



**MOTOR COACH
INDUSTRIES**

July 17, 2012

«Customer_Name»
 ATTENTION: TECH SERVICE DEPT/MAINT
 «Address»
 «Address_2»
 «City», «State» «Zip»
 «ctry»

SUBJECT: SAFETY RECALL OF 2009 - 2011 MCI D SERIES COACHES

Ref.: **NHTSA # 12V-250**
Transport Canada # 2012-173
MCI Service Bulletin 388

Attention Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicle Safety Act.

Motor Coach Industries, Inc. (“MCI”) has decided that a defect which relates to motor vehicle safety exists in certain model year 2009 - 2011 MCI D series coaches equipped with LED interior lights and either a Vansco or IO multiplex system. The power draw from the LED lights may exceed the design limits of the fuse block terminal and splice clip connector, resulting in excessive heat buildup that may result in a fire, potentially causing personal injury or property damage. Please see the enclosed MCI Service Bulletin 388 for further information.

The vehicles that are subject to this notice are the following model year 2009 - 2011 MCI D series coaches (last five VIN digits):

Coach Model	Model Year	VINs
D4000	2009	58909, 58911, 58913, 58915, 58917
D4000	2010	59234-59238, 59361, 59362
D4000	2011	59625-59633

D4500	2009	58631-58636, 58638, 58640, 58642, 58644, 58646, 58648, 58650, 58652, 58654, 58656, 58658, 58660, 58678, 58680-58684, 58686, 58688, 58690, 58692-58694, 58696-58706, 58708, 58710, 58712, 58714-58716, 58720-58731, 58774, 58811-58835, 58861, 58862, 58874, 58892, 58992-58994, 59027-59046, 59080, 59092-59097, 59099-59123, 59130-59132
D4500	2010	59206, 59302-59306, 59318-59322, 59353, 59363-59366, 59405-59414, 59416-59438, 59481, 59485, 59568, 59569, 59583-59586
D4500	2011	59616-59624, 59636-59652, 59690-59693, 59698-59701, 59721-59741, 59817-59828
D4505	2010	59212, 59214-59219, 59270, 59446-59457

MCI is conducting a recall of the above vehicles to repair the defect condition. Please see the enclosed MCI Service Bulletin 388 for further information. The recall work will be provided at no cost to you, and is estimated to take two hours to complete.

MCI records indicate that you are the owner or operator of the following vehicle(s) included in this recall:

«**Unit_Numbers**»

MCI strongly urges you to have the recall work performed on your vehicle(s) as quickly as possible.

You may contact the MCI Customer Service Line at 1-800-241-2947 if you have any questions about this recall campaign or wish to make arrangements to have your vehicle(s) repaired at an authorized MCI service center. Submittal of MCI Warranty Claim Forms may be completed on MCI's website at <http://fleetsupportiw.mcicoach.com/iwarranty/signon> (click on Customer Care System), or a photocopy of the Warranty Claim Form found in the Warranty Manual can be mailed / faxed to the MCI Warranty Department. Please refer to Service Bulletin 388, and your OWNER LIMITED WARRANTY MANUAL, for more detailed information.

After contacting MCI Customer Service, if you are still unable to have the safety defect remedied without charge and within a reasonable time, you may submit a complaint:

For US customers:

You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

For Canadian customers:

1700 EAST GOLF ROAD, SUITE 300
 SCHAUMBURG, ILLINOIS 60173
 847-285-2000 PHONE
 866-624-2622 TOLL FREE
 WWW.MCICOACH.COM

Please contact our customer service at 1-800-241-2947, or for additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

If you are the lessor of the vehicle(s) identified above, Federal law requires that you forward this notice by first class mail to the most recent lessee(s) known to you, within ten days of your receipt of this notice.

If you have sold or otherwise transferred the vehicle(s) identified above, please contact the MCI Customer Service Line at 1-800-241-2947 with all of the information you have regarding the current owner/operator of the vehicle(s).

If you had your vehicle repaired for this condition prior to receipt of this notice and incurred any costs, you may be eligible for reimbursement. Please contact the MCI Customer Service Line at 1-800-241-2947 for further information in that regard.

We regret the inconvenience this may cause you, but urge you to implement the recall procedures with respect to your vehicle(s) as soon as possible for your added safety and satisfaction.

