

**PREVOST**

SAFETY RECALL

SR14-02

DATE :	FEBRUARY 2014	SECTION :	23 - Accessories
SUBJECT:	LOWER WINDSHIELD WIPER MOTOR INSPECTION		

APPLICATION

NOTICE TO SERVICE CENTERS	
Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of Prevost website.	
Model	VIN 
H3-41, H3-45 coaches Model Year: 2012 - 2014	From 2PCH3349XCC71 <u>1917</u> up to 2PCH33492EC71 <u>2451</u> incl.
H3-45 VIP motorhomes Model Year: 2012 - 2013	From 2PCVS3491CC71 <u>1925</u> up to 2PCVS3499DC71 <u>2452</u> incl.
X3-45 coaches Model Year: 2012 - 2014	From 2PCG33493CC73 <u>5102</u> up to 2PCG33499EC73 <u>5480</u> incl.
X3-45 VIP motorhomes Model Year: 2012 - 2013	From 2PCBS3496CC73 <u>5236</u> up to 2PCBS3490DC73 <u>5458</u> incl.
XLII-45 Entertainer Model Year: 2012 - 2013	From 2PCYS3494CC73 <u>5133</u> up to 2PCY33499DC73 <u>5479</u> incl.
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.	

DESCRIPTION

On the vehicles affected by this bulletin, it is necessary to inspect the lower windshield wiper motor as described in PART 1 of this campaign. If the wiper motor is identified as one being subject to recall, then it must be replaced according to PART 2.

The windshield wiper motor installed is not suited for the vehicle application; therefore, the windshield wiper motor's housing may crack and result in premature failure of the windshield wiper motor. This failure can result in loss of the windshield wipers. If this occurs, visibility may be reduced and a crash may occur.

MATERIAL

Order the following parts:

Part No.	Description	Qty
800380	Wiper motor, Bosch	1

Other parts that may be required:

Part No.	Description	Qty
5001217	Cap screw M8x20 G10.9 ZP	3
5001003	Lock washer	3

NOTE

Material can be obtained through regular channels.

PROCEDURE



DANGER

Park vehicle safely, apply parking brake, stop engine and set battery master switch(es) to the OFF position prior to working on the vehicle.

PART 1 - INSPECTION

1. Remove the dashboard access panel (item 1, figure 1).

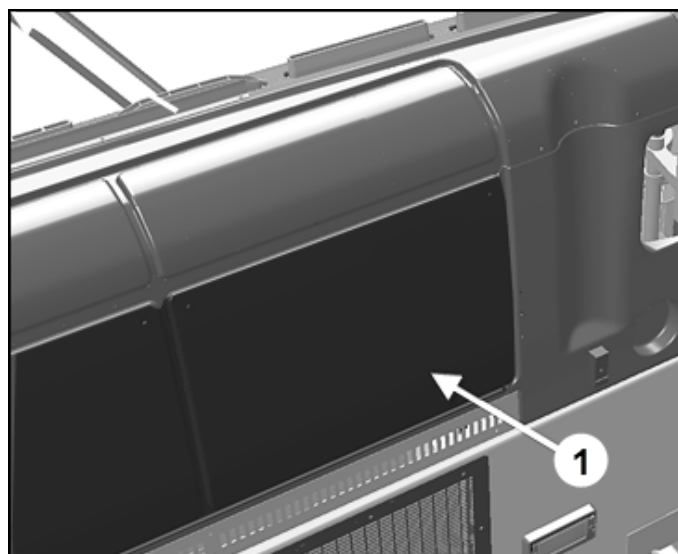


FIGURE 1

2. Locate the wiper motor located at right of the two multiplex modules (refer to figure 5).
3. Check on the wiper motor gearbox casing in order to identify the type of wiper motor installed in your vehicle.

INAPPROPRIATE WIPER MOTOR

4. A wiper motor having the letters SWF stamped on the gearbox casing must be replaced. This wiper motor has also a label on which is printed the number 403 195. Proceed to the replacement of the wiper motor as described in Part 2 if the letters SWF are stamped on the gearbox casing

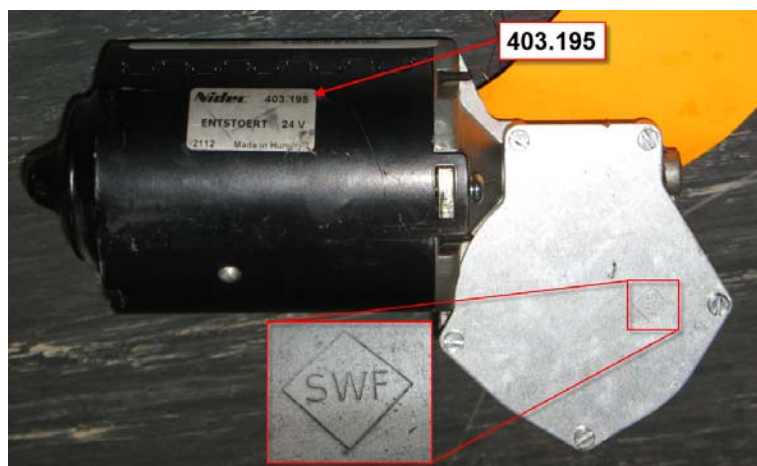


FIGURE 2: WIPER MOTOR WHICH MUST BE REPLACED. THE LETTERS "SWF" ARE STAMPER ON THE GEARBOX CASING.



