



**MOTOR COACH
INDUSTRIES**

November 30, 2011

«Name»
ATTENTION: TECH SERVICE DEPT/MAINT
«Addr_1»
«City», «State» «Zip»
«ctry»

SUBJECT: SAFETY RECALL OF CERTAIN 2010 & 2011 MCI D4505 MODEL COACHES WITH A PENNTEX ALTERNATOR

Ref.: **NHTSA # 11V-548**
MCI Service Bulletin 373

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 2010 and 2011 MCI D4505 model coaches equipped with a Penntex alternator. As installed in MCI’s D4505 model coach, the Penntex alternator has a unique stud orientation which, when combined with the end bracket, makes it difficult for moisture to drain away. Moisture collecting on the end bracket may result in corrosion buildup at and around the power stud base. This corrosion may create a short circuit between the power stud and the alternator body, which in turn could result in burning of the power stud or the power cable end and increase the risk of a coach fire. Also, the vehicle battery could discharge and cause the vehicle to stall. Please see the enclosed MCI Service Bulletin 373 for further information.

The vehicles that are subject to this notice are the following model year 2010 and 2011 MCI D4505 model coaches (last five VIN digits):

Model Year	Affected Units
2010	59487 to 59556, 59558, 59560, 59562, 59570 to 59582
2011	59634, 59635, 59677 to 59682, 59686 to 59688, 59694 to 59697, 59758 to 59763, 59793 to 59796, 59854

MCI is conducting a recall of the above vehicles to repair the defect condition. Please see the enclosed MCI Service Bulletin 373 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»

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

You may contact 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 MCI service center. 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 373, 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.

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

Sincerely,

Motor Coach Industries
Warranty Department

Enclosure: MCI Service Bulletin 373

1700 EAST GOLF ROAD, SUITE 300
SCHAUMBURG, ILLINOIS 60173
847-285-2000 PHONE
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Service Bulletin No. 373

MODEL D Series Coaches	TYPE Field Change Program	SECTION/GROUP 7 – Electrical	DATE Nov. 29, 2011
SUBJECT PENNTEX BRUSHLESS ALTERNATOR BRACKET			
CONDITIONS			

Ref. NHTSA Recall No.: 11V-548

Customer Complaint:

As installed in certain 2010 and 2011 D4505 model coaches, the Penntex alternator has a unique stud orientation which, when combined with the end bracket, makes it difficult for moisture to drain away. Moisture collecting on the end bracket may result in corrosion buildup at and around the power stud base. This corrosion may create a short circuit between the power stud and the alternator body, which in turn could result in burning of the power stud or the power cable end.

Cause:

Moisture collecting on the end bracket may result in corrosion buildup at and around the power stud base. The corrosion may create a short circuit between the power stud and the alternator body, which in turn could result in burning of the power stud or the power cable end.

Corrective Action:

MCI strongly encourages owners of the D4505 model coaches listed in the table below to implement the steps in this procedure as soon as possible.

59487 to 59556	59558	59560	59562	59570 to 59582
59634	59635	59677 to 59682	59686 to 59688	59694 to 59697
59758 to 59763	59793 to 59796	59854		

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.

1. Turn the main battery disconnect switch to the OFF position.
2. Chock both sides of the tires.
3. Open the engine doors.

