



Reliability Driven™

July 10, 2014

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) [«UNIT»]

«CUST_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS_1»

«CITY», «STATE» «ZIP»

«COUNTRY»

SUBJECT: SAFETY RECALL: HEADLIGHT DEACTIVATION

Ref.: **NHTSA # 14V-370**

Transport Canada # 2014-220

MCI Service Bulletin 413

Attention Owner:

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

Motor Coach Industries, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain model year 2014 MCI D series and J model coaches. MCI has discovered that due to an error in the coaches’ multiplex programming logic, under certain conditions the potential exists for the headlights to become deactivated while the coach is being driven. Unintended deactivation of the coach’s headlights while the coach is being driven could result in a crash causing personal injury. Please see the enclosed MCI Service Bulletin 413 for additional information.

The vehicles that are subject to this notice are the following model year 2014 MCI D series and J model coaches (last five VIN digits):

13056 – 13292	13294 – 13428	66580 - 66893
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MCI is conducting a recall to repair the above vehicles at no cost to you. Specialized equipment is needed in order to properly perform the recall work. MCI estimates that it will take approximately 0.3 hour to do the necessary repairs. Please see the enclosed MCI Service Bulletin 413 for additional information.

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. Submission 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.

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 SB 413



Reliability Driven™

Service Bulletin No. 413

<small>MODEL</small> D / J4500 Series	<small>TYPE</small> Field Change Program	<small>SECTION/GROUP</small> 7-Electrical	<small>DATE</small> July 7, 2014
<small>SUBJECT</small> HEADLIGHT DEACTIVATION			
<small>CONDITIONS</small>			

Ref. MCI NHTSA Recall No.:14V-370

Ref. MCI Transport Canada Recall No.:2014-220

Customer Complaint:

Motor Coach Industries ("MCI") has become aware that the D and J4500 series coaches listed below may have the potential for the deactivation of the headlamps while the transmission is in gear, as a result of the multiplex controller load shedding feature that has momentary control over the output of the headlamps. Deactivation of the headlamps when the coach is operated may cause potential injury to persons and/or damage to property.

Cause:

The cause of the defect is an unintentional self-latching loop of the load shedding feature in the logic of the multiplex program.

Corrective Action:

MCI will remedy the affected coaches at no cost to customers by revising the control logic. 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.

13056 to 13292	13294 to 13428	66580 to 66893		
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Service Procedure:



Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.



1. On D series coaches, 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.
On J4500 series coaches, position the IGNITION rocker switch to the OFF (lower position). Ensure the main battery disconnect switch is in the ON position.
2. Connect the laptop to the coach, equipped with the AMP reflash software, and download the new logic.
3. Cycle the main battery disconnect switch to the OFF position for sixty (60) seconds, and then back to the ON position.

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



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MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

CONTACT INFORMATION	
CUSTOMER NAME: _____	
<small>(PLEASE PRINT)</small>	
FCP INFORMATION – ONE FORM PER UNIT	
FCP#: _____	Coach Model _____ Model Year _____
COACH SERIAL #: <small>(At least the last 5 digits)</small>	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**