



Service Bulletin No. 384

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

Ref. NHTSA Recall No.: 12V–086

Ref. Transport Canada Recall No.: 2012–XXX

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:

⚠ WARNING

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.

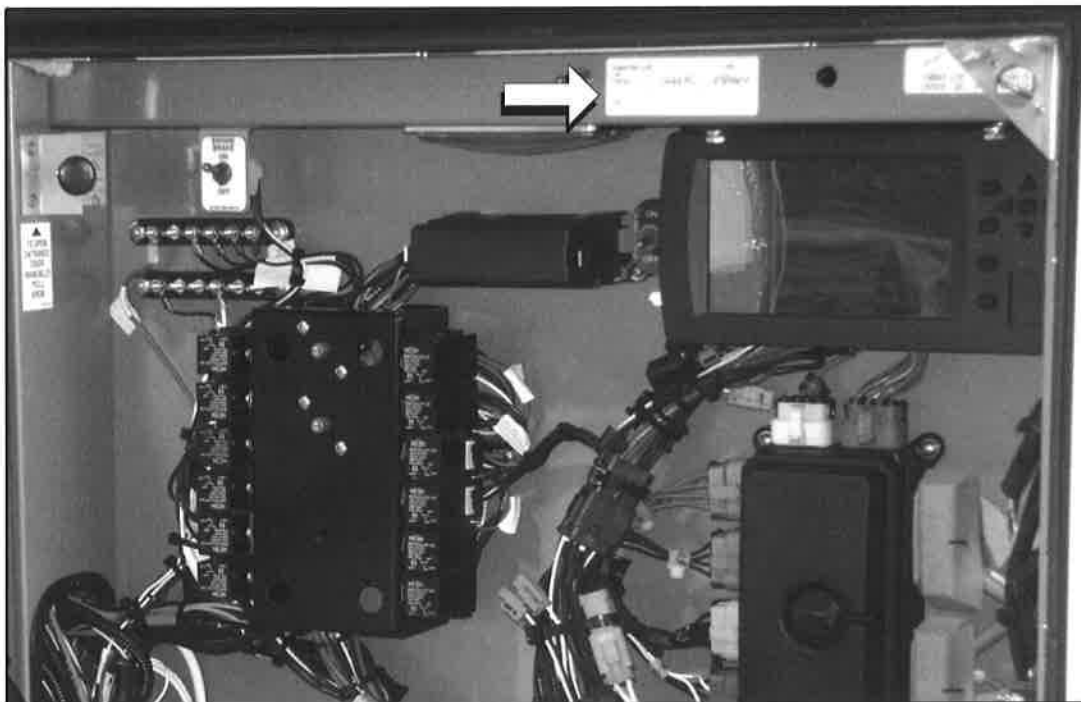


Figure 1. Program Rev. Level decal located on the front junction box frame.

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:

Specialized programming equipment is required to perform this campaign.

A labor allowance of 0.3 hours will be granted for the procedure described in this bulletin on affected 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



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:	
IMPORTANT: 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