



Service Bulletin No. 394

MODEL	J4500 Series Coaches	TYPE	Field Change Program	SECTION/GROUP	7 – Electrical	DATE	Dec. 27, 2012
SUBJECT	ACTIA MULTIPLEX THRESHOLD WARNING SYSTEM SENSORS						
CONDITIONS							

Customer Complaint:

Motor Coach Industries, Inc. ("MCI") has become aware that the wheelchair lift threshold warning system (TWS) function requires improvement on J4500 series coaches equipped with the Actia multiplex system. The threshold warning system as currently installed will beep, but will not continuously beep when the wheelchair lift platform is below the cabin floor and the acoustic sensors detect a moving person and / or a stationary object in the doorway of the designated threshold area with the wheelchair lift cabin door open. MCI is improving this threshold warning system by making the audible warning continuous under these conditions.

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.

66242	66251	66258	66266	66272
66279 to 66286	66301 to 66307	66313 to 66316	66320 to 66339	66342 to 66348

Service Procedure:



Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Turn the main battery disconnect switch to the OFF position.
2. Chock both sides of the tires.
3. Connect the laptop to the coach, equipped with Amp reflash software, and download the new control logic.
4. Position a box in the doorway of the designated threshold area. Operate the wheelchair lift and ensure that the acoustic sensors detect the box and actuate the threshold warning system safety alarms (improved system operation is a continuous audible buzzer and flashing light, not intermittent) when the wheelchair lift platform is below the cabin floor height.
5. Remove the box from the designated threshold area and ensure the threshold warning system safety alarms extinguish.
6. Have a person walk into the designated threshold area while the wheelchair lift platform is below the cabin floor height, exercising due caution to ensure the person doesn't lose his/her balance or fall in light of the gap between the lift platform and the cabin floor. Ensure that the acoustic sensors detect the movement and actuate the threshold warning system safety alarms (improved system operation is a continuous audible buzzer and flashing light, not intermittent).
7. Lower and stow the wheelchair lift.

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 J4500 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 July 11, 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

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

FAX TO: 800-360-8886

MAILING ADDRESS:

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

MCI part # 03-15-7738C