

April 2013

«customer»  
«add» «po»  
«city», «st» «zip»  
«pays»

Important Safety Recall  
NHTSA RECALL #13V-039

## **SAFETY DEFECT / NONCOMPLIANCE NOTICE**

PREVOST SAFETY RECALL CAMPAIGN «SR13-07 "MODIFICATION OF ENGINE SPEED PARAMETERS FOR LIMP HOME MODE – VOLVO D13 ENGINE ECU SOFTWARE UPDATE"

Dear customer,

Prevost Car US Inc. has identified you as the registered owner of the following vehicles involved in safety recall SR13-07:

«VIN1»

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

Prevost Car US Inc. has decided that a defect which relates to motor vehicle safety exists in the following vehicles equipped with Volvo D13 engine:

- *2008-2013 H3-41 & H3-45 coaches*
- *2011-2013 H3-45 VIP shells*
- *2008-2013 X3-45 coaches*
- *2012-2013 X3- 45 VIP shells*
- *2009-2013 XLII-45 Entertainer shells*

### **DEFECT DESCRIPTION**

On the vehicles involved in this recall, it has been determined that if the Limp-Home Mode feature is activated and the Idle Validation Switch (IVS) or its circuitry has an intermittent problem, the engine rpm may accelerate to 1750 rpms without driver pressing the pedal.

**FAILURE CONSEQUENCE**

If this occurs, this may present a risk of a vehicle crash under certain conditions if the driver does not have time to take action by applying the service brakes, switching the transmission into neutral, applying the park brake, or cutting off the ignition key.

**CORRECTIVE ACTIONS**

Prevost Car US Inc. has voluntarily decided that all vehicles involved shall have their engine software reprogrammed, free of charge. You must make an appointment at your nearest Prevost Service facility as soon as possible in order to have your engine software updated.

**REPORTING REQUIREMENT**

In order to verify and document the corrective action taken on your vehicle(s) pursuant to the requirements of the Federal Motor Vehicle Safety Regulations, we are enclosing a Safety Recall Certification sheet. When the vehicle(s) is (are) repaired, this (these) sheet(s) must be completed and returned to:

*Prevost  
Warranty Department  
850, chemin Olivier  
Saint-Nicolas QC  
G7A 2N1 Canada*

**NOTICE REGARDING LEASED VEHICLES**

If you are a Lessor of vehicles subject to this Notice, you have an obligation under Federal Law to provide a copy of this Notice to all Lessees within 10 days of your receipt of this Notice. Further, you must maintain a record, which identifies the Lessee(s) to whom you send a copy of this letter, the date you send this letter, and the Vehicle Identification Number(s) of the vehicle(s) that you have leased to that lessee. For purposes of this Notice, the term Lessor means: a person or entity that is the owner, as reflected on the vehicle's title, of any five or more leased vehicles (as defined in CFR Section 577.4), as of the date of notification by the manufacturer of the existence of a safety-related defect or noncompliance with a Federal Motor Vehicle Safety Standard in one or more of the leased motor vehicles.

**IF YOU NO LONGER OWN THE VEHICLES(S)**

If you no longer own the vehicles(s) listed on the first page, please help us update our records by completing the following section and returning it at the address above or at *prevost.onlinewarranty@volvo.com* with 'Change of Ownership' as Subject.

Vehicle Identification Number (VIN) : \_\_\_\_\_

New owner name and address : \_\_\_\_\_

Phone and fax# : \_\_\_\_\_

**LABOR & PARTS REIMBURSEMENT**

Prevost Car US (Inc) will reimburse the parts and labor as described in SR13-07.

**ASSISTANCE/ COMPLAINTS**

If you need assistance, please contact Prevost Car US (Inc) service department.

