



# Service Bulletin No. 389

<b>MODEL</b> D / E / J Series Coaches	<b>TYPE</b> Field Change Program	<b>SECTION/GROUP</b> 7--Electrical	<b>DATE</b> Oct. 12, 2012
<b>SUBJECT</b> RETENTION NUT ON LEECE NEVILLE ALTERNATOR			
<b>CONDITIONS</b>			

### Customer Complaint:

It has come to the attention of Motor Coach Industries, Inc. ("MCI") that the retention nut utilized on the Leece Neville alternator pulley installation is not maintaining the proper torque. The existing retention nut may result in alternator bearing failure.

If the alternator bearing fails, the red NOT GENERATING tell-tale on the instrument panel will illuminate and over an extended period of time the coach will lose all electrical power once the coach batteries have been drained, rendering the coach engine and HVAC systems in-operable.

### Cause:

Wrong retention nut for specific application.

### Corrective Action:

MCI strongly encourages owners of the D, E4500 and J4500 model coaches listed in the table below to implement the steps in this procedure as soon as possible.

12604 to 12682	12684 to 12697			
59742	59764 to 59845	59861 to 59894	59896 to 59906	59923
59989 to 59992				
65758	65782	65783	65791	65792
65801 to 65806	65877	65917 to 65919	65923	65956 to 66031
66033 to 66047	66049 to 66064	66066	66068 to 66205	

### Parts

<u>Qty.</u>	<u>New P/N</u>	<u>Description</u>
2	07-03-1285	Nut, Alternator Pulley, Leece Neville

### Service Procedure:

## **! WARNING**

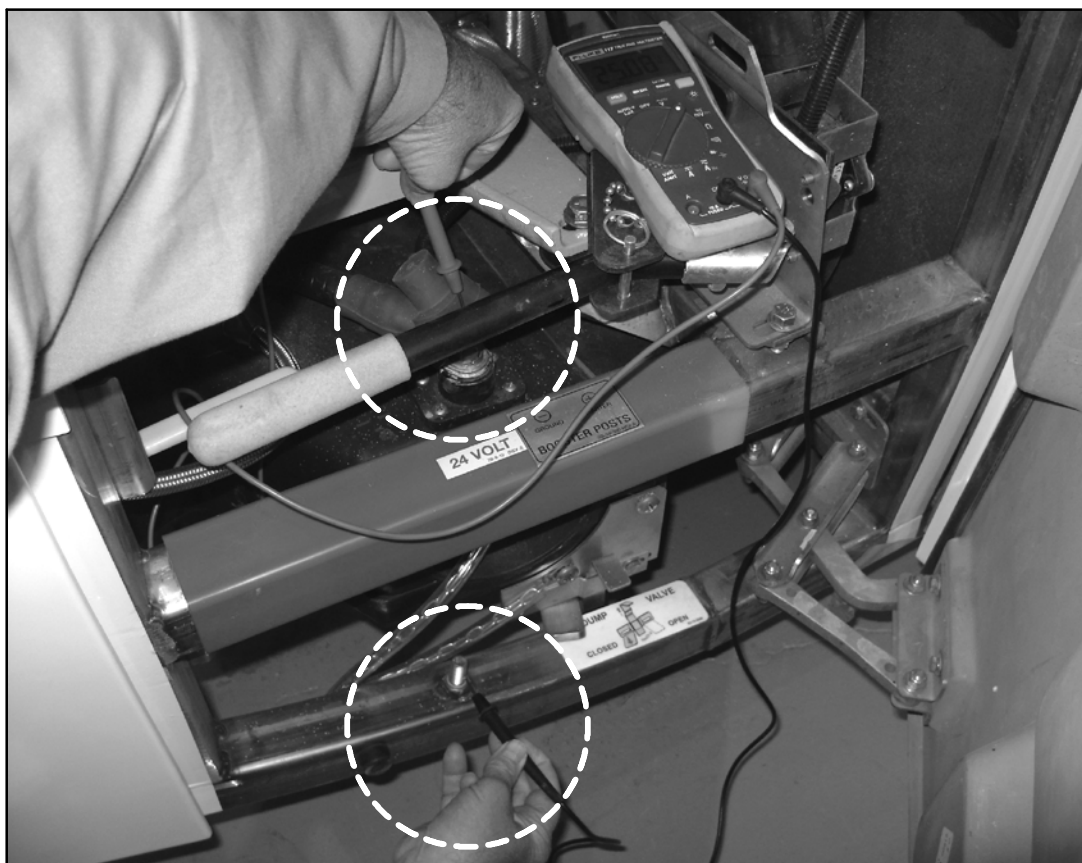
Read this entire procedure before beginning work.  
Use Safe Shop Practices At All Times.

