



Reliability Driven™

# Service Bulletin No. 419

<i>MODEL</i>	<b>D / J4500 Series</b>	<i>TYPE</i>	<b>Field Change Program</b>	<i>SECTION/GROUP</i>	<b>8-Engine</b>	<i>DATE</i>	<b>Oct. 03, 2014</b>
<i>SUBJECT</i>	<b>CUMMINS ISX12 FUEL PUMP BARREL/PLUNGER AND TAPPET CAMPAIGN</b>						
<i>CONDITIONS</i>							

## **Customer Complaint:**

Cummins Inc. has notified Motor Coach Industries ("MCI") that it has issued a campaign to address ISX high pressure fuel pump ceramic plunger fractures as well as the potential of damage to the roller / tappet assembly.

## **Cause:**

Vendor installation.

## **Corrective Action:**

MCI strongly encourages owners of the coaches listed in the table below to contact the Cummins Service Network to replace the ceramic pumping plungers with steel plungers in the high pressure fuel pump head under Field Campaign 1556 and TRP 1559.

12604 to 12615	12617 to 12682	12684 to 12691	12693 to 12706	12708 to 12729
12731 to 12741	12743 to 12755	12757 to 12847	12901 to 12919	12921 to 12961
12963 to 12981	12983 to 13055	59654	59742	59764
59766 to 59786	59788	59829 to 59832	59834 to 59845	59861 to 59894
59896 to 59906	59923	59989 to 59992	65758	65782 to 65783
65791 to 65792	65801 to 65806	65877	65917 to 65919	65923
65956 to 65988	65990 to 66007	66009 to 66022	66024 to 66031	66033 to 66073
66075 to 66077	66079 to 66081	66083 to 66084	66088 to 66131	66134to 66146
66148 to 66178	66185 to 66186	66189 to 66194	66201	66208
66211 to 66221	66225 to 66238	66241 to 66260	66262 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	66412	66417 to 66428
66440	66443	66444	66447	66454 to 66459
66461 to 66471	66473	66475 to 66482	66484 to 66502	66510
66524 to 66525	66530	66535 to 66539	66542 to 66553	66555 to 66578
66637				



## NOTICE

***MCI customers are instructed to contact their local authorized Cummins dealer to schedule an appointment as soon as possible. Customers must reference Field Campaign 1556 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.*