Sincerely,

Motor Coach Industries
Warranty Department

Enclosure: MCI Service Bulletin 388



Service Bulletin No. 388

MODEL D Series Coaches	TYPE Field Change Program	SECTION/GROUP 7 – Electrical	DATE July 11, 2012
SUBJECT INTERIOR LED LIGHTS			
CONDITIONS			

Ref. NHTSA Recall No.: 12V–250

Ref. Transport Canada Recall No.: 2012–173

Customer Complaint:

Motor Coach Industries, Inc. ("MCI") has become aware that when the LED lights are in operation in certain 2009–2011 D series coaches equipped with a Vansco or IO multiplex system, the power draw from the LED lights may exceed the design limits of the fuse block terminal and the splice clip connector. In this situation, excessive heat may build up at the fuse block and connector that may cause the components to melt.

If the fuse block terminal and connector suffer thermal damage from excessive heat, they may degrade to the point where the components will burn and potentially cause damage to surrounding materials in the parcel rack and could cause potential injury to persons and/or damage to property.

Cause:

The cause is due to an excessive power draw from the interior LED lights that exceed the design limits of the components.

Corrective Action:

MCI strongly encourages owners of the D model coaches listed in the table below to perform the procedures in this bulletin as soon as possible.

58631 to 58636	58638	58640	58642	58644
58646	58648	58650	58652	58654
58656	58658	58660	58678	58680 to 58684
58686	58688	58690	58692 to 58694	58696 to 58706
58708	58710	58712	58714 to 58716	58720 to 58731
58774	58811 to 58835	58861	58862	58874
58892	58909	58911	58913	58915
58917	58992 to 58994	59027 to 59046	59080	59092 to 59097
59099 to 59123	59130 to 59132	59206	59212	59214 to 59219
59234 to 59238	59270	59302 to 59306	59318 to 59322	59353
59361 to 59366	59405 to 59414	59416 to 59438	59446 to 59457	59481
59485	59568 to 59569	59583 to 59586	59616 to 59633	59636 to 59652
59690 to 59693	59698 to 59701	59721 to 59741	59817 to 59828	

Parts

<u>Qty.</u>	<u>New P/N</u>	<u>Description</u>
1	26-07-0040	Kit, Interior Light <i>Kit Contents Are:</i>
1	07-08-4682	Interior Light Relay Kit
2	07-08-4683	Label, Blank
8	07-08-4684	Heat Shrink, 0.250 inch
8	07-08-4685	Heat Shrink, 0.500 inch
4	19-1-640	Screw
4	19-11-258	Tyrap

Service Procedure:**! WARNING**

Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.

1. Turn the main battery disconnect switch to the OFF position.
2. Chock both sides of the tires.
3. Enter the coach cabin. Open the curbside, parcel rack compartment #1 door.
4. Locate the junction box mounted to the parcel rack compartment wall (refer to Figure 1).



Figure 1.

