



Service Bulletin No. 391

MODEL D Series Coaches	TYPE Field Change Program	SECTION/GROUP 13- Transmission	DATE Nov. 13. 2012
SUBJECT ALLISON TRANSMISSION DUAL POWER INVERTER MODULE 2 (DPIM2)			
CONDITIONS THIS CAMPAIGN IS BEING HANDLED DIRECTLY THROUGH ALLISON TRANSMISSION INC.			

Customer Complaint:

MCI is notifying our customers at the request of Allison Transmission that it has released the attached Field Action Letter 2012FA03 that addresses the need for replacement of the Dual Power Inverter Module 2 (DPIM2) on the coaches listed in the table below.

Cause:

Vendor campaign.

Corrective Action:

MCI strongly encourages owners of the D model coaches listed in the table below to immediately contact their local authorized Allison Transmission dealer to schedule an appointment to replace the Dual Power Inverter Module 2.

59307	59309 to 59317	59324	59326 to 59334	59616 to 59624
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Parts

Qty.	New P/N	Description
1	29558557	Dual Power Inverter Module 2 (DPIM2)

NOTICE

MCI customers are instructed to contact their local authorized Allison Transmission dealer to schedule an appointment as soon as possible. Customers must reference Field Action Letter 2012FA03 when scheduling the appointment.

The Dual Power Inverter Module 2 Campaign is being performed only by Allison Transmission and its authorized dealers. Therefore all parts and labor required for this retrofit will be provided through Allison Transmission and performed at local authorized Allison Transmission dealers only.

In order to update our records, MCI is asking customers to submit a MCI Field Change Program Verification Form for each affected VIN for which Allison Transmission has completed its campaign.

If you have any concerns or difficulties making arrangements with Allison Transmission relating to this Field Change Program, please contact our Customer Service Line at 1-800-241-2947.

Procedure complete.

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SUBJECT: H 40/50 EP™ Dual Power Inverter Module 2 (DPIM2) Field Action

MODELS AFFECTED: Dual Power Inverter Module 2 (DPIM2)

VOCATIONS AFFECTED: Transit buses equipped with H 40/50 EP™

SERIAL NUMBERS AFFECTED: S/N 7210010001 through S/N 7210011222

Introduction:

Allison Transmission, Inc. has identified the need for removing and replacing some Dual Power Inverter Modules (DPIM2), part number P/N 29548557. The serial numbers affected are S/N 7210010001 through S/N 7210011222. Allison Transmission, Inc. is replacing the DPIM2s listed serial number range at no cost, regardless of vehicle age or mileage. In order to participate in this Global Customer Satisfaction Field Action (FA), all repair orders must be opened prior to May 1, 2014.

DPIM2s built after S/N 7210011222 are not affected by this Field Action.

Distributors should contact the Allison H 40/50 EP™ customers in your Area of Responsibility to schedule the DPIM2 Field Action activity. Attached is a copy of the Customer Letter.

Service Procedure:



WARNING: Before beginning any repair on the H 40 EP System™, perform the Electrical Disconnect Verification Procedure found in the H 40/50 EP™ Service Manual SM3602.

Allison Transmission, Inc. has identified the listed operations for this Field Action. Allison H 40/50 EP™ trained technicians are to perform this Field Action at authorized H 40/50 EP™ service outlets only. As soon as the vehicle has been received, proceed as follows: Authorization Required Prior to Conducting DPIM2 Replacement. If Authorization Number is not obtained you do not have authorization to continue with DPIM2 replacement. Distributors and Dealers must log on to the Allison Extranet (<https://sap.allisontransmission.com/extranet>) to the Field Action Authorization channel located under the Warranty channel. Obtain Authorization Number prior to performing the DPIM2 replacement. When in the Field Action channel, select the hyperlink for 2012FA03 and then complete the fields displayed. This authorization number must be included in the claim narrative for claim consideration.

A Field Action Authorization Number is required prior to replacing the DPIM2. If the Field Action Authorization Number is not obtained, do not continue with the replacement.

If you are unable to obtain an authorization number, and you believe the DPIM2 qualifies for the Field Action based on the serial number range, contact the Allison Technical Assistance Center (TAC) at 800-252-5283 or 317-242-0700.

Ordering a DPIM2 That Fails, In the Field Action S/N Range:

If a DPIM2 in the affected S/N range fails before the Field Action is completed on that bus, order a DPIM2 using the following as a guide:

- Order replacement DPIM, P/N 29558557 through normal parts ordering process.
- File claim for the failed DPIM2 as Claim Type 1 (CT01) - warranty or Claim Type 2 (CT02) - ETC, as applicable.
- Return failed DPIM2 via RMA process.
- If Claim Type 1 or Claim Type 2 do not apply, contact Allison TAC for instructions on ordering a replacement DPIM2.

