Let’s Get Rolling 2.0

September 15, 2020
Today's Presenters

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MCI Reliability DRIVEN®
Agenda

- **MCI update**: Tools & Support, Federal relief, Team MCI (15 min)

- **NFI Parts**: Clean & Protect product discussion (15 min)

- **Technical Solutions**: Moving from storage to in-service tips (15 Min)

- **Training** (5 Min)

- **Q &A** (10 Min)
MCI Update
Significant Actions Since COVID

- Consistent communication and COVID homepage info
- Customer newsletters
- Association zoom calls and task forces
- Social media postings to support associations
- Resources on:
  - Parked vehicles, Cleaning & disinfecting, Protect products
  - Customer tools and checklists
- Webinars for groups and individual companies
- Warranty extensions
- Increase focus on training and MCI Academy
- Participate in lobbying and customer relief efforts.

Whatever it takes to help customers get to the other side of COVID
Operator Feedback

Motorcoach operators now:

- Have been preparing their business for recovery
- Some glimmers of hope as states re-open and schools and other activities announced but most are shifting focus to spring.
- Utilizing tools and resources from ABA, UMA, OMCA and other organizations to help focus their recovery actions and customer engagement.
- Many will need to continued support from Federal programs and key activities such as school trips and sports.
- Doing anything to help build customer confidence in riding the coach.
Market Summary & Trends

- Fall 2020 with limited reopening and focus on schools. Spring 2020 is key focus.

- Lenders moving from second round of payment modifications (July-Sept) preparing 3rd round, possibly more, but signaling payments required.

- MCI’s 20+ lending partners are essentially dormant, limited or no lending until recovered, no deferrals and debt reduction.

- Limited market for used vehicles make fleet reduction desires challenging. As a result individual sales and/or trade-in values will be challenged.
  - MCI avg. price of POC at <$30,000 and very limited volumes
  - A few opportunistic buyers but no sizable market until recovery

- Some customer operators exiting the market, most are weathering the storm but relief needed quickly.

- What operators need to do to get continued support from lenders:
  - Be proactive and transparent with information
  - Complete the lender required information on a timely basis
  - Keep physical damage insurance (comprehensive) on the coach
Communication of our needs

- Thousands of letters and meetings by operators, MCI sent over 500 letters and had 20 meetings with legislators in business locations and congressional committees.
- 18+ advocacy (lobbying firms) providing guidance to the associations.
- Coordinated media campaign for the DC rally, continued correspondence with and coverage from DC media.

The ask of Congress is unified and is being heard:

- Senator Jack Reed (D-RI) and Senator Susan Collins (R-ME) introduced the Coronavirus Economic Relief for Transportation Services (CERTS) Act. (S.4150)
- CERTS Act provides $10 billion in relief to coach operators, school bus operators, and passenger vessels; no less than 50% in the form of grants.
- Successfully advocated for legislation (now law) that amends the Paycheck Protection Program to increase the covered period and allow for additional non-payroll expenses to be eligible (24 weeks or year end usage and 60% to payroll).
- Every meeting we’ve had indicates the message of the industry is being heard and understood.

What’s next?

- The House passed its latest COVID-19 relief package, the HEROES Act, on May 15th.
- Senate Republicans introduced the Health, Economic Assistance, Liability, and Schools (HEALS) Act on Monday, July 27th. Attempted to pass a slimmed down version of HEALS on September 10th, but vote failed. CERTS Act not currently included.
- Continued negotiations with White House, Senate and House leaders to finalize a relief package.
  - Maybe end of September alongside appropriations to keep the federal government funded. Republicans holding at $1 trillion with Democrats asking for $2.2 trillion
  - CERTS Act support reaches 37 Senators (S.4150) and 112 House members. (H.R. 7642)
- Continue outreach to congressional offices and committees to push for CERTS Act inclusion in the final relief package and for Members of Congress to sign onto the bill.

