



June 18, 2015

**IMPORTANT SAFETY RECALL**

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

«CUSTOMER\_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS»

«CITY», «STATE» «ZIP»

**SUBJECT: SAFETY RECALL: CUMMINS ISL G ENGINE CLAMPS**

Ref.: **NHTSA # 15V-276**

**NHTSA # (CUMMINS RECALL) 15E-030**

**MCI Service Bulletin 423**

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 MCI model year 2011 and 2012 D4000 and 2014 and 2015 D4500 model coaches equipped with a Cummins ISL G engine. Cummins has reported that under conditions of excessive engine crankcase pressures, the 90-degree elbow of the vent tube assembly may become detached from the breather, possibly allowing engine oil to come into contact with hot surfaces. Engine oil contacting hot surfaces may ignite, possibly resulting in a fire. Please see the enclosed MCI Service Bulletin 423 for additional information.

The vehicles that are subject to this notice are the following model year 2011 and 2012 D4000 and 2014 and 2015 D4500 model coaches (last five VIN digits):

<b>12600 – 12603</b>	<b>12742</b>	<b>13293</b>	<b>13472</b>	<b>13481</b>
<b>13604 – 13649</b>	<b>13666 - 13720</b>	<b>13735 – 13750</b>	<b>13763 – 13772</b>	<b>13775 – 13791</b>
<b>59787</b>	<b>59860</b>	<b>59895</b>	<b>59907 – 59922</b>	<b>59924 – 59988</b>
<b>59993 - 59999</b>				

MCI is conducting a recall to have the above vehicles repaired at no cost to you. Cummins will perform the necessary repairs under its Safety Campaign C1627. Please see the enclosed MCI Service Bulletin 423 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. 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 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.

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 423



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# Service Bulletin No. 423

<i>MODEL</i>	<b>D Series</b>	<i>TYPE</i>	<b>Field Change Program</b>	<i>SECTION/GROUP</i>	<b>8-Engine</b>	<i>DATE</i>	<b>June 16, 2015</b>
<i>SUBJECT</i>	<b>CUMMINS ISL G ENGINE CRANKCASE BREATHER TUBE CLAMPS &amp; ECM CALIBRATION CAMPAIGN</b>						
<i>CONDITIONS</i>							

Ref. Cummins NHTSA Recall No.:15E-030

Ref. MCI NHTSA Recall No.:15V-276

### **Customer Complaint:**

Cummins Inc. has notified Motor Coach Industries ("MCI") that the ISL G engines may contain a safety-related defect. Under conditions of excessive engine crankcase pressures, the 90-degree elbow of the vent tube assembly may become detached from the breather, possibly allowing engine oil to come into contact with hot surfaces. Engine oil contacting hot surfaces may ignite, possibly resulting in a fire.

### **Cause:**

Cummins reports that under conditions of excessive engine crankcase pressure, the barbs on the breather exit tube may not adequately maintain the attachment between the 90-degree elbow of the vent tube assembly and the breather exit tube.

### **Corrective Action:**

MCI strongly encourages owners of the coaches listed in the table below to contact the Cummins Service Network to arrange to have the repairs described in Cummins Campaign C1627 performed as soon as possible.

59787	59860	59895	59907 to 59922	59924 to 59988
59993 to 59999	12600 to 12603	12742	13293	13472
13481	13604 to 13649	13666 to 13720	13735 to 13750	13763 to 13772
13775 to 13791				



## NOTICE

***MCI customers are instructed to contact their local authorized Cummins dealer to schedule an appointment as soon as possible. Customers must reference Field Campaign C1627 when scheduling the appointment.***

***This program is being performed only by Cummins Service Network and its authorized dealers. Therefore all parts and labor required for this program will be provided by Cummins.***

***In order to update our records, MCI is asking customers to submit an MCI Field Change Program Verification Form for each affected VIN for which Cummins has completed its campaign.***

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

*Procedure Complete.*



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## MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