Ordering a DPIM2 on a Pro-Active Basis for this Field Action:

Contact the Allison Technical Assistance Center (TAC) to order a replacement DPIM2 for this Field Action only. The Allison Technical Assistance Center will provide a DPIM2 at no cost. When calling TAC, the information below must be provided.

- DPIM Serial Number
- Bus Number
- Vehicle Identification Number (VIN)
- Mileage
- Repair Order Open Date
- Distributor Branch Location
- Shipping Information

Replace the DPIM2 as outlined in H 40/50 EP™ Service Manual, SM3602.

Core Submittal:

- Create a Return Transaction in SAP for the DPIM2 core.
- Only one Return Transaction may be created per DPIM2 core.
- Use part number, DPIM2CM for the Return Transaction in SAP.
- SAP will generate a Return Material Authorization (RMA).
- Include the following information in the Serial Number text field of the Return Transaction in SAP:
 - DPIM2 Serial Number (returned and installed).
 - Field Action Authorization Number
 - Customer
 - Bus Number
 - Vehicle Identification Number (VIN)
 - Mileage

- Securely affix a legible copy of the on-line SAP-generated Return Material Authorization form and a copy of the AFA to the DPIM2. It is suggested that a clear plastic shipping envelope be wired to one of the mounting bolt holes to protect it.

DPIM2 cores returned that have oil/water intrusion due to missing shipping plugs and or covers will be deemed un-usable. DPIM2 cores that are deemed un-usable due to improper shipping will be invoiced to the distributor at the value of \$39,066.00.

The returned DPIM2s are to be sent to the address listed below before the claim is filed:

Allison Transmission, Inc.
C/O Arens Controls Company, LLC
Attn: DPIM2, 2012FA03 Return
3602 N. Kennicott Ave.
Arlington Heights, IL 60004

Core Freight Criteria:

Allison Transmission, Inc. will pay the core freight charges for the return of DPIM2 cores when the following conditions are met:

- Ship DPIM2 cores, Freight Class FAK70 . Reference this class on your bill of lading.
- Carrier Information: Central Transport International is the exclusive carrier for all DPIM2 Field Action Truck shipments.
- Call Central Transport International at 800-423-6872 for all DPIM2 core shipments less than 20,000 lbs. and less than 75% of the trailer capacity. All freight must be called in and ready by noon (your local time) to ensure same day pickup.
- State the number of pieces of freight, approximate weight, destination city on your bill of lading.
- The freight terms are prepaid and the body of the bill of lading should state; Third Party Bill Freight To:

Allison Transmission, Inc.
Attn: Data 2 Logistics
4310 Metro Parkway
Fort Myers, FL 33916
1-800-252-5283

(Billing Address only DO NOT ship to this location)



NOTE: Do not call CENTRAL FREIGHT; this is a different carrier. If the carrier fails to make a pickup, contact Central Transport International immediately at 800-423-6872. Allison Transmission, Inc. has strict metrics in place to not only ensure the material is delivered to manufacturing plants and customers on time, as well as free of any loss or damage. Contact the Allison Transportation Department 48 hours in advance for routing instructions on all shipments greater than 20,000 lbs., or if the freight will occupy more than 75% of a trailer. Contact the Allison Transportation Department at 317-821-5110, 317-821-5106, 317-821-5107, or 317-821-5112 for any transportation concerns, including freight damage and loss claims.



NOTE: Any costs incurred by Allison Transmission, Inc. as a result of noncompliance of the above routings will be debited to your account.

- Third party billing labels are available from RR Donnelly, and can be ordered through Allison's Publications link at www.allisontransmission.com, reference publication number ST2240EN.
- For Canada and all other international inbound shipments, include the broker's name and the statement Return of U.S. Goods, Allison Transmission, Inc. Shipment on the invoice, bill of lading, and packing list.
- Use FedEx Trade Networks, 734-229-4000 for Canadian customs clearance.
- All international inbound shipments must include a customs invoice detailing the incoterms FCA (origin name). Description: Dual Power Inverter Module 2 CM, P/N 29548557, DPIM2 Core cost \$39,066.00, customs clearance by broker's name stated above, quantity shipped, serial number of each unit, weight per piece, tariff classification, total weight, and country of origin USA.
- Attach Declaration of Foreign Shipper (DFS).
- DPIM2 cores must be shipped from an Allison Transmission, Inc. recognized distributor, branch location, or direct dealer in the Continental U.S., Hawaii, Canada, or other designated locations acceptable to Allison Transmission, Inc. Allison Transmission, Inc. will pay all freight charges and any duties and taxes once the goods arrive in the United States.
- DPIM2 cores must meet core criteria and submittal requirements.
- DPIM2 cores must be shipped via freight carriers recommended by Allison Transmission, Inc., as stated above.
- The shipping destination on the bill of lading must identify the cores as being shipped to Allison Transmission Core Processing Center.