Most likely relief is PPP round 2 by Sept 30 and broader relief CERTS and/or RESTART from Mid-October to Post-Election depending on political climate.
**TOOLS AND SUPPORT:**

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**Guides and Downloadable Resources**

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**Reliability DRIVEN**
MCI Resources @ www.MCICoach.com

MCI Clean and Protect Product Guides

NFI Parts

Below you will find a variety of resources for NFI Parts, including our white paper on the best practices as the industry restarts/ramps up business. For more information, contact your Regional Parts Manager, Customer Service Rep. or email partsinfo@nfi.parts

- White Paper - Safety of Bus and Coach Transportation PDF
- CDC Public Health Considerations for Reopening Mass Transit During the COVID-19 Pandemic PDF
- Clean and Protect Product Guide PDF | Website

nfi.parts

Your Extreme Clean Commitment Toolkit

To help motor coach operators share their enhanced cleaning practices with clients, passengers and the media, MCI has created the Extreme Clean Commitment Toolkit to share information on your enhanced cleaning procedures, products and equipment that will optimize passenger and driver protection in the coming months.

- MCI Academy Cleaning & Disinfecting Slides
  07/20 PDF | 06/25 PDF | 06/02 PDF
- Motor Coach Disinfecting Protocol checklist PDF | Excel | Images
- A checklist communicating your cleaning practices to share with customers PDF | Word | Additional Options
- A sample customer e-blast summarizing enhanced cleaning practices PDF | Word
- A sample press release to promote those practices with local media or on social media PDF | Word
- Download all files ZIP Folder

Webinars, Checklists and Customizable Tools
## Coach Disinfecting Protocol

### General Information
- **Location:** [MCI Coach](http://www.MCI Coach.com)
- **Purpose:** Cleaning & Disinfecting Resources

### General Information
- **Website:** [MCI Coach](http://www.MCI Coach.com)
- **Contact:** Cleaning & Disinfecting Resources

### Coach Disinfecting Protocol

<table>
<thead>
<tr>
<th>Item</th>
<th>Schedule A</th>
<th>Schedule B</th>
<th>Schedule C</th>
<th>Notes/Responsibility</th>
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<tbody>
<tr>
<td>General hygiene facility maintenance</td>
<td>optional</td>
<td>optional</td>
<td>optional</td>
<td>Maintenance personnel</td>
</tr>
<tr>
<td>Before each trip - coach facility</td>
<td>optional</td>
<td>optional</td>
<td>optional</td>
<td>Driver or Maintenance personnel</td>
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<tr>
<td>During trip - vehicle with no customers in coach</td>
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<td></td>
<td>Clean</td>
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<tr>
<td>End of the day - garage facility</td>
<td>Clean</td>
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<tr>
<td>End of the day - away from garage facility</td>
<td>Clean</td>
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### Checklist before boarding a coach - Utilize a "Clean-In / Clean-Out" philosophy

- Are the latest company and regulatory agency guidelines being followed? (Yes/No/Not Applicable)  
- Have hands been washed thoroughly? (Yes/No/Not Applicable)  
- Have garbage containers been emptied and other items removed as necessary? (Yes/No)  
- Are alcohol-based disinfectants being used? (Yes/No/Not Applicable)  
- Are wipes required? (Yes/No/Not Applicable)  
- Is the coach vented? (Yes/No/Not Applicable)  
- Are all required PPE on hand? (Yes/No/Not Applicable)  
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### Ride Safe

- Every motor coach is thoroughly cleaned and disinfected before each use and then follows:
  - **Pre-Departure:**
    - Seat covers are exchanged for clean ones.
    - Restroom is cleaned.
    - Each vehicle is checked for cleanliness.
    - All surfaces are disinfected, including doorknobs, handrails, and seats.

- **Onboard Air Quality:**
  - Air is exchanged at least once every 20 minutes.
  - HVAC systems integrated with 99.9% HEPA filters are being used.