## **! WARNING**

To avoid personal injury, never enter or perform work in the engine compartment prior to positioning the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the OFF position. Allow enough time for components to cool down prior to working in the engine compartment.

1. Chock both sides of the tires.

2. Open the curbside, rear, side service compartment door. Locate the terminals and position a voltmeter across the jump start terminals ( refer to Figure 1 ). Measure and record the voltage.



**Figure 1.**

3. Turn OFF all electrical accessories. Start the engine. Allow the batteries to re-charge for approximately ten ( 10 ) minutes.
4. Visually check the tell-tale cluster to ensure that the NOT GENERATING tell-tale is not illuminated.
5. Re-measure the voltage to ensure that the voltage has increased, as a result of charging the batteries in Step 3. of this procedure.

## **NOTICE**

***At full charge, the alternator's voltage should be between 28.0 and 28.4 volts.***

***If the voltage has increased and is between 28.0 and 28.4 volts, proceed to Step 7.***

***If the voltage has not increased and does not achieve 28.0 to 28.4 volts, contact the MCI Fleet Support Technical Center at 1-800-241-2947 for further information.***

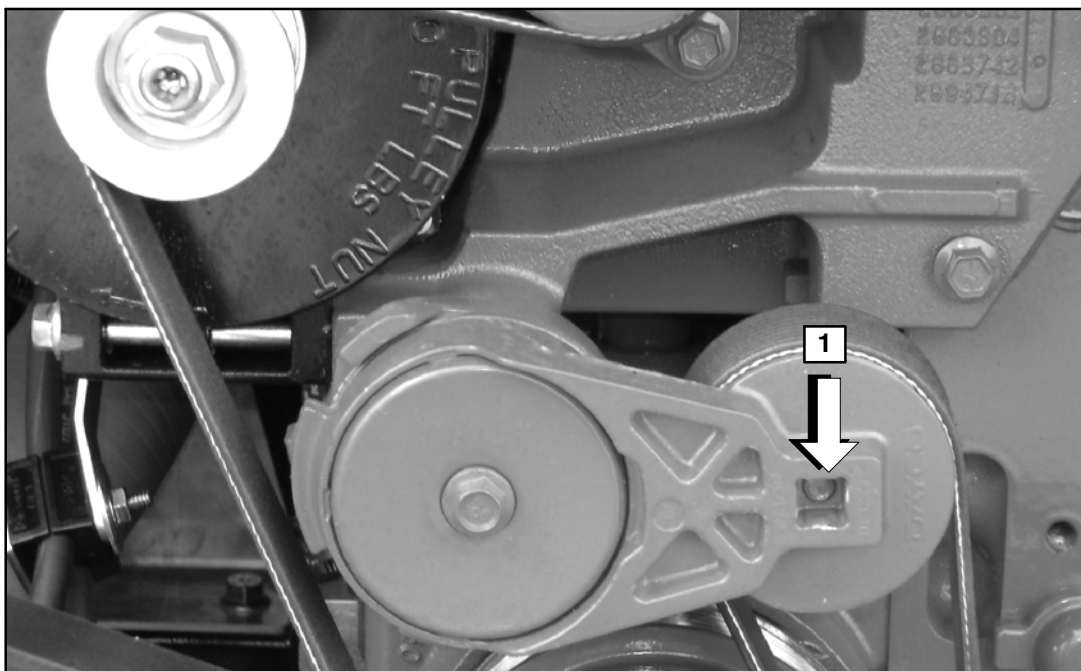
6. For E / J model coaches, activate the disconnect feature of the main battery disconnect ( MDS ) system by pressing ( for one second only ) the momentary toggle switch on the MDS module to OFF. An audible click can be heard from the main solenoids in the MDS module. Position the rotary switch to the DOWN ( OFF ) position.