You may also submit complaints to the Administrator of the National Highway Traffic Safety Administration (1200 New Jersey Avenue SE, Washington, DC 20590, USA, Auto Safety Hotline: 1-888-327-4236, Teletypewriter (TTY): 1-800-424-9153 <http://www.safercar.gov> )

**PRE NOTIFICATION REMEDIES**

If you have previously paid for repairs as a result of this issue, you may be entitled to recovery of those expenses. Prevost Car US will reimburse the claimant by check for the reasonable amount paid for repairs (i.e. the cost of parts, labor, disposal fees and taxes) that addressed the defect as stated in the safety recall notification. *To qualify, repairs must have been completed no earlier than one year prior to the release of the recall and no later than 10 days after the release of the recall mailing of the initial customer notification letter pertaining to the recall.*

Submit copies of documentation supporting your claim (The invoice / receipt providing the VIN, date of repairs, total amount paid and breakdown of the parts, labor, and other costs. Costs associated with the recall repair must be highlighted or circled on the invoice.)

We regret any inconvenience this may cause to your operation, but hope you will appreciate our sincere efforts to demonstrate Prevost's commitment to provide our customers with the best possible product.

Truly yours,



Dominique Gagnon  
Technical Publications Supervisor





**SAFETY  
RECALL**

**SR13-07A**

DATE : APRIL 2013	SECTION : 01-ENGINE
SUBJECT : <b>MODIFICATION OF ENGINE SPEED PARAMETERS FOR THE LIMP HOME MODE – VOLVO D13 ENGINE ECU SOFTWARE UPDATE</b>	

REVISION : A THIS WARRANTY BULLETIN SUPERSEDES PREVIOUS VERSION.  
Reference to PTT version **2.01** removed

**APPLICATION**

<b>NOTICE TO SERVICE CENTERS</b>	
<i>Verify vehicle eligibility by checking safety recall status with <b>SAP</b> or <b>Vehicle Warranty Information</b> tool found on <b>Prevost–Systems</b> tab of the <b>Volvo Trucks Dealer Portal</b></i>	
Model	VIN
H3-41, H3-45 coaches Model Year : 2008 - 2013	 2PCH334968C71 <b>10948</b> 2PCH334948C71 <b>10995</b> 2PCH334988C71 <b>1096</b> And From 2PCH334938C71 <b>1202</b> up to 2PCH33490DC71 <b>2351</b> incl.
H3-45 VIP shells Model Year : 2011 - 2013	From 2PCVS3494BC71 <b>1772</b> up to 2PCVS3496DC71 <b>2361</b> incl.
X3-45 coaches Model Year : 2008 - 2013	From 2PCG334978C72 <b>9259</b> up to 2PCG33499AC72 <b>9995</b> incl. From 2PCG33491BC73 <b>5002</b> up to 2PCG3349XDC73 <b>5437</b> incl.
X3-45 VIP shells Model Year : 2012 - 2013	From 2PCBS3499CC73 <b>5070</b> up to 2PCBS3498DC73 <b>5417</b> incl.
XLII-45 Entertainer shells Model Year : 2009 - 2013	From 2PCY334979C72 <b>9591</b> up to 2PCYS3495BC72 <b>9999</b> incl. From 2PCYS3499BC73 <b>5000</b> up to 2PCYS3499DC73 <b>5436</b> incl.
<b>This Safety Recall does not necessarily apply to all the above-mentioned vehicles, some vehicles may have been modified before delivery. The owners of the vehicles affected by this recall will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.</b>	

All Prevost vehicles equipped with Volvo D13 included in the Application table must have the engine ECU software updated.

## DEFECT DESCRIPTION

On vehicles affected by this recall, it has been determined that if the “limp-home” mode feature is activated and the IVS (Idle Validation Switch) or its circuitry has an intermittent problem, the engine rpm may accelerate to 1750 rpms without driver pressing the pedal. If this occurs, this may present a risk of a vehicle crash under certain conditions, if the driver does not have time to take action by applying the service brakes, switching the transmission into neutral, applying the park brake, or cutting off the ignition key.