5. Remove and retain the junction box cover and hardware, to be re-used at a later step in this procedure.

6. Locate connector S102 (refer to Figures 2 and 3).

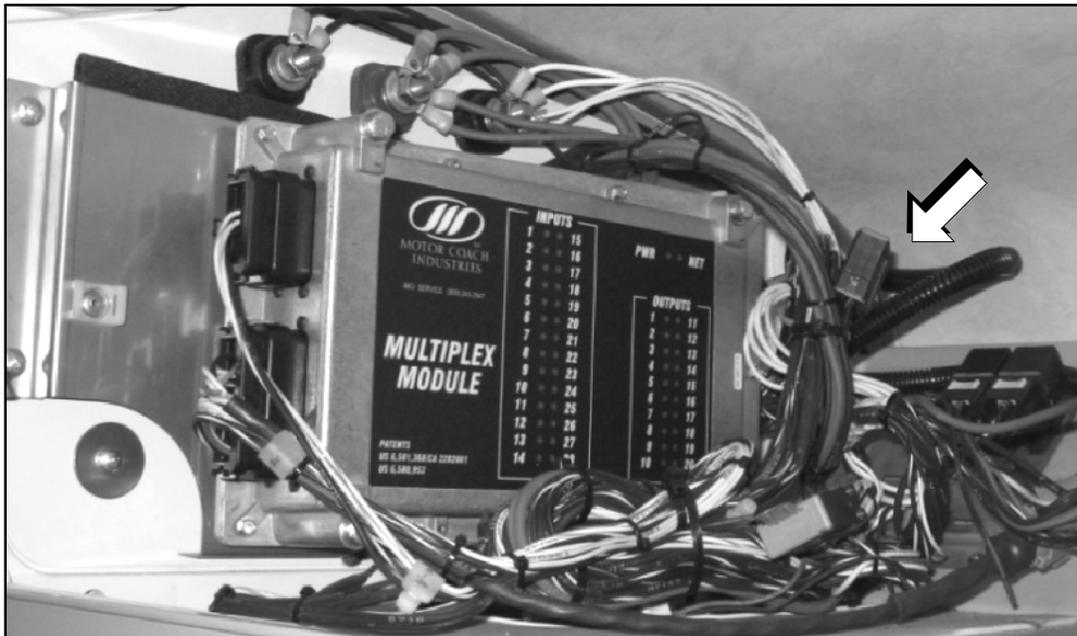


Figure 2.



Figure 3. Connector S102 (splice clip connector design / brown color).

7. Locate circuits A1, RA1 and LA1C in connector S102 cavities E, D and F. Using wire cutters, cut the wires 0.50 inch from the connector and splice them together using heat shrink, p/n 07-08-4684 (see Figure 4).
8. Locate circuits W1, RW1 and LW1C in connector S102 cavities L, K and M. Using wire cutters, cut the wires 0.50 inch from the connector and splice together using heat shrink, p/n 07-08-4684. (refer to Figure 4).
9. Using a small removal tool, remove circuit LW2A from connector S102 cavity J and splice with circuit LW2A from the Interior Light Relay Kit, p/n 07-08-4682 using heat shrink, p/n 07-08-4685 (refer to Figure 4).
10. Remove circuit RW2 from connector S102 cavity G and splice with circuit RW2 from the Interior Light Relay Kit, p/n 07-08-4682, using heat shrink p/n 07-08-4685 (refer to Figure 4).
11. Remove circuit LA3A from connector S102 cavity C and splice with circuit LA3A from the Interior Light Relay Kit, p/n 07-08-4682, using heat shrink p/n 07-08-4685 (refer to Figure 4).
12. Remove circuit RA3A from connector S102 cavity A and splice with circuit RA3A from the Interior Light Relay Kit, p/n 07-08-4682, using heat shrink p/n 07-08-4685 (refer to Figure 4).
13. Discard the connector S102.