For D model coaches, turn the main battery disconnect switch to the OFF position.

7. Open the engine door(s). Locate the engine belt tension clutch ( refer to Figures 2 and 3 ).



**Figure 2. Reference photo of D coach installation.**



**Figure 3. Reference photo of E / J coach installation.**

ITEM	DESCRIPTION
1	Engine belt tension clutch

**⚠ WARNING**

Clutch is under pressure and may have unexpected movement. To avoid injury, always keep a tight grip on tools when removing and installing the belt.

8. Locate and orient the ratchet in the engine belt tension clutch port. Using a ratchet and controlled force, carefully apply pressure to offset the clutch creating slack of the engine belt ( refer to Figure 4 ). Have a second person carefully remove the engine belt from the pulley.



**Figure 4.**

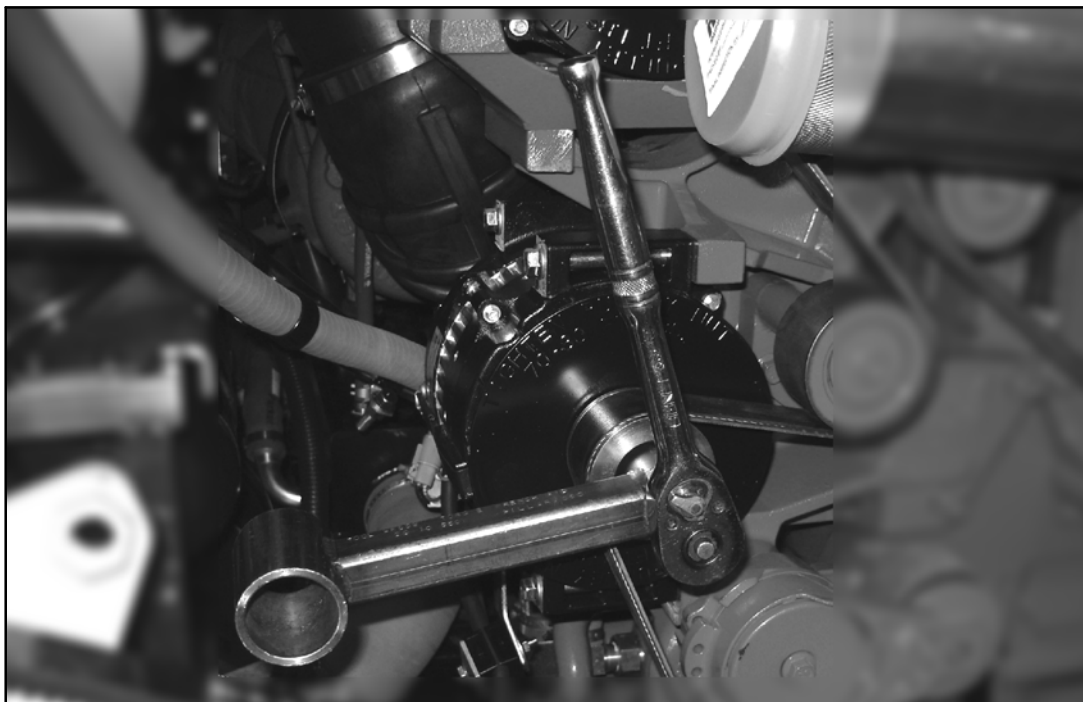
**NOTICE**

**Replace and install the nut on one ( 1 ) alternator at a time.**

9. Using the two ( 2 ) reference tools shown in Figures 5 and 6 simultaneously, remove and discard the existing pulley nut from the alternator.