- **Emergency Measures:**
  - Vehicles are equipped with hand sanitizer and disinfecting wipes.

### Resources on maintaining, cleaning and disinfecting are/will be accessible from MCI's home page.

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### Stepwell Area - Focus on high touch surfaces, grab rails must be disinfected all around

- Front door window post
- Front door grab rail
- Luggage rack
- Front seat rails
- Luggage area
- Stepwell

### Driver’s area - Focus on high touch surfaces, steering wheel, switches, controls

- Steering wheel
- Side view mirrors
- On-off switches
- Emergency brake

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### MCI Reliability DRIVEN

- [MCI Coach](http://www.MCI Coach.com) provides reliability-driven solutions for transportation.
- Quality, consistency, and safety are at the core of our operations.
- Contact us today to learn more about our services.
Online Toolkit: Objective

To provide tools and information that helps our motor coach operators:

- Implement Practices for cleaning and disinfecting motor coaches.
- Create customer confidence that motor coaches are a clean and safe mode of transportation.
As per current guidance, the SARS-CoV-2 virus is NOT airborne – it is contained in respiratory droplets.

- MCI’s standard main HVAC MERV 5 filter media captures respiratory droplets, but MERV 8 filter media with an antimicrobial fiber layer is also available which provides even greater protection.

- Current guidance also recommends maximum fresh air exchanges, and the motorcoach provides:
  - A minimum of six (6) fresh air exchanges per hour (once every 10 minutes)
  - Roof vents that can be manually opened
  - Optional electric roof hatches to provide continuous ventilation.

- Whenever possible, HVAC fans should be operated on the HIGH setting to maximize airflow.

- HVAC mounted UV-C lighting systems are also available from NFI Parts which will inactivate the SARS-CoV-2 virus with direct exposure.
J-Coach HVAC System Info Graphic

Available for customer use on our toolkit
J-Coach HVAC & Air Distribution System Layout

- **Parcels Rack HVAC System** (Recirculated Air)
- **Driver HVAC System** (Fresh + Recirculated Air)
- **Main HVAC System** (Fresh + Recirculated Air)

- Complete fresh air exchange every 10 minutes (6x per hour)
- + Filtered air every 2 minutes (30x per hour)

= Clean air

Approximate cabin interior volume = 2,300 ft³
Approximate baggage compartment volume = 430 ft³
FAQ

What disinfectant should I use: (See prior webinar for details)
- Preferred: L-Lactic Acid, Hypochlorous Acid
- Avoid: Bleach (Sodium Hypochlorite) or Ammonia (Quaternary Ammonium)

Can you provide an overview of the HVAC system and filtration?
- Generally the virus spreads person to person through respiratory droplets at close contact (within 6’) or by touching surfaces which have been contaminated by droplets
- Respiratory droplets are heavy and will fall to the floor after being expelled due to gravity. NOT Airborne, floating through HVAC systems
- Droplets are also quite large in diameter, which means will be captured at a high % by standard MERV 5 or higher HVAC filter media (MCI = min MERV 5)
  - Change filters every 3 months as a rule of thumb
- The fresh air inside an MCI motorcoach is replaced every 10 minutes (6 times each hour)
- Is filtered approximately every 2 minutes. (30 x per hour)
- The HVAC system automatically optimizes fresh air

What are the top ways to prevent the transmission of the virus?
- 1. Physical distancing, including the use of masks
- 2. Regularly cleaning and disinfecting surfaces
FAQ

What products are people adding to their coaches/fleets:
- Disinfecting fogger
- Driver barriers, especially in scheduled service
- Upgraded MERV filters specifically with anti-microbial coating.
  - We are NOT offering MERV 13 due to reduction in HVAC performance.
- UV-C anti-microbial lighting system in HVAC

Have you explored other solutions?
- Continuous disinfecting and air purification systems (air + surface): Photo Catalytic Oxidation (PCO) Hydrogen Peroxide
  - In vehicle cabin and in HVAC solutions underway.
- FAR-UV
- Parcel rack filtration
- Long lasting surface disinfecting treatments