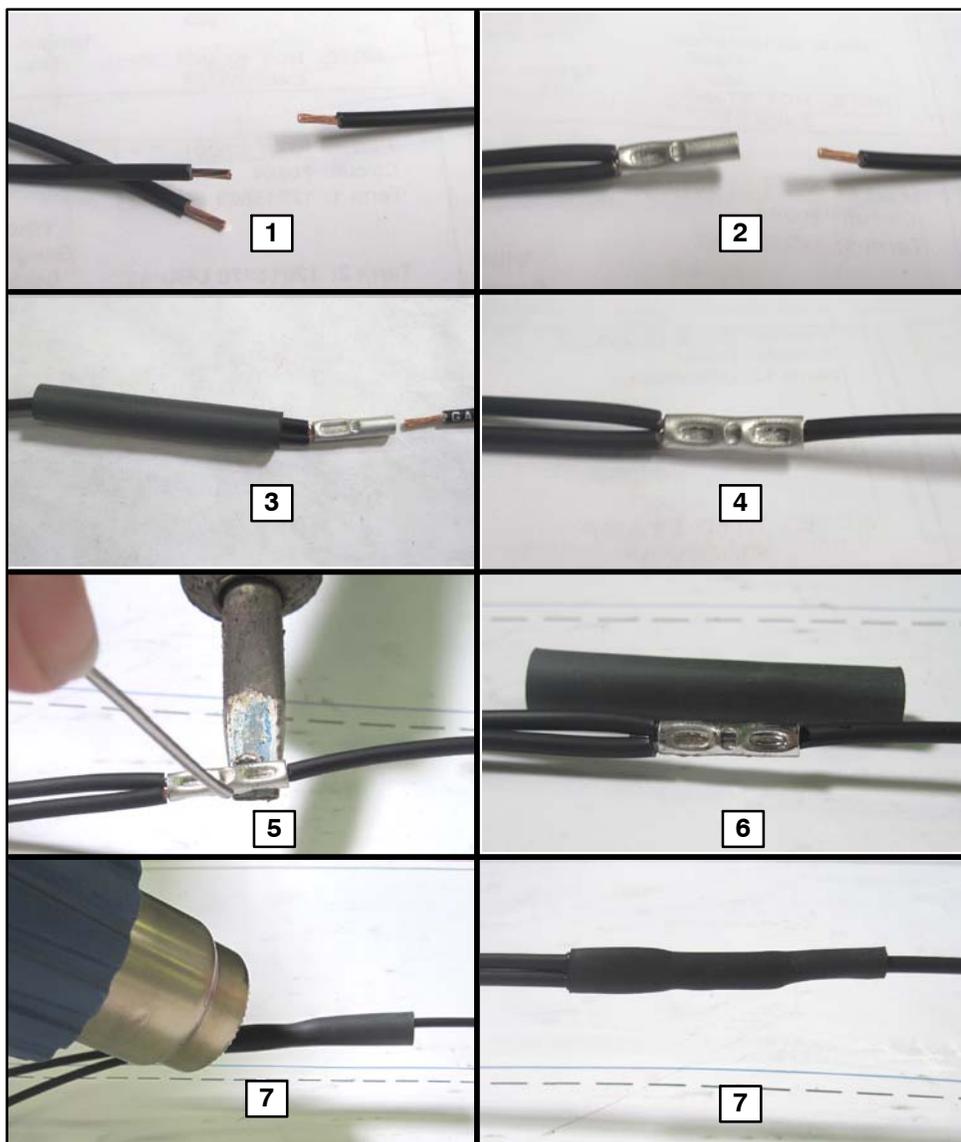


Figure 4.

ITEM	DESCRIPTION
1	Using wire strippers, strip the wires 0.250 inch
2	Crimp one wire
3	Orient and slide the heatshrink over the crimped wire
4	Crimp the other wire
5	Solder the center of the crimp joint. Proceed to solder both ends.
6	Orient and center the heat shrink over the butt splice
7	Using a heat gun, shrink down all the way until the melted glue is visible

14. Locate Relay J (refer to Figure 5). Remove circuit 7026B from Relay J cavity 86 and splice with circuit 7026B from the Interior Light Relay Kit, p/n 07-08-4682, using heatshrink, p/n 07-08-4684.
15. Remove circuit 70261 from Relay J cavity 85 and splice with circuit 70261 from the Interior Light Relay Kit, p/n 07-08-4682, using heatshrink, p/n 07-08-4684.
16. Discard Relay J and its base. Using wire cutters, cut and remove any other wire connected to the relay.



Figure 5. Relay J location in curbside, parcel rack compartment #1.

17. Locate Relay K (refer to Figure 6). Remove circuit 7029 from Relay K cavity 86 and splice with circuit 7029 from the Interior Light Relay Kit, p/n 07-08-4682, using heatshrink, p/n 07-08-4684.
18. Remove circuit 70291 from Relay K cavity 85 and splice with circuit 70291 from relay kit (07-08-4682) using 07-08-4684.
19. Discard Relay K and its base. Using wire cutters, cut and remove any other wire connected to the relay.

