



**MOTOR COACH
INDUSTRIES**

September 19, 2011

«Customer_Name»
ATTENTION: TECH SERVICE DEPT/MAINT
«Address»
«Address_2»
«City», «State» «Zip»
«ctry»

SUBJECT: SAFETY RECALL OF CERTAIN 2011 MCI J & E MODEL COACHES WITH CUMMINS ISX 11.9 DIESEL ENGINES

Ref.: **NHTSA (MCI) # 11V-457**
NHTSA (CUMMINS) # 11E-031
MCI Service Bulletin 364

Attention Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Motor Coach Industries, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain 2011 MCI J and E model coaches equipped with a Cummins ISX 11.9 diesel engine. Cummins reports that the V-Band clamp assembly, Cummins part numbers Q187684, Q187685, and Q187686, used to connect the inlet and outlet cone sections to the diesel oxidation catalyst (DOC) / diesel particulate filter (DPF) includes a T-bolt which can fracture and fail when subjected to stress or load. A fracture or failure of the T-bolt may cause the clamp to loosen and the inlet or outlet sections attached to the DOC/DPF housing to disconnect. If the inlet or outlet sections disconnect, hot exhaust gases can vent prior to exiting the tailpipe, creating the risk of combustion and a fire. If both clamps fail, there is a risk that the DOC/DPF housing may detach completely, creating a road hazard. Please see the enclosed MCI Service Bulletin 364 and Cummins Safety Recall Notice for further information.

The vehicles that are subject to this notice are the following model year 2011 MCI J and E model coaches (last five VIN digits):

Model	VIN'S		
E4500	65801	65802	65803
	65804	65806	
J4500	65758	65782	65783
	65791	65792	

1700 EAST GOLF ROAD, SUITE 300
SCHAUMBURG, ILLINOIS 60173
847-285-2000 PHONE
866-624-2622 TOLL FREE
WWW.MCICOACH.COM

MCI is conducting a recall of the above vehicles to have Cummins replace the V-Band clamps (and possibly the sealing gasket). Please see the enclosed MCI Service Bulletin 364 and Cummins Safety Recall Notice for further information. The recall work will be provided at no cost to you.

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

«Unit_Numbers»

MCI strongly urges you to have the recall work performed on your vehicle(s) as quickly as possible. The repair should take approximately an hour to complete.

You may contact the Cummins Customer Assistance Center at 1-800-343-7357 or the MCI Customer Service Line at 1-800-241-2947 if you have any questions about this recall campaign or wish to make arrangements to have your vehicle(s) repaired at an authorized Cummins dealer. 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 Service Bulletin 364, and your OWNER LIMITED WARRANTY MANUAL, for more detailed information.

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>.

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).

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 implement the recall procedures with respect to your vehicle(s) as soon as possible for your added safety and satisfaction.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosures: MCI Service Bulletin 364
Cummins Safety Recall Notice



Service Bulletin No. 364

MODEL E4500 / J4500 Series Coaches	TYPE Field Change Program	SECTION/GROUP 8-- Engine	DATE Sept. 19, 2011
SUBJECT CUMMINS DIESEL PARTICULATE FILTER V-BAND CLAMPS			
CONDITIONS			

Ref. NHTSA Recall No. (MCI) : 11V-457

Ref. NHTSA Recall No. (Cummins) : 11E-031

Customer Complaint:

Cummins Inc. has reported to Motor Coach Industries (MCI) that a defect relating to motor vehicle safety may exist in certain V-Band clamps shipped with 2010 Cummins ISB6.7, ISC8.3, ISL9, ISX11.9 and ISX15 engines from September 1, 2010 through December 31, 2010 when installed in certain vehicle types. These clamps are used to connect the inlet and outlet cone sections to the Diesel Oxidation Catalyst (DOC)/Diesel Particulate Filter (DPF).

Due to an error in the component supplier's plating process, the T-bolt included on the V-Band clamp assembly may be susceptible to fracture or failure when subjected to stress or load. A fracture or failure of the T-Bolt may cause the clamp to loosen and the inlet or outlet sections attached to the DOC/DPF housing to disconnect. If the inlet or outlet sections disconnect, hot exhaust gases can vent prior to exiting the tailpipe, creating a risk of damage to adjacent materials, fire or personal injury. In the unlikely event that both V-Band clamps were to fail or loosen, and where they are not hard mounted to the chassis, the DOC/DPF housing could disconnect completely from the exhaust system or vehicle, creating a road hazard. In either case, the vehicle's check engine light should illuminate. See attached notice from Cummins for additional information.

