



Reliability Driven™

Service Bulletin No. 412B

MODEL	D / J4500 Series	TYPE	Field Change Program	SECTION/GROUP	8-Engine	DATE	June 26, 2014
SUBJECT	CUMMINS ISX ENGINE 2311 FAULT CODE						
CONDITIONS							

Customer Complaint:

Cummins Inc. has notified Motor Coach Industries ("MCI") that customers operating a coach equipped with a Cummins ISX engine and On Board Diagnostics (OBD) may experience an active 2311 fault code in addition to the Malfunction Indicator Lamp (MIL) tell tale lamp illuminated on the tell tale cluster.

If the engine is operated for an extended period of time with this fault active, engine performance and engine torque will be reduced.

Cause:

Vendor calibration related to malfunction of emissions.

Corrective Action:

MCI strongly encourages owners of the coaches listed in the table below to contact the Cummins Service Network to install the new ECM calibration under Cummins Program Number 1525, that will correct the logged code.

13087 to 13088	13098 to 13147	13149 to 13150	13153	13157 to 13158
13160	13161	13162	13164 to 13239	13241
13243 to 13244	13246	13249 to 13250	13252	13254 to 13260
13262 to 13288	13290	13292	13294	13296 to 13310
13313 to 13314	13316 to 13333	66586	66597 to 66598	66601 to 66602
66611 to 66612	66614 to 66630	66635 to 66638	66640 to 66647	66650 to 66651
66654 to 66662	66665 to 66669	66671	66673 to 66675	66677
66679	66682 to 66696	66704	66725 to 66727	66729 to 66734
66739 to 66744	66746	66748 to 66758	66763 to 66785	66790
66793	66796 to 66805	66808 to 66810	66812 to 66813	66872

NOTICE

MCI customers are instructed to contact their local authorized Cummins dealer to schedule an appointment as soon as possible. Customers must reference Cummins Program Number 1525 when scheduling the appointment.

This program is being performed only by Cummins Service Network and its authorized dealers. Therefore all parts and labor required for this program will be provided by Cummins.

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 the Cummins Service Network relating to this program, please contact our Customer Service Line at 1-800-241-2947.

Procedure Complete.