4. Locate the alternator, mounted on the upper section of the engine (refer to Figure 1).

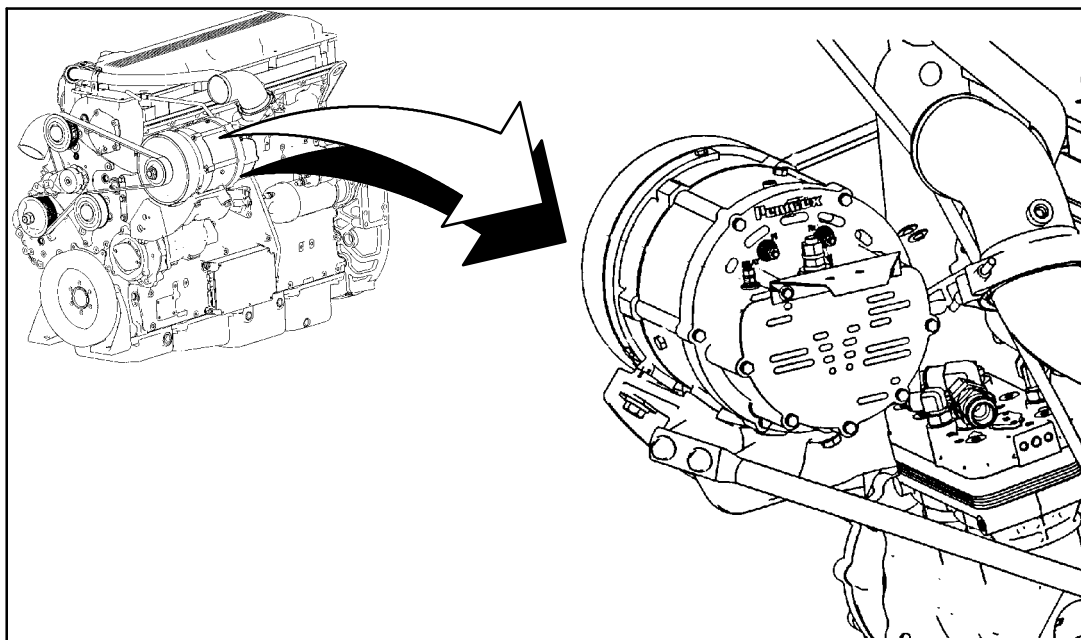


Figure 1.

5. Remove the red, rubber protective cap from the B+ (power) stud (refer to Figure 2).

6. Remove and retain the cable clamp to be re-installed at a later step in this procedure (refer to Figure 2).

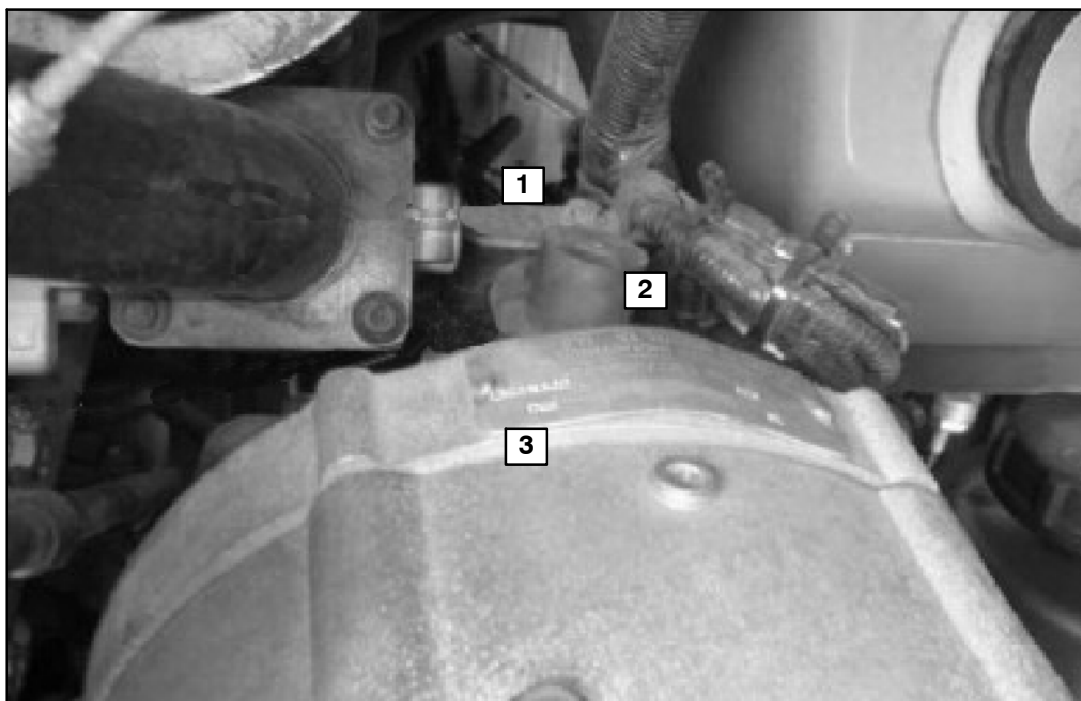


Figure 2.

