



| Subject: Parker Multiplex Application Code Reflash |             |           |               |  |  |
|--|-------------|-----------|---------------|--|--|
| Field Change Program:                              | FCP Number: | Revision: | Date:         |  |  |
| Field Campaign                                     | 479         | Α         | July 22, 2020 |  |  |
| Coach Section:                                     | P/N:        |           | Type:         |  |  |
| 07- Electrical                                     | 07-08-5828  |           | Safety Recall |  |  |

| Ref. NHTSA Recall No.: | Ref. Transport Canada Recall No.: |
|------------------------|-----------------------------------|
| 20V-352                | 2020-276                          |

# Application:

| Coach Model | Model Year  | VIN   |
|-------------|-------------|---|
| J4500       | 2019 - 2020 | 68801, 68849, 68855, 68953-68955, 68983 - 68987, 68989 - 69008, 69010, 69013, 69031 - 69705,  |
|             |             | 69707 - 69861, 69863  |
| D45CRT-LE   | 2019        | 81000 - 81046, 81050, 81052, 81070, 81077   |
| D-Series    | 2017 - 2020 | 14515, 14827 - 14836, 14857, 14916 - 14920, 14955, 14956, 14984 - 14987, 15015, 15038 - 15047, 15049 - 15059, 15097 - 15119, 15154 - 15156, 15185, 15201 - 15207, 15239, 15241, 15243, 15245, 15247, 15249, 15327, 15376, 15377, 15425, 15427 - 15429, 15433, 15439, 15472 - 15474, 15477 - 15479, 15537 - 15564, 15582, 15585 - 15594, 15619 - 15642, 15652 - 15717, 15719, 15722, 15723, 15740 - 15742, 15752, 15753, 15768, 15769, 15786, 15787, 15801 - 15815, 15818 - 15820, 15822 - 15825 |

This field campaign does not necessarily apply to all the above-mentioned coaches. The owners of the coaches affected by this field campaign will be advised by a letter indicating the Vehicle Identification Number (VIN) of each applicable coach.



# **MARNING**

Read this entire procedure before beginning work.

Use Safe Shop Practices at All Times.

To avoid personal injury:

- a. Proper Personal Protective Equipment (PPE) must be worn. Safety glasses and protective gloves are required for working with DEF Fluid.
- b. Turn the main battery disconnect switch to the OFF position.
- c. Ensure that both the front and the rear wheels are chocked.
- d. Position the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the OFF position.
- e. Allow enough time for components to cool down <u>prior to working</u> in the engine compartment.



## 1.0 Description

### **Customer complaint:**

Motor Coach Industries (MCI) has become aware that certain J4500 and D-series coaches equipped with electric cooling fans (E-fan) for the radiator and charge air cooler, Borg Warner 55SI model dual alternator configuration (with a sense stud and wire), and Parker Vansco Multiplexing Module (VMM) Multiplex system may experience alternator overcharge, which could result in loss of engine power and vehicle shutdown. A loss of engine power and vehicle shutdown may result in a crash and cause personal injury.

## Cause:

A build-up of debris, corrosion, and/or water flow could cause a high resistance path to ground for the sense stud on the back of the alternator, which in turn could cause the alternator to operate in an open field mode. It is then possible for the transient voltage to exceed the overvoltage threshold limit of the multiplex module as it is currently programmed.

### **Corrective action:**

MCI will remedy the affected coaches at no cost to customers by reflashing the Parker multiplex application code. Proper repairs will require the use of specialized equipment, and therefore MCI recommends owners of the affected coaches 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.

# 2.0 Material requirements

No material required.

# 3.0 Special tools

Laptop with the latest Parker diagnostic software

USB Link 2 adapter

Parker VMM application code, version: 935602 V103.8 Build 121

#### 4.0 Procedure

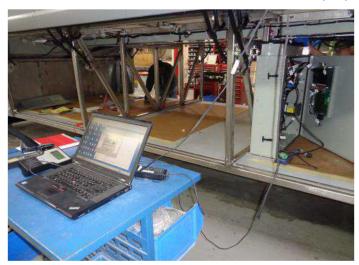
Cycle the ignition.

Turn off the ignition and connect the NEXIQ plug to the CAN0 port in the Rear Junction Box or under the dash.

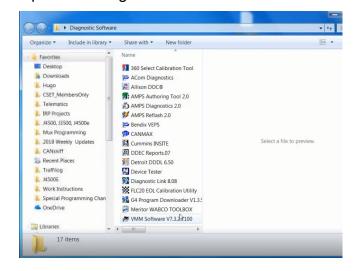




Connect the USB of the NEXIQ tool to the laptop.



Open the "Diagnostic Software" folder on the desktop and run the latest VMM software.