APPROPRIATE WIPER MOTOR

5. Proper wiper motor are identified Bosch #0 390 442 401 or #0 986 337 401. These Bosch wiper motors (Prevost part number 800328 and 800380) **do not** have to be replaced. If the wiper motor installed in your vehicle is one of these Bosch motors, no other verifications are required. This completes the campaign.

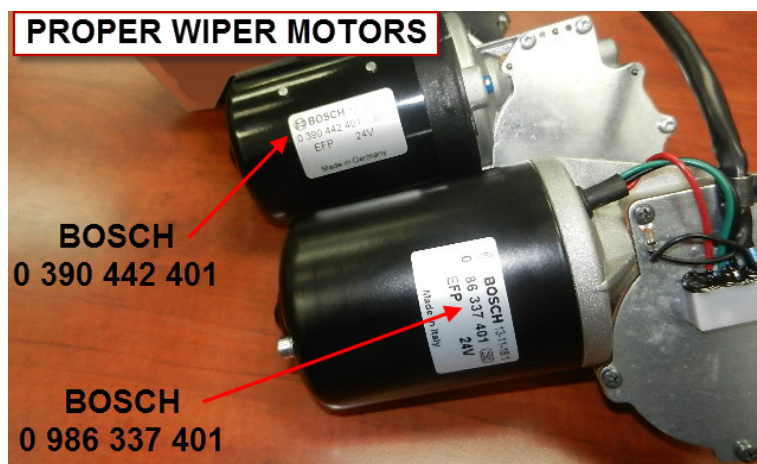


FIGURE 3



PART 2 – REPLACEMENT



WARNING

Wiper mechanism can cause severe injuries. Make sure the power supply is OFF **before** plugging the connector to the motor.

1. Make sure that the lower windshield wipers are at the park position. Using masking tape or similar product, tape the wiper blades onto the windshield to prevent any movement of the wipers and loss of the park position during the repair.
2. Remove the dashboard access panel (item 1, figure 4).
3. Remove the door air cylinder access panel (figure 5). To do so, first remove the handrail (item 1, figure 5) then remove the access panel mounting screws (11 screws). The door emergency valve doesn't need to be removed as the air tubing extra length allows putting the panel aside.