## CORRECTIVE ACTION

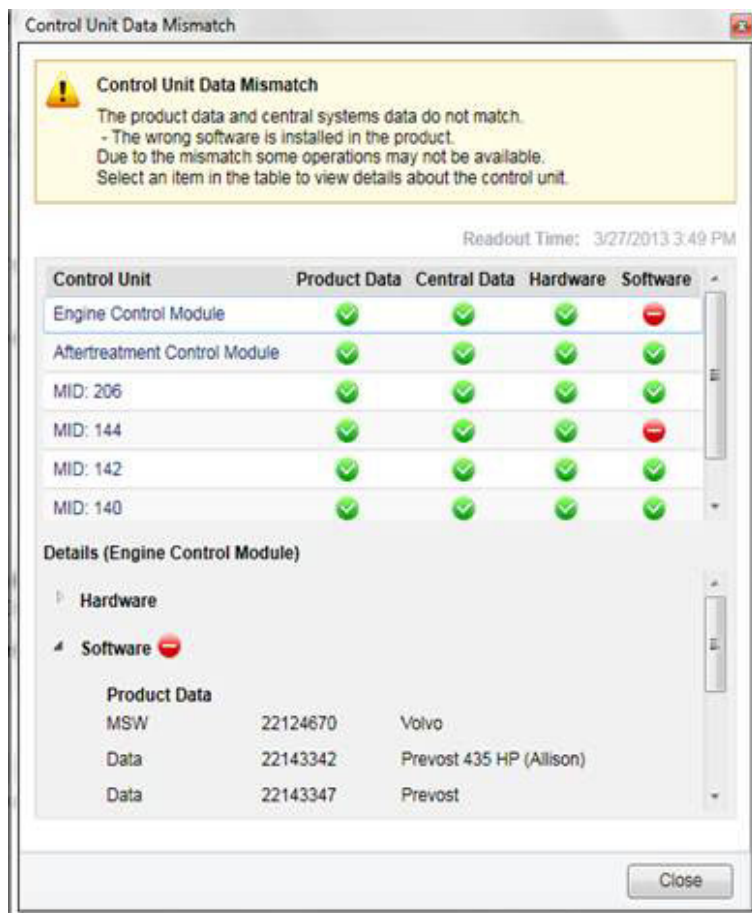
You must without delay contact your nearest Prevost Service Center or Prevost Service Provider to make an appointment in order to have your engine ECU software updated with new calibration settings.

## PROCEDURE

 <b>DANGER</b>
Park vehicle safely, apply parking brake and stop engine.

<b><i>NOTE</i></b>
<i>The reprogramming process cannot be interrupted once started at the risk of having to replace the engine ECU. Before proceeding, make sure that the batteries are sufficiently charged.</i>

1. Inside front service compartment, proceed to a visual inspection of VECU's connector JA & JB contact pins. Make sure they are not bent or broken. Make sure they are properly positioned in the terminal housing. Replace damaged contact pins if applicable.
2. Proceed to the same visual inspection as in step 1 but on the accelerator pedal connector.
3. Update the engine ECU software (MID128) with the latest program version available.
4. **IMPORTANT.** Using PTT, check if there are other electronic control modules requiring a software update. Modules requiring a software update will be identified with a dash in a red dot in the table as shown below.



## WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you one hour (1.0) of labor upon receipt of a completed A.F.A. form on which you must specify as per "Safety Recall 13-07". **You also have to fill the "Safety Recall Certification Sheet" provided with this bulletin and return it with your A.F.A. form to be reimbursed.**

## OTHER

Fail Code	01.00-2
Defect Code	49
System Condition	R
Causal Part	3092091

Access all our Service Bulletins on  
<http://prevostparts.volvo.com/technicalpublications/en/pub.asp>  
 Or scan the QR-Code with your smart phone.





**PREVOST**

**Safety Recall  
Certification Sheet  
(Ref: SR13-07)**

ENREGISTRÉ - REGISTERED  
**ISO 9001 & ISO 14001**



**SERIAL NUMBER:** \_\_\_\_\_

PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall #13-07 have been performed.			
Name: _____		Name: _____	
Addr: _____		Addr: _____	
Phone: _____		Phone: _____	
Fax: _____		Fax: _____	
Signature :	_____	Signature :	_____
Date:	_____	Date:	_____

If the information mentioned above is incorrect or you are not the owner of this vehicle anymore, please fill this section and return to sender.

**NEW OWNER:** \_\_\_\_\_

**BUSINESS:** \_\_\_\_\_

**ADDRESS (including County):** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **FAX:** \_\_\_\_\_

**Please return this completed document with your A.F.A. form**