



Service Bulletin No. 393

MODEL D / E4500 / J4500 Series Coaches	TYPE Field Change Program	SECTION/GROUP 8 – Engine	DATE Dec. 7, 2012
SUBJECT CUMMINS ISX ENGINE BRAKE VOLTAGE CORRECTION CAMPAIGN			
CONDITIONS			

Customer Complaint:

MCI is notifying our customers at the request of Cummins Inc. that they have released Campaign C1241 that addresses a calibration issue, which results in the engine brakes being energized with 24 volts rather than the required 12 volts on Cummins ISX engines.

Cause:

Vendor calibration.

Corrective Action:

MCI strongly encourages owners of the D, E4500 and J4500 model coaches listed in the table below to immediately contact their local authorized Cummins dealer to schedule an appointment to recalibrate the ECM and replace the two (2) engine brake solenoids.

12604 to 12615	12617 to 12636	12639 to 12678	12681	12682
12684	12685	59654	59742	59764 to 59766
59768	59769	59771	59772	59774 to 59786
59788	59789	59829 to 59832	59834 to 59841	59843
59844	59861 to 59863	59867 to 59870	59872 to 59894	59896 to 59902
59904 to 59906	59923	59989 to 59992	65758	65782
65783	65791	65792	65801 to 65804	65806
65877	65918	65919	65923	65956
65958 to 65963	65965	65967 to 65975	65977 to 66003	66005
66006	66009 to 66013	66015 to 66022	66024 to 66028	66030 to 66035
66037 to 66071	66073	66075 to 66077	66079 to 66081	66083 to 66084
66086	66088 to 66099	66102	66105 to 66131	66134 to 66146
66148 to 66155	66157 to 66164	66172		

NOTICE

MCI customers are instructed to contact their local authorized Cummins dealer to schedule an appointment as soon as possible. Customers must reference Cummins Campaign C1241 when scheduling the appointment.

This campaign is being performed only by Cummins and its authorized dealers. Therefore all parts and labor required for this retrofit will be provided through Cummins and performed at local authorized Cummins 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 Cummins has completed its campaign.

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

Procedure complete.



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