Are we being heard on the Hill?
- Yes, now we need to be a priority. The congressional leadership signing onto the CERTS act is positive.
NFI Group: Broad Range of Leading Brands

- **New Flyer**: Largest heavy-duty public transit bus manufacturer and the leader in Zero-Emission Bus (ZEB) transit.
- **Alexander Dennis**: U.K.'s largest bus and motor coach manufacturer with leading share in Hong Kong and New Zealand and a growing global presence.
- **MCI**: North American market leader in motor coaches for both Public and Private operators.
- **ARBOC**: North America's leading low-floor cutaway and medium-duty transit bus leader with focus on accessibility.
- **NFI Parts**: North America's largest bus and motor coach parts distributor.
Organizational Update

- July 27 “NFI Forward” announces the combination of MCI and New Flyer into ONE business
- Result company with 2 Brands.
  - Before: 2 companies, 2 Brands
  - Now: 1 Company, 2 Brands MCI & New Flyer
Organizational Update

• Goal to keep our face to the customer familiar
  • Sales – Pat Ziska & team
  • Support – Steve Batho and field technical solution team
  • Technical Solutions and ERSA – Dave Mailhot & Steve Kiner
  • Training Solutions – Scott Crawford
  • NFI Parts – Scott Robertson & Tim Barnes
  • Marketing – Vicki Bowman

• Leverage and build on the New Flyer resources.
Significant Product Advancements

**J3500** (New in 2019)
Available NOW
Commonality with J4500
Best in class interior space, luggage and payload

**Next Generation D-Series** (New in 2019-2021)
D45 CRT LE available NOW
Groundbreaking patented new Low Entry Vestibule
D4520 in 2020
D45 CRT in 2021

**CHARGE Electric** (2020-2021)
J4500e – Customer demo in 2020 and production in 2021
D45 CRTe LE – Customer demo and Altoona testing for 2020, production in 2021
D45 CRT/D4520 in 2022

Leadership in ADAS (Advanced Driver Assistance Systems)

100% Electric CHARGE Drivetrain (2020)

Integrated with MCI Connect Telematics = Max Uptime and Low TCO
Next Generation D Coach: D4520

Rational:

- D45 CRT LE – Innovation for transit
- Common production line, engineering and vehicle systems
- Operator benefits
- Modernization
NFI Parts: Clean & Protect
# NFI Parts – Four Clean and Protect Principles

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<tr>
<th>Disinfecting</th>
<th>Distancing</th>
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| • Ensure Surfaces are clean before disinfecting  
  • Use a CDC approved disinfectant  
  • Foggers can be used to apply disinfectant | • Driver barriers  
  • Ensure AS2 polycarbonate if in drivers view while operating  
  • Many types exist  
  • Optional seat layouts to ensure 6’ of separation | • Filtration with anti microbial technology  
  • UV-C lighting in HVAC system  
  • Ventilated roof hatches to keep more air moving | • Hand sanitizer dispensers  
  • Masks for drivers |

Further information can be found at [www.nfi.parts/cleanandprotect](http://www.nfi.parts/cleanandprotect)
Drivers Protection Systems

Bus and Coach partitions, shields and barriers to keep your drivers safe.

**Good:** SVP off the shelf offerings, limited warranty. Virus protection layer. AS2 compliant system.

**Better:** AROWguard off the shelf offerings – warranted life of vehicle. AS2 glass compliant. Virus and assault protection layer.

**Best:** AROWguard custom fit and designed by customer fleet, warranted life of vehicle, AS2 glass compliant. Virus and assault protection layer.

Further information can be found at www.nfi.parts/cleanandprotect

Now Available! Starting at $800
NFI Parts offers a variety of air filtration products to keep your vehicle interior air clean.

