



Reliability Driven®

Service Bulletin No. 440B

<small>MODEL</small> D / J4500	<small>TYPE</small> Field Change Program	<small>SECTION/GROUP</small> 8-Engine	<small>DATE</small> June 10, 2017
<small>SUBJECT</small> CUMMINS ISX12 2013 ENGINE NOx SENSOR CALIBRATION UPDATE			
<small>CONDITIONS</small>			

**SERVICE BULLETIN 440 WAS REVISED TO REFLECT SPECIFIC UNIT NUMBERS
IN PLACE OF A VIN RANGE LIST**

Customer Complaint:

MCI is notifying customers that Cummins Inc. has released Campaign C1846 that addresses calibration issues on ISX12 2013 engines in certain motor coach applications.

Cause:

NOx sensor tolerance.

Corrective Action:

MCI strongly encourages owners of the MY2014, MY2015 and MY2016 D series and J4500 model coaches equipped with an ISX12 2013 engine listed in this bulletin to have an engine ECM calibration performed by an authorized Cummins repair facility.

NOTICE

Customers must reference Cummins Campaign Number C1846 for the engine ECM calibration at an authorized Cummins repair facility.

Please note that Cummins recommends, but does not require that the re-calibration under its campaign C1846 be performed while the affected coach is undergoing another Cummins warrantable repair event, to allow for reimbursement of charges not within the scope of C1846.

The engine NOx sensor recalibration is being performed only by Cummins Service Network and its authorized dealers. Therefore 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.



13062 to 13073	13076 to 13105	13107 to 13116	13120 to 13126	13130
13132	13139	13146 to 13150	13152 to 13179	13196 to 13197
13242 to 13243	13245 to 13248	13250	13252 to 13253	13271 to 13272
13290 to 13292	13294 to 13300	13310	13316 to 13320	13332 to 13333
13342 to 13348	13403	13431 to 13452	13454	13457 to 13459
13464 to 13471	13473 to 13475	13477 to 13480	13482 to 13493	13650 to 13654
13662 to 13665	13721 to 13724	13731 to 13732	13752 to 13762	13792
13795 to 13804	13810 to 13824	13827 to 13829	13832 to 13833	13838
13844	13848	13850	13854	13856 to 13857
13860	13862 to 13864	13910 to 13918	13987	13998
14020	14025 to 14028	14034	14043 to 14045	14061 to 14063
14102 to 14103	14107 to 14113	14193	66581 to 66587	66589 to 66590
66594	66597 to 66603	66605 to 66607	66611 to 66619	66623
66625 to 66629	66632 to 66636	66643	66658 to 66660	66665
66667 to 66668	66672 to 66678	66695 to 66697	66741	66755 to 66757
66763 to 66772	66798 to 66804	66808 to 66811	66831 to 66833	66835 to 66840
66843	66845	66847 to 66848	66858 to 66859	66867
66869 to 66871	66891 to 66892	66904 to 66907	66909 to 66910	66914
66934	66938 to 66942	66957	66969	66971 to 66974
66976 to 66977	66983 to 66984	66995 to 66996	67002 to 67004	67007 to 67011
67013 to 67014	67016	67036	67055	67081 to 67082
67093	67097 to 67101	67109 to 67110	67133 to 67135	67161 to 67162
67175 to 67180	67184 to 67185	67222 to 67225	67255 to 67258	67269
67276 to 67278	67280 to 67282	67284	67294	67302
67364	67381	67385 to 67386	67402	67409 to 67413
67423 to 67424	67438	67443	67451 to 67452	67466 to 67475
67480	67538 to 67540	67568	67570	67572 to 67574
67581	67590	67592	67607	67612
67696 to 67697	67702 to 67703	67725	67733 to 67734	67737 to 67738

Procedure Complete.



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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: (Please Print) _____	
	DATE __ / __ / __
TITLE: (Please Print) _____	
SIGNATURE: _____	
COMMENTS: 	

FAX TO: 800-360-8886

MAILING ADDRESS:

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