



Reliability Driven™

# Service Bulletin No. 440

<small>MODEL</small> <b>D / J4500</b>	<small>TYPE</small> <b>Field Change Program</b>	<small>SECTION/GROUP</small> <b>8-Engine</b>	<small>DATE</small> <b>Dec. 13, 2016</b>
<small>SUBJECT</small> <b>CUMMINS ISX12 2013 ENGINE NOx SENSOR CALIBRATION UPDATE</b>			
<small>CONDITIONS</small>			

## **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.

13062 to 14193	66581 to 67738			
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## **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.***

*Procedure Complete.*



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## 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**