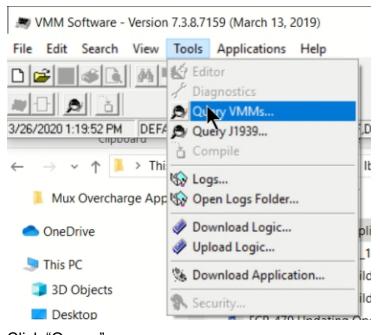


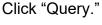


Click "Accept" when you see a warning sign.



Select tools from the menu and click "Query VMMs."

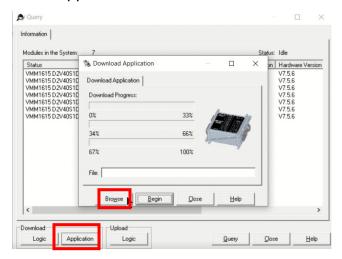




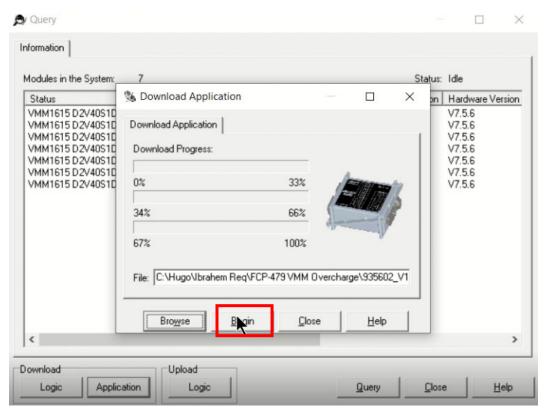




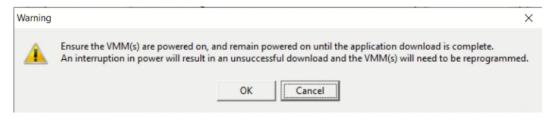
Click "Application" and click "Browse" in the download application window.



Select the application file and click "Open." Click "Begin" after opening the file.

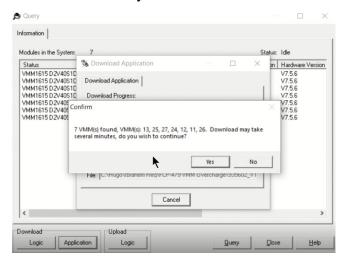


Click "ok" when a warning dialog appears.

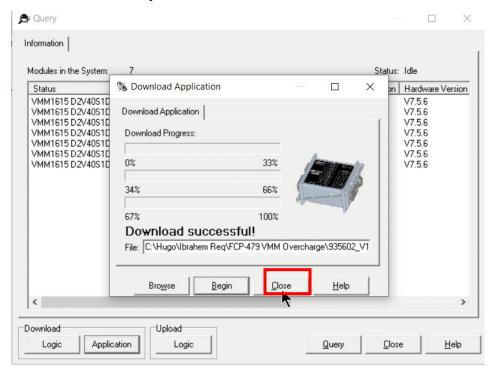




Click "Yes" when you see a confirmation window.



Click "Close" when you see download successful window.





### **5.0 Field Change Program Conditions:**

Specialized programming equipment is required to perform this campaign. Please contact the MCI Customer Service Line at 1-800-241-2947 to arrange to have the repairs performed by trained technicians who have the necessary equipment.

A labor allowance of 0.5 hour will be granted for the rework.

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



# 5.1 MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

| CONTACT INFORMATION                 |             |   |  |  |
|-------------------------------------|-------------|---|--|--|
| CUSTOMER NAM                        | E:          |   |  |  |
|                                     |             |   |  |  |
| (PLEASE PRINT)                      |             |   |  |  |
| FCP INFORMATION – ONE FORM PER UNIT |             |   |  |  |
| FCP#:                               | Coach Model | Model Year  |  |  |
| COACH SERIAL #:                     |             | DATE COMPLETED / /  |  |  |
| (At least the last 5 di             | gits)       |   |  |  |
| MILEAGE:                            |             |   |  |  |
|                                     |             | OR ANY ALLOWABLE LABOR CHARGES, THIS TURNED TO MCI UPON COMPLETION OF THE |  |  |
|                                     |             | FCP.  |  |  |
| OUDMITTED DV.                       | (DI D : 1)  |   |  |  |
| SUBMITTED BY: (Please Print)        |             |   |  |  |
|                                     |             | DATE/   |  |  |
|                                     |             |   |  |  |
| TITI F. (Diana Duin                 | -4\         |   |  |  |
| TITLE: (Please Print)               |             |   |  |  |
|                                     |             |   |  |  |
| SIGNATURE:                          |             |   |  |  |
|                                     |             |   |  |  |
| COMMENTS:                           |             |   |  |  |
| COMMENTS.                           |             |   |  |  |
|                                     |             |   |  |  |
|                                     |             |   |  |  |
|                                     |             |   |  |  |
|                                     |             |   |  |  |



FAX TO: 800-360-8886

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.