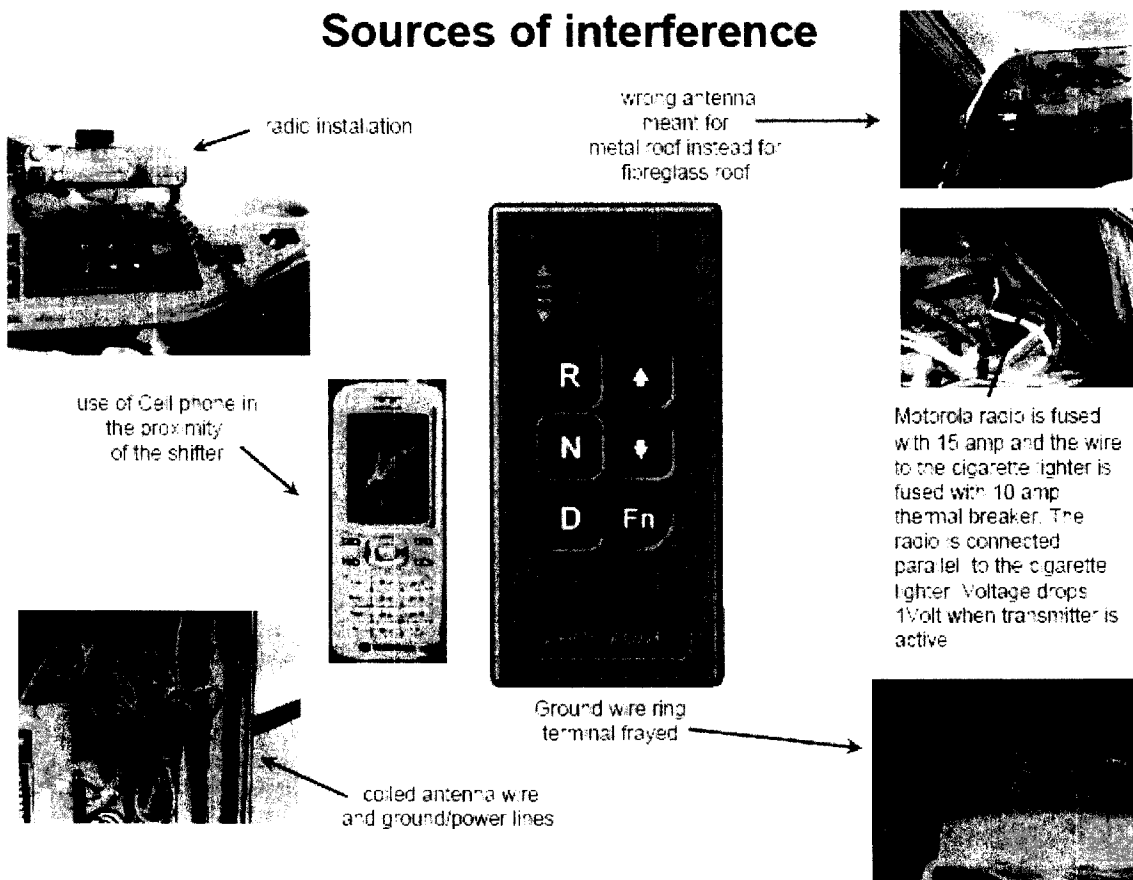
MCI

OEM/Customer

Software Update campaign because of cell phone and radio interference (NHTSA no.06E100)

It has been identified, that there is a potential for the ASTRONIC shift selector to malfunction as a result of cell phone or radio interference, improper radio, antenna and power supply installation beyond the automotive requirements. For this malfunction to occur, a GSM network cell phone or a Blackberry (PDA) must be placed on or in the proximity of the touch pad of the Arens shifter.

Sources of interference



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i.A. Schenk

Approved: i.V. Schenk

Checked: i.V. Leibinger

Dept. LKS-T

++49 7541 - 77 55 52

Fax ++49 7541 - 77 90 55 52

Email: wolfgang.ammann@zf.com

Customer Service / After Sales Technical Service for Truck and Bus Driveline Technology

Delivery Address: ZF Friedrichshafen AG, Zeppelin-Werftgelände 70, 88045 Friedrichshafen, Germany



Engine – Transmission – Software Overview:

Current Spec. List *)	NEW Spec. List *)	Current Software number	NEW Software number	Engine
1337 030 005	1348 035 007	6009 374 517	6009 374 771	CAT C-13
	1348 035 002		6009 397 127	CAT C-13
1337 030 004	1348 035 008	6009 374 268	6009 374 789	CAT C-12
1337 030 001	1348 035 006	6009 374 503	6009 374 770	DDV S60
1337 030 001	1348 035 006	6009 374 248	6009 374 770	DDV S60
1337 030 001	1348 035 006	6009 374 583	6009 374 770	DDV S60
	1348 035 003		6009 397 126	DDECVI and Cummins

*) (no exchange of the type plate required, spec. lists are electronically replaced in the ZF data system)

Damage coding:

Damaged part		Damage *)		
Designation	Item number	Location	Type	Cause
Software	6008 298 029	000	536 (re-work)	083 (preventive modification)

*) = acc. catalog "Damage coding" no. 1200 754 101b (English)

Necessary action: Reprogramming of the ASTRONIC Software, update on all MCI coaches in the field prior to ZF transmission serial no.: **515993**

Software modification:

- a) Default to N for false D or R request - to avoid the potential for unintentional change in vehicle direction
- b) 10 speed to 12 speed (for pre 2007 emission engines) - to improve vehicle start availability
- c) Upgrade existing 12 speed (for 2007 emission engines)
- d) Engine over-speed protection in manual mode - to prevent engine damage
- e) Avoid possibility to be stuck in 7th gear due to "gear butting"

Additional information: Neutral switch campaign → **MCI**
 - a rework of the MUX program and rewiring of the coach may be necessary to accept the new transmission software → **MCI**
 (before reprogramming get in touch with MCI)

**Exchange of approx. 20 upper parts of the GS3 → ZF S&S**

- due to software compatibility issues
old TCU no. (on the WABCO type plate): 6009 274 054
(needs to be replaced by 6009 098 001)
new TCU no. (on the WABCO type plate): 6009 274 069/080
(no change required)

Exchange of approx. 300 shifters → ZF S&S

- due to software compatibility issues because of 2 and 3 digit error
code identification → ZF S&S
bus production date: 2001 - 2004 (old shifter) 0501 212 979
(needs to be replaced by 0501 214 599)
bus production date: 2004 - present (new shifter) 0501 214 599
(no change required)

Installation of a warning sticker onto the dashboard area

- to avoid any malfunction due to the use of electronic
equipment (ZF part no.: 1348 753 101)

Volume of busses:	Approx. 2500
Country:	North America
Start of campaign:	July 2008
End of campaign:	open
Responsibility:	MCI in cooperation with the ZF S&S network
Reporting:	MCI will support with coach and fleet location overview, this overview must be exchanged once a month to report to the NHTSA

Validity: This Service Information is valid from 2008-07-25 for an unlimited period