Cause:

Incorrect plating process used on the T-Bolts that secure the V-Band clamps.

Corrective Action:

MCI strongly encourages owners of the E4500 and J4500 model coaches listed in the table below to immediately contact their local authorized Cummins dealer to schedule an appointment to replace the two (2) V-Band clamps.

65758	65782	65783	65791	65792
65801	65802	65803	65804	65806

NOTICE

MCI customers are instructed to contact their local authorized Cummins dealer to schedule an appointment as soon as possible. Customers must reference MCI FCP Service Bulletin 364 when scheduling the appointment.

The recall remedy is being performed only by Cummins and its authorized dealers. Therefore all parts and labor required for this retrofit will be provided through Cummins and performed at local authorized Cummins dealers only.

In order to update our records, MCI is asking customers to submit an MCI Field Change Program Verification Form for each affected VIN that participated in this recall program.

If you have any concerns or difficulties making arrangements with Cummins relating to this Field Change Program, please contact our Customer Service Line at 1-800-241-2947.

Procedure complete.



MOTOR COACH
INDUSTRIES

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:	
<u>IMPORTANT:</u> 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: 1-502-318-8183

MAILING ADDRESS:

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

MCI PART #03-15-7738



***** SAFETY RECALL NOTICE *****

August XX, 2011

Mr. Joe Customer
XXXX CENTRAL AVE
ALBANY NY 12205-2457

Dear Cummins Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in certain V-Band clamps shipped with 2010 Cummins ISB6.7, ISC8.3, ISL9, ISX11.9 and ISX15 engines from September 1, 2010 through December 31, 2010 when installed in certain vehicle types. These clamps are used to connect the inlet and outlet cone sections to the Diesel Oxidation Catalyst (DOC)/Diesel Particulate Filter (DPF). Cummins is conducting a recall to replace these clamps on all recreational vehicle and bus applications, and on certain emergency vehicles and truck applications.

Our records indicate that your Cummins engine listed below is covered by this recall:

Engine Serial Number: 35192623
Vehicle Manufacturer: John's Firetruck Manufacturer
Vehicle Serial Number: 1XYZXYZXYZ1568202

If you are no longer the owner of the vehicle containing this engine, please forward this notice to the new owner or provide the new owner's contact information to Cummins.

WHAT IS THE PROBLEM?

Due to an error in the component supplier's plating process, the T-bolt included on the V-Band clamp assembly may be susceptible to fracture or failure when subjected to stress or load. A fracture or failure of the T-Bolt may cause the clamp to loosen and the inlet or outlet sections attached to the DOC/DPF housing to disconnect. If the inlet or outlet sections disconnect, hot exhaust gases can vent prior to exiting the tailpipe, creating a risk of damage to adjacent materials, fire or personal injury. In the unlikely event that both V-Band clamps were to fail or loosen, and where they are not hard mounted to the chassis, the DOC/DPF housing could disconnect completely from the exhaust system or vehicle, creating a road hazard. In either case, the vehicle's check engine light should illuminate.

WHAT SHOULD YOU DO?

We urge you to contact the nearest Cummins Distributor or Cummins-authorized Warranty Dealer to arrange to have this campaign performed on your engine. The distributor or dealer

will work with you to schedule the best date for this repair. The campaign consists of replacing the two V-band clamps (and possibly the sealing gasket). The repair will be completed free of charge (parts and labor) and most applications will require approximately 1 hour to complete.

Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. Also, it is a violation of Federal law for a dealer to deliver a new vehicle covered by this notice under a sale or lease until the defect has been remedied.

If you have questions or concerns about this campaign, please contact your local Cummins Distributor. You may also contact the Cummins Customer Assistance Center at 1-800-DIESELS (1-800-343-7357).

If you have a complaint relative to this campaign, you may report it to the following:

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

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

We apologize for any inconvenience, but Cummins is taking this action in the interest of your personal safety and satisfaction with our products. Thank you for your attention to this matter.

Sincerely,

Campaign Administrator
Cummins Inc.

Phone: 812-377-7313
Fax: 812-377-3265
Email: steven.r.butler@cummins.com