



**MOTOR COACH
INDUSTRIES**

April 11, 2012

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

SUBJECT: SAFETY RECALL OF CERTAIN 2012 MCI D SERIES COACHES WITH ACTIA MULTIPLEX SYSTEM

Ref.: **NHTSA # 12V-086**
Transport Canada # 2012-125
MCI Service Bulletin 384

Attention Owner:

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

Motor Coach Industries, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain 2012 MCI D4505, D4500, and D4000ISTV model coaches equipped with a sedan style entrance door and an ACTIA multiplex system. If the entrance door is open when power to the ACTIA multiplex controller is removed, the entrance door will close without warning. As a result, the closing door may cause injury if a person is in the doorway. Please see the enclosed MCI Service Bulletin 384 for further information.

The vehicles that are subject to this notice are the following model year 2012 MCI D4505, D4500, and D4000ISTV model coaches (last five VIN digits):

Model	Affected Units
D4505	59742, 59764, 59765, 59788, 59789, 59861 to 59863, 59904, 59905, 59989 to 59992 12604, 12605, 12610 to 12621
D4500	59829-59845
D4000ISTV	59923

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 repair the defect condition. Please see the enclosed MCI Service Bulletin 384 for further information. The recall work will be provided at no cost to you, and is estimated to take less than half an hour to complete.

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.

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 384, 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 US customers:

You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

For Canadian customers:

Please contact our customer service at 1-800-241-2947, or for additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

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

Enclosure: MCI Service Bulletin 384



Service Bulletin No. 384

MODEL D Series Coaches	TYPE Field Change Program	SECTION/GROUP 7--Electrical	DATE April 11, 2012
SUBJECT SEDAN ENTRANCE DOOR LOGIC ON ACTIA MULTIPLEX EQUIPPED COACHES			
CONDITIONS			

Ref. NHTSA Recall No.: 12V-086

Ref. Transport Canada Recall No.: 2012-125

Customer Complaint:

Motor Coach Industries, Inc. ("MCI") has become aware that certain 2012 D series coaches may experience the sedan entrance door closing without warning. As a result, the closing door may cause injury if a person is in the path of the doorway.

Cause:

The ACTIA multiplex controller is programmed to shut down all power on the coach, including power to the controller itself, thirty (30) minutes after all of the following conditions have occurred:

1. The ignition switch is turned off; and,
2. The park brake switch is applied; and,
3. The hazard switch is set to the "OFF" position.

All outputs from the ACTIA controller are set to the off state when the controller power is removed. If the sedan entrance door is open when the controller power is removed, the door will close without warning.

Corrective Action:

MCI will remedy the affected coaches at no cost to customers by revising the control logic to not allow the controller to power down if the entrance door is open. However, proper repairs will require the use of specialized equipment, and therefore MCI strongly urges customers to make an appointment as soon as possible by calling the MCI Customer Service Line at 1-800-241-2947, to have the repairs performed by trained technicians who have the necessary equipment.

59742	59764 to 59765	59788 to 59789	59829 to 59845	59861 to 59863
59904 to 59905	59923	59989 to 59992	12604 to 12605	12610 to 12621

Service Procedure:



Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Position the rotary dial on the lower, LH console switch panel to ENGINE STOP. Ensure the main battery disconnect switch is in the ON position.
2. Connect the laptop to the coach, equipped with Amp reflash software, and download the new control logic.
3. Open the front junction box door. Locate the Program Rev. Level decal in the upper, RH corner (refer to Figure 1).
4. Using a marker or pen, clearly print to update the Program Rev. Level decal by recording the new control logic revision level and the date the download occurred on the applicable line of the decal.



Reliability Driven™

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: 800-360-8886

MAILING ADDRESS:

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

MCI part # 03-15-7738C