



July 23, 2020

## IMPORTANT SAFETY RECALL

**This notice applies to your vehicle(s) [«UNIT»]**

«CUST\_NAME»

ATTENTION: TECH SERVICE DEPT/MAINT

«ADDRESS\_1»

«CITY», «STATE» «ZIP»

USA

**SUBJECT: SAFETY RECALL: PARKER MULTIPLEX APPLICATION CODE  
REFLASH**

Ref.: **NHTSA # 20V-352  
MCI Service Bulletin 479**

Attention Owner:

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

Motor Coach Industries (“MCI”) has decided that a defect which relates to motor vehicle safety exists on certain MCI model year 2018 - 2020 J4500 and D series coaches equipped with electric cooling fans for the radiator and charge air cooler, Borg Warner 55SI model dual alternator configuration (with a sense stud and wire), and Parker Vansco Multiplexing Module Multiplex system. The affected vehicles may experience an alternator overcharge due to a build-up of debris, corrosion, or water flow, which could result in loss of engine power and vehicle shutdown. A loss of engine power and vehicle shutdown could result in a crash and cause personal injury. Please see the enclosed MCI Service Bulletin 479 for further information.

MCI is conducting a recall of the affected vehicles to repair the defect condition. Please see the enclosed MCI Service Bulletin 479 for further information. MCI will remedy the affected coaches at no cost to customers by reflashing the Parker multiplex application code. Proper repairs will require the use of specialized equipment, and therefore MCI recommends owners of the affected coaches 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. MCI estimates that it will take approximately a half hour to make the necessary repairs.

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

**«Unit Numbers»**

MCI 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 479, 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 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.

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 479