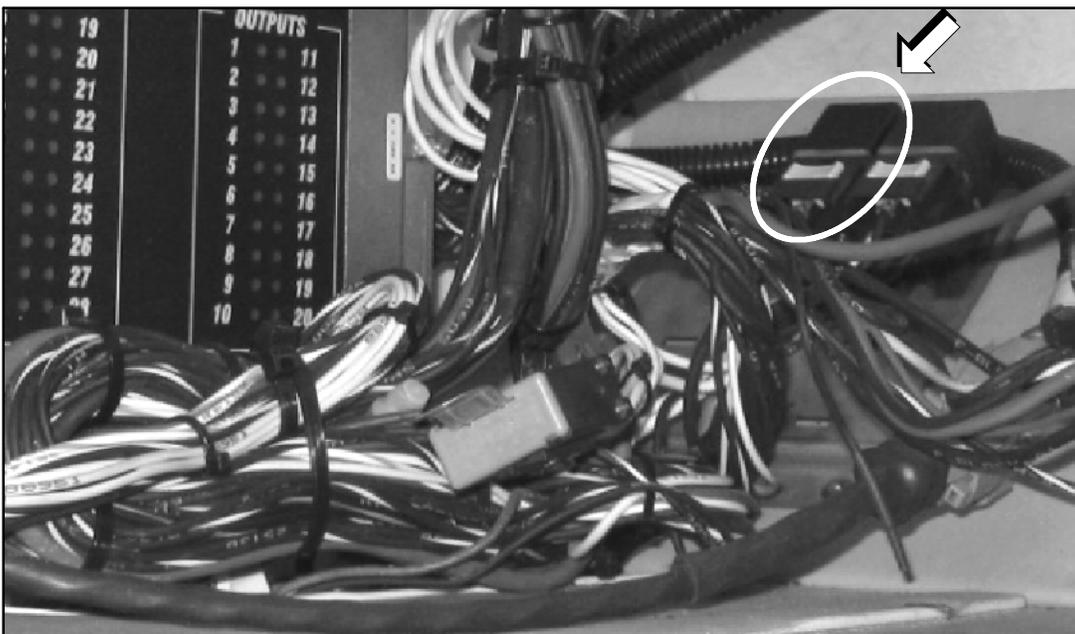


Figure 6. Relay K location in curbside, parcel rack compartment #1.

! WARNING

Upon visual inspection, if the fuse block exhibits signs of heat damage or melting, contact the MCI Fleet Support Technical Center at 1-800-241-2947 for further information and replacement parts.

20. Visually inspect the fuse block for heat damage or melting at locations A1 and A2 (refer to Figure 7).

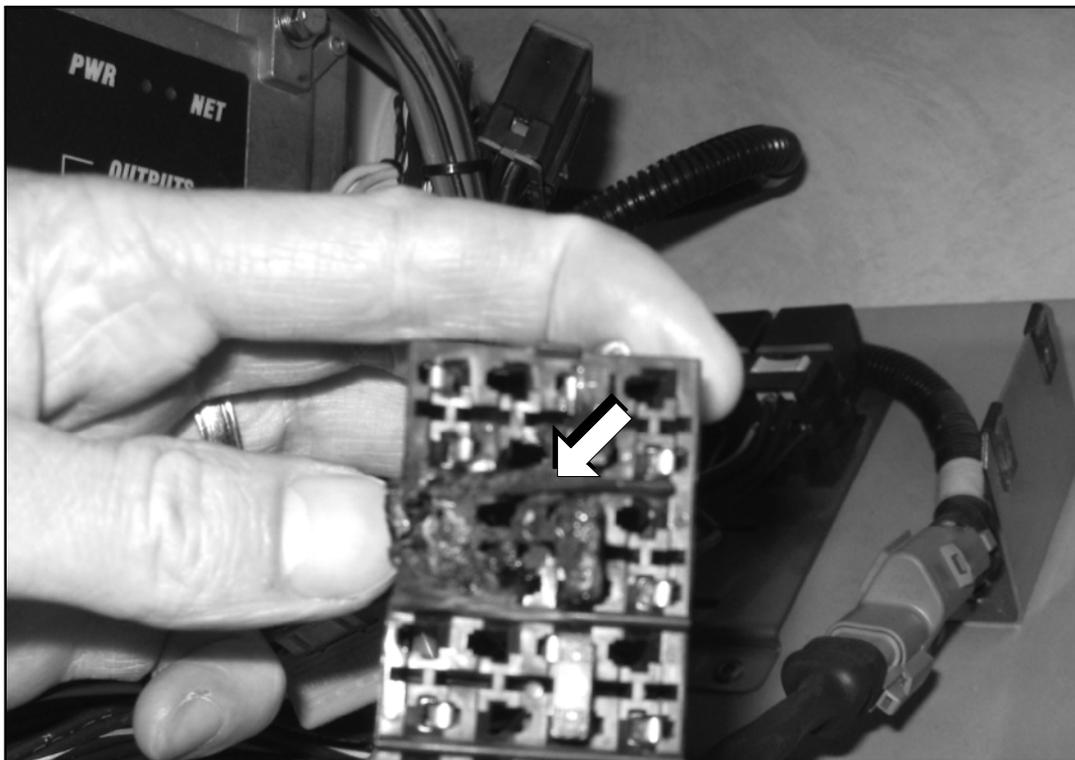


Figure 7. Fuse block in curbside, parcel rack compartment #1.