**Air Flow:** Make sure the filter you use is designed to keep the proper air flow through your system. Higher filtration can restrict airflow and burden your motors.

**Antimicrobial:** A layer of filtration that uses copper and silver ion properties to kill 99.95% of viruses it contacts with.

**It is a good practice to change out your air filters every 3-6 months.**
Ventilation

The power safety vent is a combination emergency exit and roof ventilator that utilizes the built-in electric fan for extracting condensation, stale or hot air from inside the vehicle to improve passenger safety.

- Creates an airflow and cross breeze with a durable low-profile fan

**Be mindful of dust and pollens when ventilating.** In conjunction with the filtration techniques you can select the best options for riders.

Further information can be found at www.nfi.parts/cleanandprotect
UV Lighting

UVC technology reduces viruses, bacteria and mold in the HVAC system.

- Simple installation into most main evaporator compartments of motor coaches
- UVC lamp reduces viruses, bacteria, and mold in the air and on the HVAC coil by 99.9%
- Does not use harmful chemicals
- Produces no pollution

Available August
Starting at $1,200

Further information can be found at www.nfi.parts/cleanandprotect
Clean and Protect Products

Key products to help maintain a clean vehicle environment and promote a safe riding experience.

- Disposable Gloves, Masks and dispensers
- Fog and cleaning products
- Multi-purpose cleaner and sanitizer
- Mixing bottles and triggers

Further information can be found at www.nfi.parts/cleanandprotect
New Product Introduction

Patented Proactive Air and Surface Purification System

TESTED & EFFECTIVE ON SARS-CoV-2
(The virus that causes COVID-19)
What is it?

A patented continuous purification technology validated to eliminate up to 99.9% of the below pathogens in laboratory and real world testing:

- Viruses *(including COVID-19)*
- Bacteria
- Mildew
- VOC’s
- Mold
- Fungus
- Odors

The system continuously purifies **Air AND Surfaces.**

This active technology creates High Energy Clusters (HEC) and Advanced Bi-Polar Ion Oxidizers that destroy dangerous pathogens at the cellular level in the air we breathe and on the surfaces we touch daily.
How Does It Work?

Air + Humidity → HEC + Advanced Oxidizers

Fully contained unit replicates nature’s eco-friendly purification process indoors by converting Air & Humidity into High Energy Clusters (HEC) and Advanced Bi-Polar Ion Oxidizers. Air is passed across proprietary UVX light and 6 metal honeycomb matrix, which is amplified by enhanced specular reflection, delivering unmatched pathogen elimination in air and on surfaces.
How Does It Work?

What is an HEC?
Hyper-charged, positive and negative ions and H2O2 (Hydrogen peroxide), that are attracted and "bond" to pathogens. Similar concept to electrostatic foggers.

What is an Oxidizer?
An oxidizing agent is a chemical species that transfers electronegative atoms, usually oxygen, to a pathogen. The unit uses low level oxidizers that are only harmful on a micro level and well below the amount to have an impact on metals or other materials. In this case, H2O2. (Hydrogen Peroxide)

What does an Oxidizer do?
These oxidizers (H2O2) are used along with a charged ion in a cluster which delivers a deadly blow to the outer membrane of microbes.

Are HEC and Oxidizers packaged together?
Yes, to both attract and bond with, then destroy the virus membrane.

Why does the package contain both positive AND negative ions?
Different pathogens can be charged either positive or negative. This is why it's important to have both packaged along with the charge and oxidizer. This assures that our High Energy Clusters are effective in combating a range of pathogens.

Coverage range is up to 30,000 cubic feet (60’ coach / transit bus is approx. ~4,000)
How Does It Work?

Continuously Disinfects Vehicle While in Service

What happens when a contagious rider comes into the environment?

- Continuous disinfecting means that you do not need to take a bus out of service to disinfect throughout the day
- HEC produced by the unit actively attacks and disables virus, bacteria, molds and mildew in Air and on Surfaces

Simple periodical cleaning does not stop the contagion (the communication of disease from one person to another by close contact)
Is It Safe?

