



Reliability Driven™

Service Bulletin No. 413

<small>MODEL</small>	D / J4500 Series	<small>TYPE</small>	Field Change Program	<small>SECTION/GROUP</small>	7-Electrical	<small>DATE</small>	
<small>SUBJECT</small>	HEADLIGHT DEACTIVATION						
<small>CONDITIONS</small>							

Ref. MCI NHTSA Recall No.:TBA

Ref. MCI Transport Canada Recall No.:TBA

Customer Complaint:

Motor Coach Industries ("MCI") has become aware that the D and J4500 series coaches listed below may have the potential for the deactivation of the headlamps while the transmission is in gear, as a result of the multiplex controller load shedding feature that has momentary control over the output of the headlamps. Deactivation of the headlamps when the coach is operated may cause potential injury to persons and/or damage to property.

Cause:

The cause of the defect is an unintentional self-latching loop of the load shedding feature in the logic of the multiplex program.

Corrective Action:

MCI will remedy the affected coaches at no cost to customers by revising the control logic. However, proper repairs will require the use of specialized equipment, and therefore MCI strongly urges customers to make an appointment as soon as possible by calling the MCI Customer Service Line at 1-800-241-2947, to have the repairs performed by trained technicians who have the necessary equipment.

13056 to 13292	13294 to 13428	66580 to 66893		
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Service Procedure:



Read this entire procedure before beginning work.

Use Safe Shop Practices At All Times.



1. On D series coaches, position the rotary dial on the lower, LH console switch panel to ENGINE STOP. Ensure the main battery disconnect switch is in the ON position.

On J4500 series coaches, position the IGNITION rocker switch to the OFF (lower position). Ensure the main battery disconnect switch is in the ON position.
2. Connect the laptop to the coach, equipped with the AMP reflash software, and download the new logic.
3. Cycle the main battery disconnect switch to the OFF position for sixty (60) seconds, and then back to the ON position.

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:

Specialized programming equipment is required to perform this campaign.

A labor allowance of 0.3 hours will be granted for the procedure described in this bulletin on affected 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