21. Using the screw, p/n19-1-640, secure Relays J1, J2, K1, K2 from the Interior Light Relay Kit to the bracket.
22. Secure circuit 8822 from the Interior Light Relay Kit to the 24V power stud.
23. Secure Circuit 7095A from the Interior Light Relay Kit to the instating light stud.
24. Secure the harness installation using tyrap, p/n 19-11-258.

- 25. Using the mounting hardware removed in Step 5. , reinstall the junction box cover.
- 26. Using the decals, p/n 07-08-4682, cover locations A1 and A2 on the Decal legend affixed to the junction box cover.

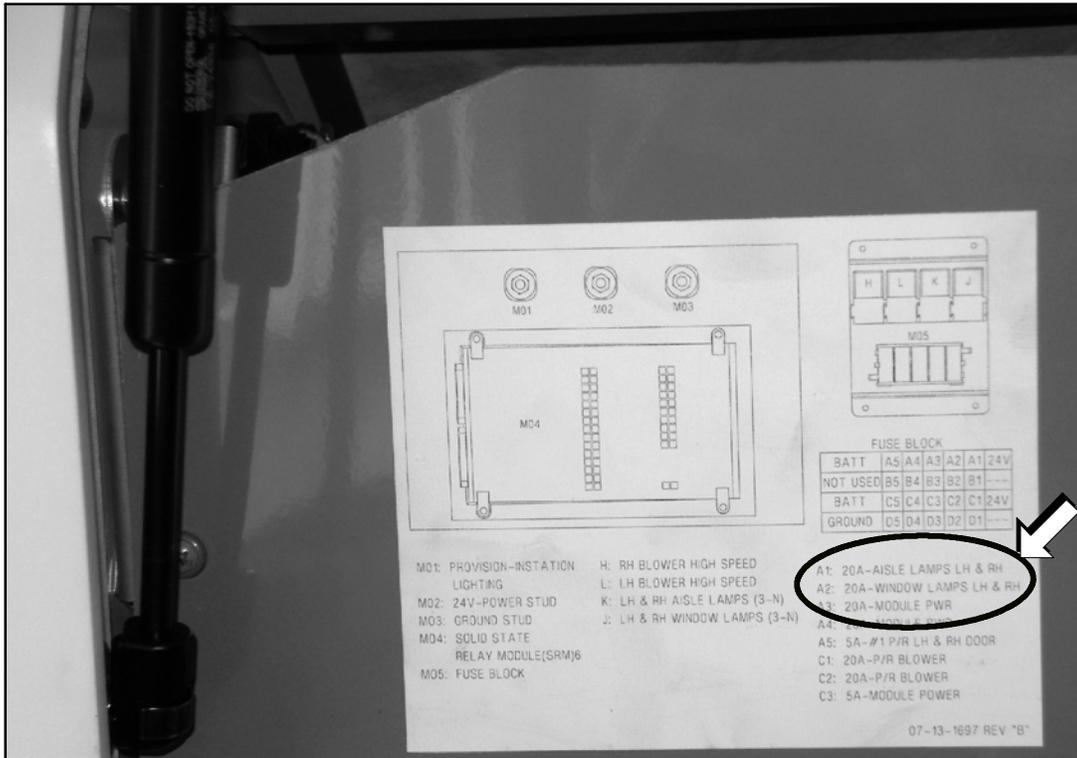


Figure 8. Decal legend location on junction box cover in curbside, parcel rack compartment #1.

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:

The parts required for this change will be supplied without charge.

A labor allowance of 2.0 hours will be granted for the procedure of installing the specified part(s) in this bulletin on affected D Series 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.

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



Reliability Driven™

MCI FIELD CHANGE PROGRAM (FCP) VERIFICATION

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