System is certified as safe to use in occupied spaces (offices, terminals as well), validated by leading independent laboratories and health organizations globally.

- No issues for exposed skin unlike UV lights or harsh disinfectant chemicals
- Safe to run during vehicle service with riders and driver onboard
- Eco-friendly process, safely used worldwide since 2011

Extensively tested and qualified under the rigorous standards of these organizations:
Does it work?

The recently announced successful testing at the University of Florida shows the technology deactivates SARS-CoV-2, the virus that causes COVID-19, as well as deactivating coronavirus 229E.

- Consistent with results of an independent study done by Central Michigan University and Insight Research Institute
- Kansas State University study proved no risk to riders (occupants)
How to Order / Available mid November

Call your NFI Parts Customer Service Rep or order online at partsstore.nfi.parts:

6483801 Kit - Purifier-Air/surface
6483852 CELL-PURIFICATION SYSTEM (1 / year)
6483853 FILTER-PURIFICATION SYSTEM 12-PK (every 3 months)

Learn more at nfi.parts/cleanandprotect
Extending or Reviving Coaches From Storage/Idle Period
Call Volumes are Increasing

Call volumes increasing as coaches roll, but not near
WHERE IS THE FILE?

MCI PARKED OR IDLED VEHICLE MAINTENANCE AND READINESS CHECKLIST

For our customers establishing COVID-19 procedures throughout their operations, we offer the following maintenance checklist with timing suggestions.

We also encourage you to visit MCI’s homepage for essential COVID-19 updates and our regularly updated COVID-19 dashboard providing an overall status report on all MCI products and services during this time. If you follow social media, connect with MCI on Facebook, Twitter, Instagram and LinkedIn.

MCI’S COVID-19 RECOVERY UPDATES:

TOOLS AND SUPPORT:

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PREPARATION

Ensure all PPE (Personal Protective Equipment) is worn prior to working on a coach. Staff should be informed of all mask, eye, protection and glove equipment necessary before boarding or working on a coach.

Begin work on newer vehicles first that require less maintenance time to ensure fastest fleet readiness.

Establishing a cleaning, inspection and signal protocol with tracking dates and staff notation: consider posting a GREEN sheet of paper in the front window to mark vehicles that have completed all necessary work.

NOTE: Preventive Maintenance Schedules are found in Section 10 of the maintenance manual, online at MCIActive Publications, http://3dpiports.mcicoach.com/Manuals.aspx

Daily fleet walk around recommended

For questions or guidance contact your MCI Technical Solution Manager or Technical Support at 800.241.2947

Note: MCI 24/7 Technical Support and Emergency Roadside Assistance 800.241.2947

Consult MCI service status during COVID-19 crisis at our website homepage https://www.mcicoach.com/AboutUs/covid-19-status.htm

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<thead>
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<th>Monthly</th>
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Items of Concern after Extended Storage

- Batteries
- DEF
- Diesel Fuel
- Corrosion/Preventative Maintenance
Coach Batteries

Batteries are the 4th highest fleet maintenance cost in our industry. Items to keep in mind:

- **A battery is naturally in a constant state of discharge.**
  - A new battery “on the shelf” will slowly discharge to 50% charge in 6 months at 75 degrees. Faster discharging in higher temps

- **Alternators make horrible battery chargers!**
  - Only a small percentage of power produced is used to replenish the battery system and lessens at low idle speeds.
  - Does it spin freely. Check before trying to start the engine

- **Quick visual indicators of potential issues:**
  - Dirty or moisture covered batteries/ surface discharge.
  - Cracked, bulging and distorted casings.
  - Tight corrosion free connections is what you want.
  - Correct electrolyte levels and concentration.

