



# Service Bulletin No. 457

<b>MODEL</b> J4500	<b>TYPE</b> Field Change Program	<b>SECTION/GROUP</b> 7-Electrical	<b>DATE</b> Dec. 29, 2017
<b>SUBJECT</b> PARKER MULTIPLEX SYSTEM LOW-POWER SLEEP FUNCTION			
<b>CONDITIONS</b>			

**Customer Complaint:**

Motor Coach Industries ("MCI") has become aware that some customers have experienced coach battery drain due to the Parker multiplex system not initiating the low-power sleep function when the coach is parked and the main battery disconnect is not turned to the OFF position.

**Cause:**

Incorrect programming of the multiplex controller.

**Corrective Action:**

MCI will remedy the affected coaches at no cost to owners by updating the multiplex program. However, proper repairs will require the use of specialized equipment and therefore MCI strongly urges owners of the MY2018 J4500 coaches listed in this bulletin to make an appointment as soon as possible by calling the MCI Customer Service Line at 1-800-241-2947, in order to have the repair performed by trained technicians who have the necessary equipment.

68300	68383 to 68386	68394	68396	68400
68406 to 68409	68422 to 68425	68427 to 68432	68440	68453 to 68467
68469 to 68482	68485 to 68502			

Service Procedure:



***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. Connect a laptop, equipped with the latest version of VMM Software 7, and download the new control logic.
4. Using the VMM software, query the modules again and verify that the logic revision has been updated to the latest version.

5. Turn the main battery disconnect switch to the ON position.
6. Position the ignition switch to the OFF position.
7. Exit the coach cabin and close the entrance door.
8. Visually inspect the modules in the front and rear junction boxes to ensure the diagnostic LED's are illuminated and/or flashing.

## NOTICE

***Allow thirty ( 30 ) minutes to expire prior to visually re-inspecting the modules.***

9. After thirty ( 30 ) minutes, visually re-inspect the modules in the front and rear junction boxes, for all diagnostic LED activity to be extinguished indicating low-power sleep mode function.
10. Turn the main battery disconnect switch to the OFF 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 retrofit.

A labor allowance of 0.2 hours will be granted for the procedure described in this bulletin on applicable J4500 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.

This program will end on July 20, 2018.

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

<b>CONTACT INFORMATION</b>	
<b>CUSTOMER NAME:</b> _____	
<small>(PLEASE PRINT)</small>	
<b>FCP INFORMATION – ONE FORM PER UNIT</b>	
<b>FCP#:</b> _____	<b>Coach Model</b> _____ <b>Model Year</b> _____
<b>COACH SERIAL #:</b> <small>(At least the last 5 digits)</small>	<b>DATE COMPLETED</b> __ / __ / __
<b>MILEAGE:</b>	
<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>	
<b>SUBMITTED BY: (Please Print)</b> _____	
	<b>DATE</b> __ / __ / __
<b>TITLE: (Please Print)</b> _____	
<b>SIGNATURE:</b> _____	
<b>COMMENTS:</b>  	

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

**MAILING ADDRESS:**

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