



Reliability Driven™

Service Bulletin No. 417

MODEL	J4500 Series	TYPE	Field Change Program	SECTION/GROUP	8-Engine	DATE	Aug. 18, 2014
SUBJECT	DDC GHG14 DD PLATFORM ENGINES SOFTWARE REPROGRAMMING						
CONDITIONS							

Customer Complaint:

MCI is notifying our customers at the request of Detroit Diesel Corporation (DDC) that it has released Field Action 14W1 addressing a reprogramming change, which DDC advises will prevent fault codes and performance issues.

Cause:

Vendor programming.

Corrective Action:

MCI strongly encourages owners of the J4500 series coaches equipped with a DDC engine listed in the table below to immediately contact their local Detroit Diesel Authorized Repair Facility to schedule an appointment to reprogram the engine software and fuel maps.

66523	66648	66698 to 66703	66705 to 66724	66728
66735 to 66738	66759 to 66762			

NOTICE

MCI customers are instructed to contact their local Detroit Diesel Authorized Repair Facility to schedule an appointment as soon as possible. Customers must reference Field Action 14W1 when scheduling the appointment.

This program is being performed only by Detroit Diesel Corporation (DDC) and its authorized dealers. Therefore all parts and labor required for this program will be provided by DDC.

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 DDC has completed its campaign.

NOTICE

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