ITEM	DESCRIPTION
1	Cable clamp
2	Red, rubber protective cover over the B+ stud
3	Alternator

7. Using two wrenches, one “backing wrench” positioned on the lower nut, remove the upper nut and cable end from the B+ stud.
8. Using a wire brush, remove any corroded debris from the B+ stud (refer to Figure 3).



Figure 3.

9. Using a clean cloth, wipe away the dirt and grease from the cable terminal, the B+ stud and around the B+ stud base (refer to Figure 4).

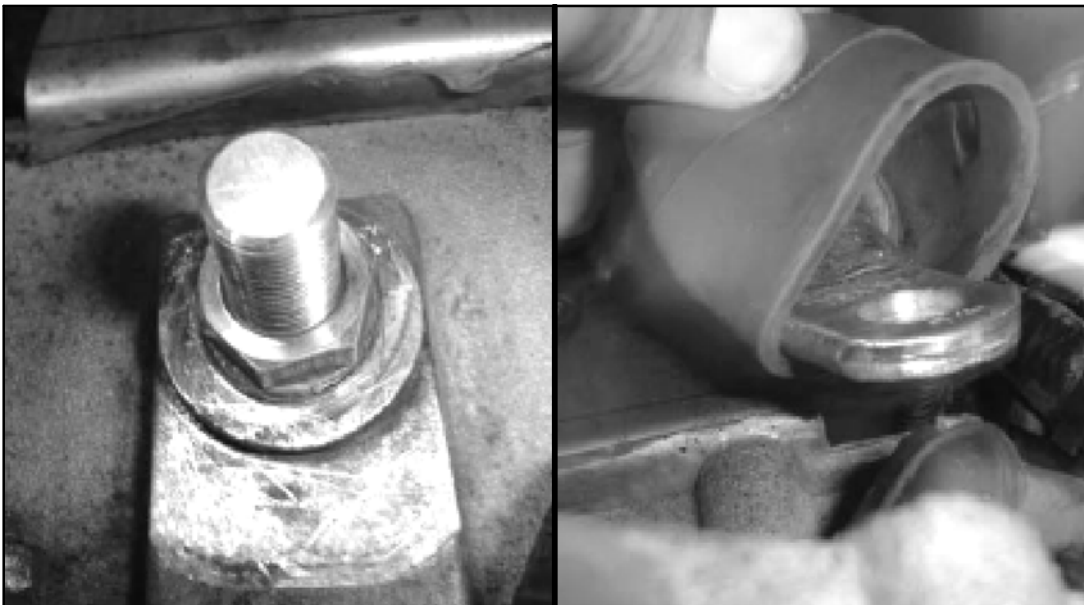


Figure 4. Reference photos of cleaned B+ stud, stud base and cable terminal.

10. Remove the end bracket, shown in Figure 5 and place on a workbench. Using a clean cloth, wipe away the dirt and grease from the end bracket.
11. Using a 3/8 drill bit, drill two (2) holes located 2.0 inches inboard from the outside edges of the bracket and 0.5 inches down from the radius break line (refer to Figure 5). Remove any burrs and/or sharp edges from the drilled holes.