<b>CONTACT INFORMATION</b>	
<b>CUSTOMER NAME:</b> _____	
<small>(PLEASE PRINT)</small>	
<b>FCP INFORMATION – ONE FORM PER UNIT</b>	
<b>FCP#:</b> _____	<b>Coach Model</b> _____ <b>Model Year</b> _____
<b>COACH SERIAL #:</b> <small>(At least the last 5 digits)</small>	<b>DATE COMPLETED</b> __ / __ / __
<b>MILEAGE:</b>	
<b><u>IMPORTANT:</u> TO RECEIVE CREDIT FOR ANY ALLOWABLE LABOR CHARGES, THIS VERIFICATION FORM MUST BE RETURNED TO MCI UPON COMPLETION OF THE FCP.</b>	
<b>SUBMITTED BY: (Please Print)</b> _____	
	<b>DATE</b> __ / __ / __
<b>TITLE: (Please Print)</b> _____	
<b>SIGNATURE:</b> _____	
<b>COMMENTS:</b>  	

**FAX TO: 800-360-8886**

**MAILING ADDRESS:**

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

## **A CUMMINS FIELD CAMPAIGN**

**Please Deliver To:** Service Managers and Warranty Decision Makers

**FROM:** Cummins Global Warranty Administration Communications

**Subject:** ISL G Crankcase Breather Tube Clamps and ECM Calibration Safety Campaign

**Number:** C1627

**Date:** 06-May-2015

**Expires:** 30-Jun-2035 (U.S./Canada)  
30-Jun-2035 (International)

**Attention:** U.S / Canadian Distr./Branches and Div. Offices  
U.S / Canadian Dealers

If additional information is required, contact your Cummins Warranty Operations Group Leader.

### **DESCRIPTION:**

Cummins Inc. and Cummins Westport have decided ISL G engines may contain a safety-related defect. Under conditions of excessive engine crankcase pressures, the 90-degree elbow of the vent tube assembly may become detached from the breather, possibly allowing engine oil to come into contact with hot surfaces. Engine oil contacting hot surfaces may ignite, possibly resulting in a fire.

Hose clamps will be installed on **both** ends of the 90-degree elbow of the breather tube assembly to maintain attachment of the breather tube assembly during high crankcase pressure conditions. In addition, the Electronic Control Module (ECM) will be reprogrammed with software having improved diagnostic capability; this improved diagnostic will limit the engine torque upon detection of engine misfire in order to limit the crankcase pressures.

This Safety Campaign authorizes certified repair locations to recalibrate the ECM with improved software and install crankcase vent tube clamps.

**NOTE:** A claim with multiple ESNs is acceptable and encouraged.

**NOTE:** Campaign is considered effective 09-Apr-2015.

### **ACTION:**

In order to qualify for repair under this field action, an engine:

- 1 will be covered Regardless of coverage status, and
- 2 **must** be on the attached ESN list.

After verifying that the engine meets the above requirements, perform the following actions:

- 1 Install the latest calibration from QuickServe® Online on or after 09-Apr-2015. Please refer to Engine Control Module Calibration Code, Procedure 019-032 in the ISL G CM2180 Service Manual, Bulletin Number 4021649.  
**NOTE:** The ECM code and revision numbers from before and after the ECM recalibration **must** be documented in the Warranty claim.
- 2 Install the crankcase breather tube clamps, as necessary. Please refer to TSB 150060.

### **MATERIAL DISPOSITION:**

There are **no** materials involved in the field action.

### **REIMBURSEMENTS:**

#### **Parts:**

The following parts are covered under this field action:

<b>Part Number</b>	<b>Quantity</b>	<b>Description</b>
004382800	1	CLP,HSE
392508900	1	CLP,HSE

**NOTE:** SRTs to gain access that are required to complete the repair, that are sufficiently explained in the claim narrative, may also be claimed on this action.

**Labor using applicable Access Code and Time:**

<b>SRT Code</b>	<b>Description</b>	<b>Time</b>
00-117	Perform Job Safety Assessment (JSA)	
00-90X	Administrative time	
19-601	Electronic Control Module (ECM) Calibration - Transfer	
99-902	Non SRT details- Campaign/TRP/ATC-0.1Hr	

**Travel:**

Travel is covered under this field action. Towing is **not** covered under this field action.

**Other Claimables:**

Consumables are **not** covered under this field action.

**Claim Instructions:**

For Cummins Dealers, claims for this Safety Field Campaign **must** be filed via **RAPIDSERVE™** Web (rsw.cummins.com). For information regarding **RAPIDSERVE™** Web, please reference the "Warranty" tab in QuickServe® Online. If there are additional questions, please contact your local Cummins Distributor.

Account Code: ..... 65  
Pay Code: ..... Distributor = X  
Pay Code: ..... Dealer = D  
Pay Code: ..... International = I  
Failure Code: ..... WBBTUP

Attachments  
c1627\_esn-list.xls