Claim Submittal:

Claims must be submitted against the removed DPIM2 serial number. Replacement serial number must be included in the "Replacement Transmission Serial Number" field. Any repairs not prescribed in this Field Action (FA) are to be claimed on a separate claim.

Allison Service Outlets must use the published Allison Transmission Labor Time Guide for work performed. The following labor operations will be required to complete the Field Action. Any additional parts or labor costs deemed necessary to complete this Field Action must be described in detail in the claim narrative. Failure to follow the instruction on this Field Action will result in the claim not being paid.

Claim Type	CT04*
Special Activity Code	2012FA03
Primary Failed Part	29548557
Complaint Code	AT02
Failure Code	CC03
Field Action Authorization Number	Provided from Extranet, must be listed in claim narrative
Service Replacement Indicator	ReTran®
* If the DPIM fails on a bus before the Field Action has been completed on that bus, replace DPIM2 with a new DPIM2, P/N 29548557 and file the claim as a Claim Type1, CT01, or Claim Type 2, CT02, (as applicable) with Special Activity Indicator 2012FA03	

	DPIM Failed	DPIM Not Failed	Special Instructions*
DPIM within FA S/N Range and still in 2 year warranty	CT01	CT04	CT01 – utilize normal parts ordering process. CT04 – order DPIM2 replacement through Allison TAC.
DPIM within FA S/N range with ETC, less than 5 years and more than 2 years	CT02	CT04	CT02 – utilize normal parts ordering process. CT04 – order DPIM2 replacement through Allison TAC.
DPIM within FA S/N greater than 2 years without ETC	**	CT04	CT01 – utilize normal parts ordering process. CT04 – order DPIM2 replacement through Allison TAC.
DPIM within FA S/N range with ETC, greater than 5 years	N/A	CT04	CT04 – order DPIM2 replacement through Allison TAC.
DPIM outside FA S/N range, less than 2 years	CT01	N/A	CT01 – utilize normal parts ordering process.

* , Claims must reference Special Activity Indicator 2012FA03 for replacement DPIM2s in affected Field Action serial number range
 ** Contact Allison TAC for instructions

Product Code 71		
Labor Operation Code	Labor Hours	Labor Operation
94000040	4.0 hours	Remove and Replace DPIM2 (MCI D Series Coach)
94000030	3.0 hours	Remove and Replace DPIM2 (All Other Transit Buses)
00096501	1.0 hours	Reflash entire system with updated SID
00096400	0.5 hours	Test Drive, Check and Clear Codes

H 40/50 EP™ High Voltage Shutdown Verification Procedure may not be added to the remove and replace operation.

Applicable Net Items	List (US)
DPIM2 Handling Fee*	\$1,000.00

* DPIM2 Handling Fee includes preparing the DPIM2 for shipment (ie: caps, plugs and crate).

Contact Information:

If you have questions concerning this Global Customer Satisfaction initiative, please contact:

Allison Transmission, Inc.
 Attn: H 40/50 EP Service Group
 P.O. Box 894, Mail Code M5B
 Indianapolis, IN 46222
 1-800-252-5283



DECLARATION OF FOREIGN SHIPPER

I, _____, declare that the articles herein specified are, to the best of my knowledge and belief, the growth, produce, or manufacture of the UNITED STATES. They were exported from the port of _____ on or about UNKNOWN. They are returned without having been advanced in value or improved in condition by any process or manufacture.

Invoice No. _____

Part No.: _____

Quantity: _____

Description: _____

Unit Price: _____

Total Value: _____

Shipper: _____

Signature: _____

Title: _____

Date: _____



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TO: H 40/50 EP™ Drive Unit Owners (Transit Bus)

SUBJECT: H 40/50 EP™ DPIM2 Field Action 2012FA03

MODELS AFFECTED: Dual Power Inverter Module 2 (DPIM2)

VOCATIONS AFFECTED: Transit buses equipped with H 40/50 EP™

SERIAL NUMBERS AFFECTED: S/N 7210010001 through S/N 7210011222

What Will Be Done?

An Allison Transmission, Inc. authorized Distributor or Dealer will determine if your DPIM2(s) are candidates for the Global Customer Satisfaction initiative. If you have DPIM2s that are included in this initiative, you should schedule your bus to replace the DPIM2 at no charge to you.

How Long Will the Repair Take?

The length of time to remove and replace the DPIM2 is approximately 6 hours. Additional time may be required to replace the DPIM2 on your vehicle due to vehicle design and Allison Distributor workload. Making an appointment is highly recommended to ensure a satisfactory service experience.

Contacting Your Authorized Allison Distributor:

Contact your Authorized Allison Distributor or Dealer to arrange an appointment. Visit www.allisontransmission.com and utilize the "Sales and Service Locator" tool for assistance in determining the closest authorized Allison Distributor to perform warranty repairs. Instructions for making the DPIM2 replacement have been sent to your Allison Distributor or Dealer.

Allison Transmission, Inc.



Reliability Driven™

MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

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