



Reliability Driven™

Service Bulletin No. 396

MODEL D / E / J Series equipped with Cummins ISX Engine	TYPE Field Change Program	SECTION/GROUP 7–Electrical	DATE June 18, 2013
SUBJECT CUMMINS ISX ENGINE UPDATED ECM CALIBRATION AND EMISSIONS CAMPAIGN			
CONDITIONS			

Customer Complaint:

MCI is notifying our customers at the request of Cummins Inc. that it has released Campaign C1344 addressing a calibration change, which Cummins advises will improve the engine and aftertreatment reliability on Cummins ISX engines.

Cause:

Vendor calibration.

Corrective Action:

MCI strongly encourages owners of the coaches listed in the table below to immediately contact their local authorized Cummins dealer to schedule an appointment to recalibrate the engine with improved software.

12604 to 12615	12617 to 12650	12652 to 12682	12684 to 12706	12708 to 12741
12743 to 12755	12757 to 12847	12901 to 12961	12963 to 12981	12983 to 13005
59742	59764 to 59845	59862 to 59894	59896 to 59906	59923
59989 to 59992	65782	65783	65791	65792
65801 to 65806	65917 to 65919	65923	65956 to 65958	65960 to 65968
65971	65973 to 65979	65982 to 65988	65991 to 66007	66009 to 66022
66024 to 66031	66033 to 66077	66079 to 66081	66083 to 66084	66086
66088 to 66031	66134 to 66146	66148 to 66178	66185 to 66186	66189 to 66194
66201	66208	66211 to 66221	66225 to 66238	66241 to 66278
66284 to 66294	66301 to 66304	66308	66311 to 66317	66320 to 66341
66349 to 66362	66364 to 66381	66383 to 66408	66410 to 66412	66417 to 66420
66422 to 66428	66440	66443 to 66444	66447	66454 to 66459
66461 to 66471	66473 to 66482	66484 to 66525	66530	66535 to 66539
66542				



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 C1344 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 an 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.



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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:	
<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**