**Figure 5. Reference photo.**



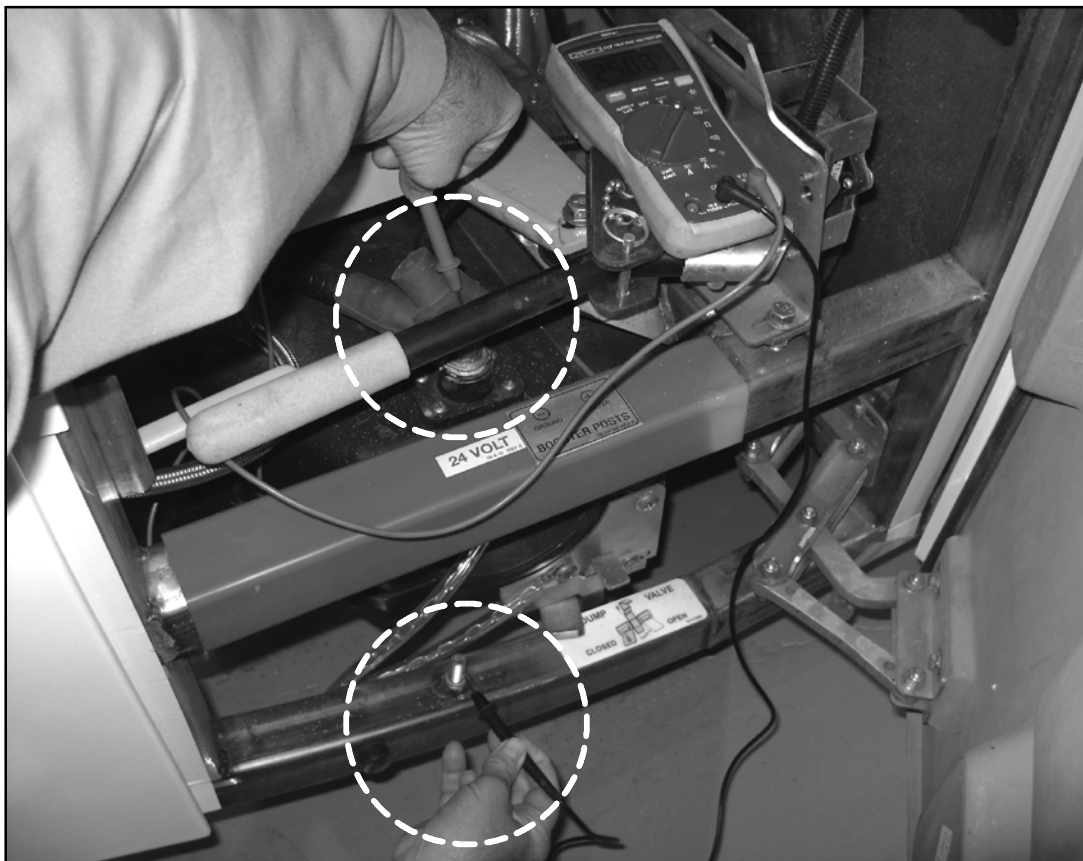
**Figure 6. Reference photo.**

10. Install and tighten the new nut, p/n 07-03-1285, on the alternator. Torque nut to 70– 80 ft.-lbs.
11. Repeat Steps 9. and 10. to the second alternator.

## **! WARNING**

**Clutch is under pressure and may have unexpected movement. To avoid injury, always keep a tight grip on tools when removing and installing the belt.**

12. Using a ratchet and controlled force, carefully apply pressure to offset the clutch creating slack of the engine belt. Have a second person carefully orient and re-install the engine belt on the pulley(s).
13. Position the ENGINE RUN and ENGINE START switches on the engine compartment remote control box to the ON position. Position the main battery disconnect switch to the ON position.
14. Open the curbside, rear, side service compartment door. Locate the terminals and position a voltmeter across the jump start terminals ( refer to Figure 7 ) to validate that the charging system is operating.



**Figure 7.**

## **NOTICE**

***At full charge, the alternator's voltage should be between 28.0 and 28.4 volts.***

15. Close the compartment doors.
- 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:***

The parts required for this change will be supplied without charge.

A labor allowance of 0.50 hours will be granted for the procedure of installing the specified part(s) in this bulletin on affected D / E / J 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. An "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.

This program will end on April 30, 2013.

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

<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**