



Reliability Driven™

# Service Bulletin No. 439

<i>MODEL</i> <b>J4500</b>	<i>TYPE</i> <b>Field Change Program</b>	<i>SECTION/GROUP</i> <b>7-Electrical</b>	<i>DATE</i>
<i>SUBJECT</i> <b>PRIMARY AIR RESERVOIR LOW PRESSURE WARNING</b>			
<i>CONDITIONS</i>			

Ref. MCI NHTSA Recall No.:16V-702

Ref. MCI Transport Canada Recall No.:2016-479

## **Customer Complaint:**

Motor Coach Industries ("MCI") has become aware that in the event of a low air pressure condition in the coach's primary service brake air reservoir system, the system does not send either an audible or visual warning signal to the operator. However, the air pressure gauge in the instrument panel is not affected by the lack of warning signals and will continue to reflect the air pressure level.

Operating a coach with a low air pressure condition may result in automatic application of the service brakes, increasing the risk of a crash.

## **Cause:**

Multiplex system programming error.

## **Corrective Action:**

MCI will remedy the affected coaches listed on Page 2 at no cost to the customer by updating the multiplex system program. 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 repair performed by trained technicians who have the necessary equipment.



2MG3JM8AXGW067601	2MG3JMBA0GW067602	2MG3JM8A5GW067621	2MG3JMBA6GW067622
2MG3JM8AXGW067629	2MG3JMBA5GW067630	2MG3JMBA7HW067758	2MG3JM8AXHW067759
2MG3JMBA5HW067774	2MG3JMBA9HW067776	2MG3JMBA0HW067777	2MG3JM8A3HW067778
2MG3JM8A5HW067779	2MG3JM8A1HW067780	2MG3JM8A3HW067781	2MG3JM8A5HW067782
2MG3JM8A7HW067783	2MG3JM8A9HW067784	2MG3JM8A0HW067785	2MG3JM8A2HW067786
2MG3JM8A4HW067787	2MG3JM8A6HW067788	2MG3JM8A8HW067789	2MG3JM8A4HW067790
2MG3JM8A6HW067791	2MG3JM8A8HW067792	2MG3JM8AXHW067793	2MG3JM8A1HW067794
2MG3JM8A3HW067795	2MG3JM8A5HW067796	2MG3JM8A7HW067797	2MG3JM8A9HW067798
2MG3JM8A0HW067799	2MG3JM8A3HW067800	2MG3JM8A5HW067801	2MG3JM8A7HW067802
2MG3JM8A9HW067803	2MG3JM8A0HW067804	2MG3JM8A2HW067805	2MG3JM8A4HW067806
2MG3JM8A6HW067807	2MG3JM8A8HW067808	2MG3JM8AXHW067809	2MG3JMBAXHW067818
2MG3JM8A0HW067835	2MG3JM8A2HW067836	2MG3JM8A4HW067837	2MG3JM8A6HW067838
2MG3JM8A8HW067839			

Service Procedure:



**Read this entire procedure before beginning work.**  
**Use Safe Shop Practices At All Times.**

1. Connect the laptop to the coach, equipped with VMM software, and upload the updated program.

*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 retrofit.

A labor allowance of 0.5 hours will be granted for the procedure described in this bulletin on applicable J4500 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



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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**