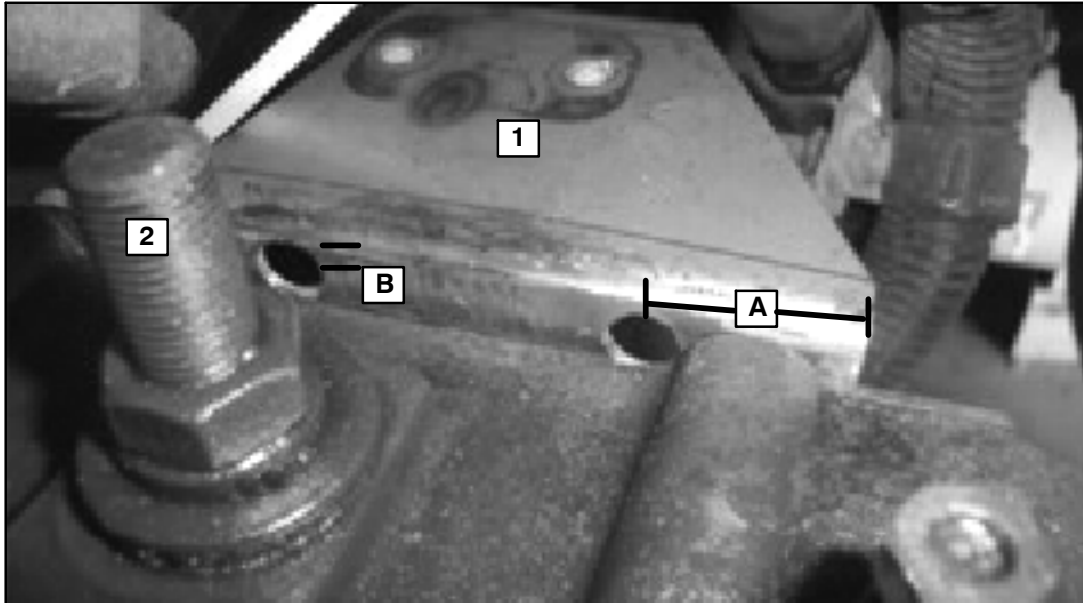


Figure 5.

ITEM	DESCRIPTION
1	End bracket
2	B+ stud
A	2.0 inches inboard from both edges of the end bracket
B	Center of drill hole should be 0.50 inches below the radius break line

12. Re-install the end bracket.
13. Using the mounting hardware removed in Step 6. , re-install the cable clamp to the end bracket
14. Orient the cable and upper nut on the B+ stud. Using two wrenches, one "backing wrench" positioned on the lower nut, torque the nut to 30-35 ft-lbs.
15. Apply HI-TACK to the B+ stud, cable terminal and stud base.

NOTICE

Allow enough time for the HI-TACK to dry.

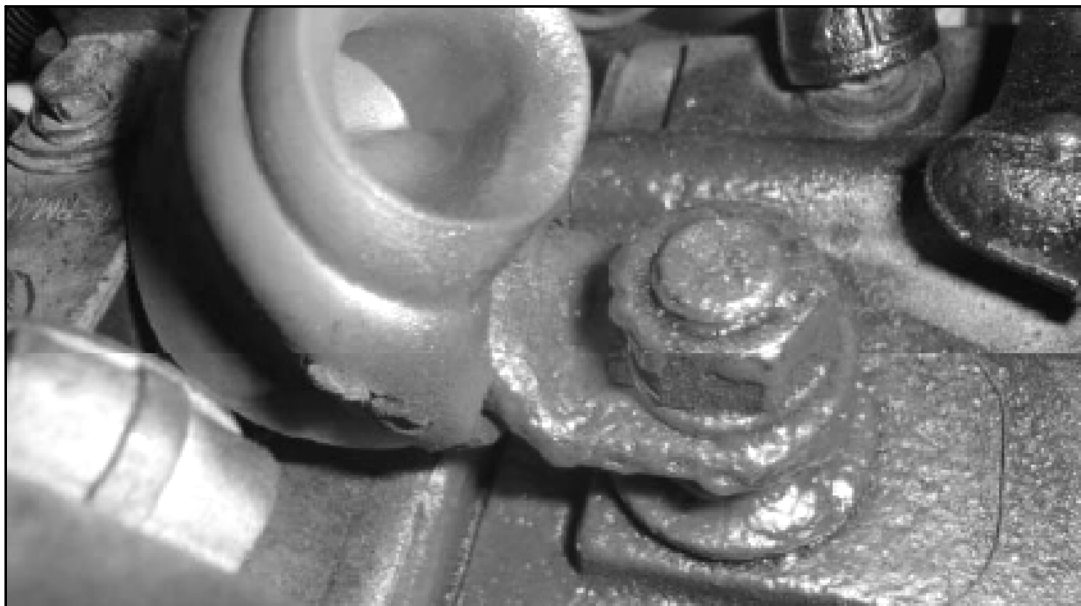


Figure 6.

16. Cover the B+ stud with the red, rubber protective cap.

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:

A labor allowance of 0.3 hours will be granted for the repairs specified in this bulletin on affected D4505 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



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**