

Tech Tip



From your friends at New York Bus Sales

Product Effected – D3 and BBCV w/Actia Dash Cluster

- Complaint** – There is a “Lost Comm” error message on the cluster (+)/or gauges on dash “sweep” or “wag” back and forth
- Cause** – The basic cause is that there is low/lost voltage to the cluster
- First Issue – Maybe a wiring or connection issue
 - Second Issue – May be an issue with the cluster
- Correction** – We need to first verify that there are no wiring or connection issues. This is done by checking the connections at the cluster and the bulkhead connections at the firewall making sure all pins are straight and fully engaged in the connector. Then we need to verify current across the 1939 connection, this is done by verifying there are 60ohms and 120 ohms across the hi/lo with the key on/off. Once this is verified we can assume that the cluster needs to be replaced. It has been verified that some clusters are having issues with a transistor in them which cause this issue. In most cases the unit can continue to operate until the dash is replaced by temporarily removing the 1939 resistor.....please follow the steps below to remove.

Step #1 – Turn the ignition off. Locate the diagnostic plug at the right side of the steering column at the bottom of the dash (FIGURE #1)

Step #2 – Follow the harness back approximately 8” to 10” and locate the pigtail off the harness (FIGURE #2)

Step #3 – Remove the pigtail from in under the dash and verify you have the proper pigtail by identifying by the tag at the end(Figure #3)

Step #4 – Locate the terminal and resistor at the end of the pigtail (Figure #4)

Step #5 – Remove the resistor (Figure #5) Turn the ignition on and verify the gauges sweep as they normally would on start up, start engine and verify the cluster and gauges operate as they should.

PLEASE NOTE; Doing this most likely will allow the dash to operate until the cluster can be replaced but in rare instances the transistor could have fully failed and this is not an option. There also is no guarantee on exactly how long the unit will continue to operate so the cluster should be replaced ASAP.

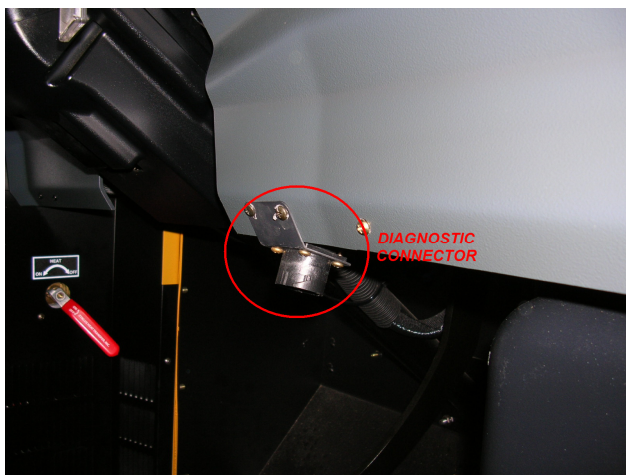


FIGURE #1

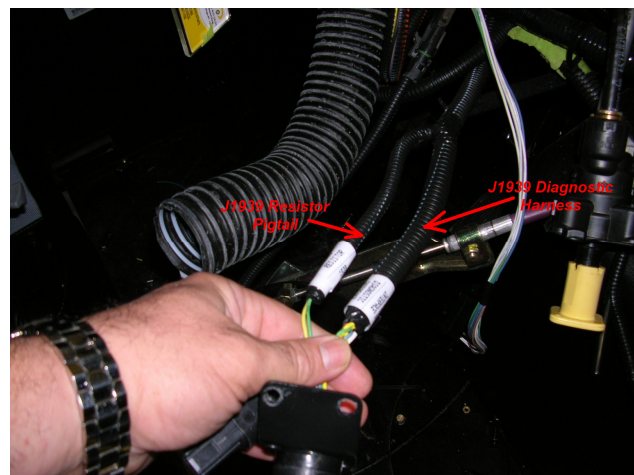


FIGURE #2



FIGURE #3

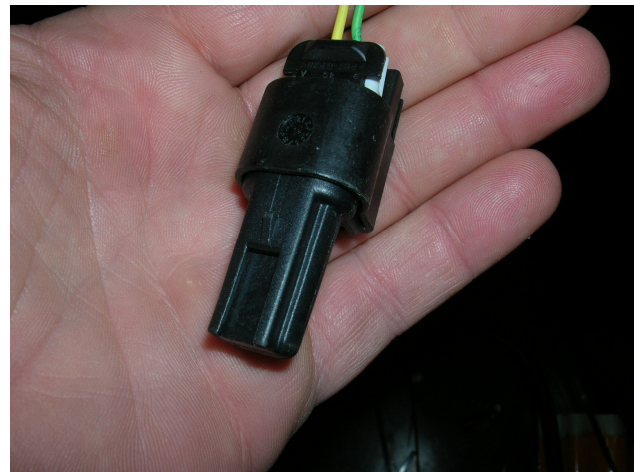


FIGURE #4

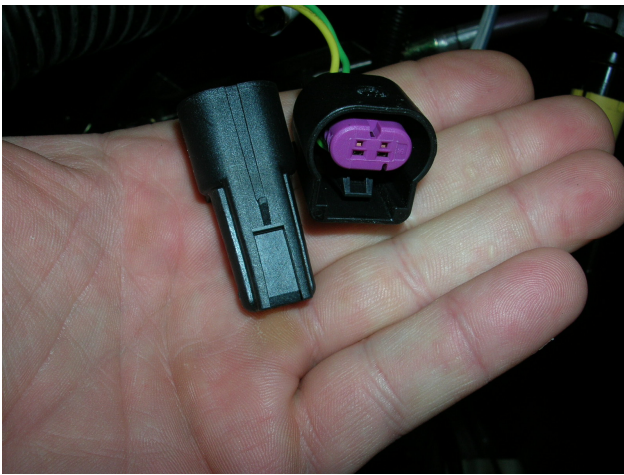


Figure #5

PLEASE NOTE: Where as the clusters need to be returned for warranty thru normal channels, information off the tag (PICTURED BELOW) on the cluster should be reported to:

BLUE BIRD

ATTN CHARLES LEE

charles.lee@blue-bird.com/478-822-2403



Contact Our Service Department With Any Questions

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