



Reliability Driven™

## Service Bulletin No. 392B

MODEL	D Series	TYPE	Field Change Program	SECTION/GROUP	7 – Electrical	DATE	Sept. 18, 2013
SUBJECT	ACTIA MULTIPLEX INTERFACE WITH CUMMINS 2010 ENGINE						
CONDITIONS							

**THIS BULLETIN SUPERCEDES FIELD SERVICE BULLETIN 392 IN ITS ENTIRETY.**

**IF YOU HAVE ALREADY COMPLETED FCP 392, STEPS 1. TO 4. OF FCP 392B NEED TO BE PERFORMED TO ENSURE PROPER MULTIPLEX FUNCTION.**

### Customer Complaint:

Motor Coach Industries, Inc. ("MCI") has become aware that certain D series coaches equipped with a Cummins 2010 engine can experience one or all of the multiplex controller program issues listed below:

1. Intermittent faults of 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 will operate 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.**

2. Coach Sleep Mode. Activation of the hazard switch after the coach was powered down will disable the sleep mode, thus affecting the coach's battery state of charge.
3. Diagnostic Code 0436 ( Intake Manifold Temperature 1, data erratic ) active, due to incorrect setting in the multiplex controller program. The incorrect setting will delay the cooling fan engagement.
4. Park brake signal reversed. The park brake output to the engine controller will be active all the time as a result of reversing the park brake signal in the multiplex controller program.

### **NOTICE**

**This will result in inhibiting a ZF transmission from shifting. This will not affect the safe operation of the coach in any way.**

### 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 to 59654	59742	59787 to 59789	59829 to 59845	59860 to 12721
12723 to 12740	12742 to 12770	12777 to 12814	12816	12818
12820	12822	12832	12834	12836
12838 to 12847	12901 to 12906	12911 to 12914		

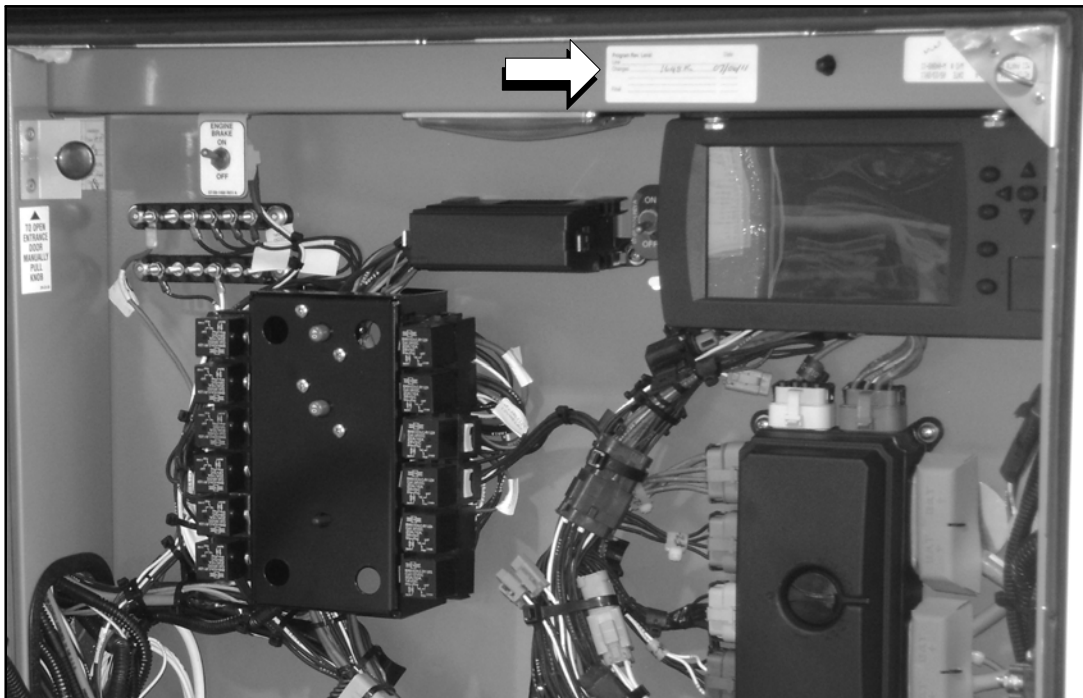
### Service Procedure:



**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 April 4, 2014.

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*