



# Service Bulletin No. 392

<b>MODEL</b> D Series Coaches	<b>TYPE</b> Field Change Program	<b>SECTION/GROUP</b> 7--Electrical	<b>DATE</b> Dec. 7, 2012
<b>SUBJECT</b> ACTIA MULTIPLEX CHECK ENGINE AND CHECK TRANSMISSION TELL-TALES			
<b>CONDITIONS</b>			

### **Customer Complaint:**

Motor Coach Industries, Inc. ("MCI") has become aware that certain D series coaches equipped with a Cummins 2010 engine may experience intermittent faults on the engine and / or transmission without having the designated warning tell-tale ( CHECK ENGINE LIGHT, STOP ENGINE LIGHT and / or CHECK TRANSMISSION LIGHT ) illuminate on the instrument panel. As a result, the coach may be operated with active engine and / or transmission codes that may require immediate attention.

## NOTICE

***MCI is advising customers that in the event of an engine system malfunction or critical fault detection, the engine system programming will automatically initiate the self-protection sequence by shutting down the engine, even though the STOP ENGINE LIGHT does not illuminate on the tell-tale cluster informing the operator of the event.***

### **Cause:**

Incorrect programming of the multiplex controller.

### **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.

59653	59654	59764 to 59789	59829 to 59845	59860 to 12730
12732 to 12755	12757 to 12831	12833	12835	12837

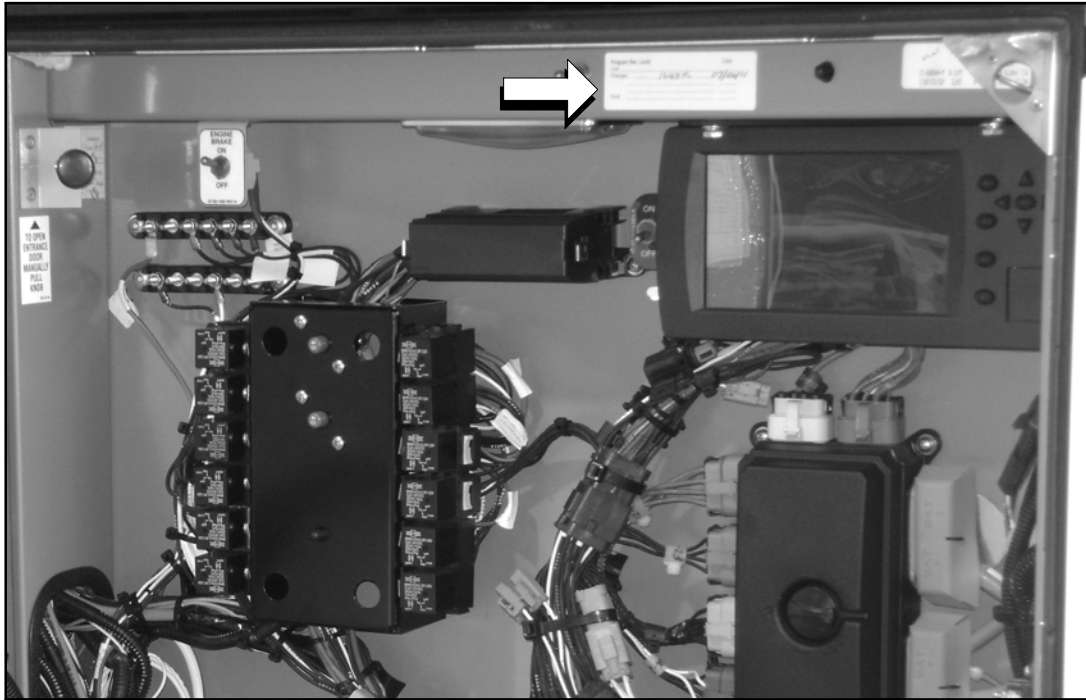
### **Service Procedure:**

## **! WARNING**

**Read this entire procedure before beginning work.**

**Use Safe Shop Practices At All Times.**

1. 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.
2. Connect the laptop to the coach, equipped with Amp reflash software, and download the new control logic.
3. Open the front junction box door. Locate the Program Rev. Level decal in the upper, RH corner ( refer to Figure 1 ).
4. Using a marker or pen, clearly print to update the Program Rev. Level decal by recording the new control logic revision level and the date the download occurred on the applicable line of the decal.



**Figure 1. Program Rev. Level decal located on the front junction box frame.**

*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.

This program will end on June 21, 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**