



Reliability Driven™

## Service Bulletin No. 432

|            |                                           |      |                      |               |          |      |               |
|------------|-------------------------------------------|------|----------------------|---------------|----------|------|---------------|
| MODEL      | D / J4500 Series                          | TYPE | Field Change Program | SECTION/GROUP | 8-Engine | DATE | March 2, 2016 |
| SUBJECT    | CUMMINS ISX ENGINE ECM CALIBRATION UPDATE |      |                      |               |          |      |               |
| CONDITIONS |                                           |      |                      |               |          |      |               |

### **Customer Complaint:**

MCI is notifying our customers at the request of Cummins Inc. that they have released Campaign 1742 that addresses an issue in which certain on-board diagnostics ( OBD ) fault codes illuminate the incorrect tell-tale.

### **Cause:**

Existing vendor ECM calibration.

### **Corrective Action:**

MCI strongly encourages owners of the coaches listed in the table below to contact the Cummins Service Network to recalibrate the ISX engine with updated software under Cummins Program Number 1742.

|                |                |       |                |       |
|----------------|----------------|-------|----------------|-------|
| 13752 to 13762 | 13792          | 13818 | 13833          | 13848 |
| 13864          | 13876 to 13877 | 13879 | 67190 to 67191 | 67214 |
| 67226          | 67283          | 67309 | 67311          |       |

## 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 1742 when scheduling the appointment.***

***The ECM recalibration 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 on.***

***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.*

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# MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

| CONTACT INFORMATION                                                                                                                                    |                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| CUSTOMER NAME:<br><br>_____<br><br>(PLEASE PRINT)                                                                                                      |                                   |
| FCP INFORMATION – ONE FORM PER UNIT                                                                                                                    |                                   |
| FCP#: _____ Coach Model _____ Model Year _____                                                                                                         |                                   |
| COACH SERIAL #:<br>(At least the last 5 digits)                                                                                                        | DATE COMPLETED ____ / ____ / ____ |
| MILEAGE:                                                                                                                                               |                                   |
| <b><u>IMPORTANT:</u> TO RECEIVE CREDIT FOR ANY ALLOWABLE LABOR CHARGES, THIS VERIFICATION FORM MUST BE RETURNED TO MCI UPON COMPLETION OF THE FCP.</b> |                                   |
| SUBMITTED BY: (Please Print)<br><br>_____ DATE ____ / ____ / ____                                                                                      |                                   |
| TITLE: (Please Print) _____                                                                                                                            |                                   |
| SIGNATURE:<br><br>_____                                                                                                                                |                                   |
| COMMENTS:                                                                                                                                              |                                   |

**FAX TO: 800-360-8886**

MAILING ADDRESS:

**MOTOR COACH INDUSTRIES  
ATTN: WARRANTY DEPT.  
7001 UNIVERSAL COACH DRIVE  
LOUISVILLE, KY 40258**

MCI part # 03-15-7738C