Refer to Chapter 7 of MCI maintenance manuals for scheduled and troubleshooting battery/ charging system maintenance.
DEF Fluid – Stored Coach Recommendation

Storing / Parked Coach:

- **Top off DEF tank**
  - Fill with pure DEF from sealed container or reliable bulk source
    - *air is the enemy*
    - “Stabil” is not an acceptable additive
  - Excessive air space in tank aids in degradation of fluid quality
  - Tank is designed to expand and contract with thermal changes & freezing
  - Scale buildup on fill cap/strainers (SB 3077)

- **Storage Conditions:**
  - DEF concentration and purity varies on variations and maximum stored temps
  - Below chart - Rule of thumb for life of DEF based on temperature
    - *(When in doubt, throw it out...)*
    - *Do you know how old your DEF is? How long has the supplier been storing it before you received it??*

<table>
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<tr>
<th>TEMPERATURE °F</th>
<th>TEMPERATURE °C</th>
<th>MINIMUM SHELF LIFE</th>
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<tbody>
<tr>
<td>&lt; 50° F</td>
<td>&lt; 10° C</td>
<td>36 months</td>
</tr>
<tr>
<td>&lt; 77° F</td>
<td>&lt; 25° C</td>
<td>18 months</td>
</tr>
<tr>
<td>&lt; 86° F</td>
<td>&lt; 30° C</td>
<td>12 months</td>
</tr>
<tr>
<td>&lt; 95° F</td>
<td>&lt; 35° C</td>
<td>6 months</td>
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Diesel Fuel Issues

- Multiple issues/reports received for engine codes related to plugged fuel filters and/or low fuel rail pressure

- Winter Blend??

- Filters being plugged by diesel fuel "algae" buildup
  - Prime Petri Dish Environment
    - Partially full fuel tank
    - Moisture in the bottom of the tank
    - Ultra Low Sulphur fuel
Engine Manufacturer Recommendation

- Maximum time of not running the engine
  - 1 month
  - Every 2 weeks is preferred
- Run the engine, bringing to operating temperature
  - Road testing preferred
- Performing a stationary regen???
  - Benefit to engine reaching operating temperature
Basic Coach Inspections

- 30 Day/45 Day inspections are still required, even though the coach isn’t being operated.
  - Tire pressure
    - Tire condition
  - Cooling system
    - Belts
    - Hoses
    - Hose clamps
    - Coolant integrity
  - Air system leaks
  - Corrosion
  - Interior/exterior lighting
  - Alternator/belt/idlers
  - Suspension components
    - Move suspension
      - High ride
      - Low ride
      - Kneel
      - Etc.
  - Test driving the coach is a necessity recommended by a Maintenance Professional
    - Wheel Seals Drying up.

DON'T FORGET ABOUT RODENT/INSECT DAMAGE THAT MIGHT HAVE OCCURRED WHILE COACH WAS PARKED
Need More Info

- Contact your local TSM

- Contact the Technical Call Center
  - 800-241-2947
Additional Information/ Training

• MCI Academy
• LMS Training Courses
• Online Manuals/Schematics/ Wall Charts
How else can we help?

ERSA & Tech Call Center
We are there to help
1-800-241-2947
Training

www.mciacademy.com
Learning Management System

- Over 18,500 User Accounts
- Over 625 courses for technicians and drivers
- Over 170k courses completed
- COVID-19 Courses available
  - 07.601.2 Amerex Fire Suppression Systems – Qualification
  - W07.101 Basic Electrical
  - W10.101 Preventive Maintenance
  - W08.303 2016 EPA Engines
  - 19.111 Clean. Disinfect. Protect Webinar
Motor Coach Operator Training

- 4 Certificates available
- Consists of 115 lessons
- @33 hours of training
- Certificates earned as of Sept 11, 2020:
  - MCO3 – 641
  - MCO2 – 483
  - MCO1 – 419
  - Master - 373
- New FMCSA Driver Curriculum
  - 10 modules – 23 courses – 11.5 hours
Questions?
THANK YOU