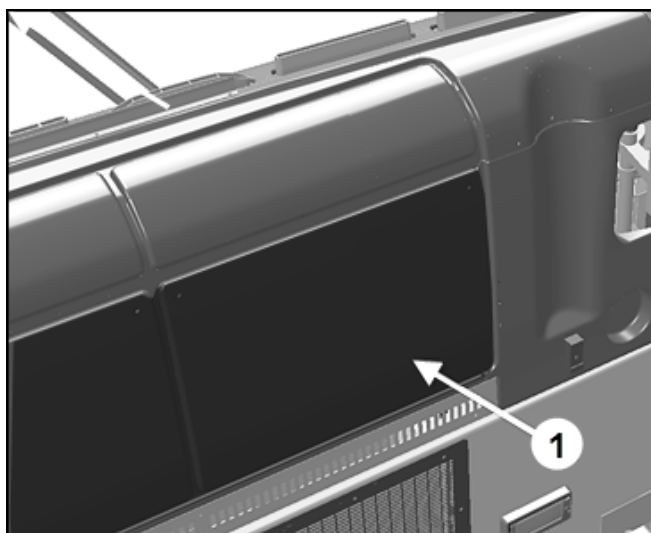


FIGURE 4

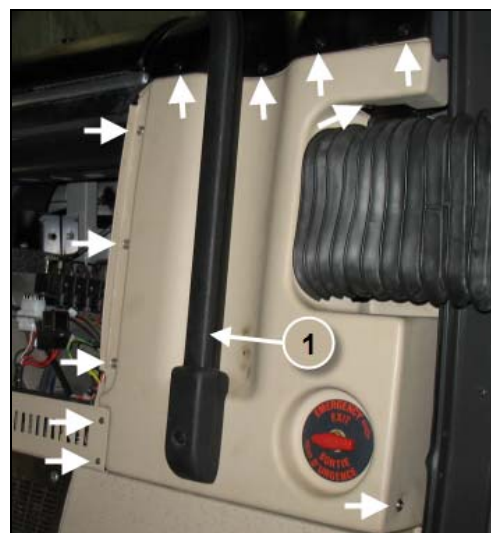


FIGURE 5

4. Locate the wiper motor assembly (item 2, figure 6).

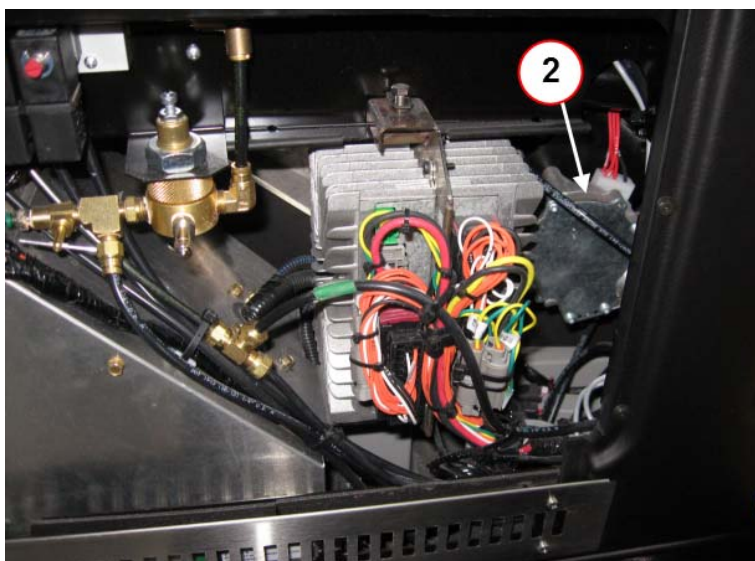


FIGURE 6

5. The wiper motor is mounted on a steel plate with three cap screws. Cap screw head is accessible from the other side of the steel plate (refer to figure 7 & 8).

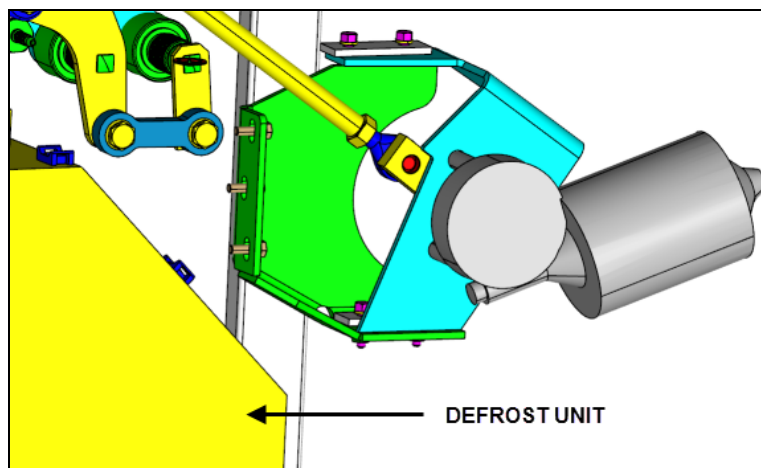


FIGURE 7: WIPER MOTOR SEEN FROM THE OPENING
(X3 & XLII SERIES ARRANGEMENT SHOWN. H3 SERIES ARRANGEMENT SLIGHTLY DIFFERENT)

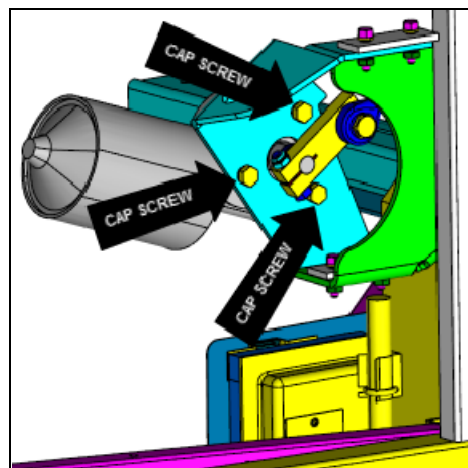


FIGURE 8: SEEN FROM THE OTHER SIDE

6. Unscrew and remove the three cap screws holding the motor in place. Be careful not to lose the lock washer.
7. Loosen the pinch bolt (item 2, figure 9) holding the crank arm (item 1, figure 9) to the wiper motor shaft and remove the motor.

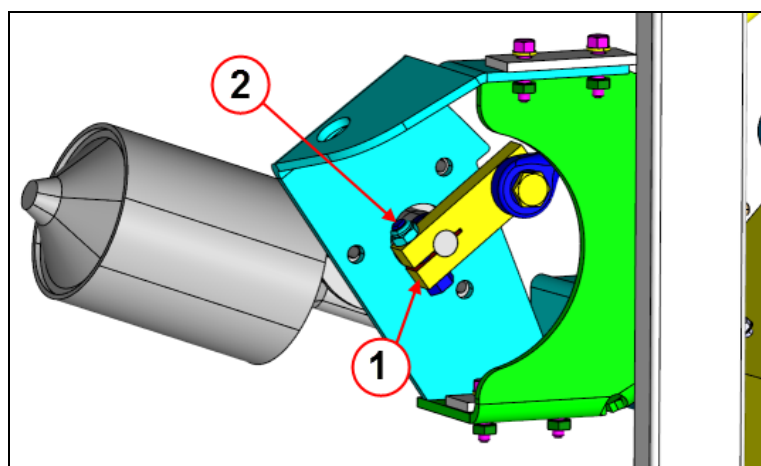


FIGURE 9 (X3 & XLII SERIES ARRANGEMENT SHOWN)

8. Unplug the electrical connector from the wiper motor. Keep hardware for re-use. If hardware is in bad condition, replace with:
 - 3x #5001217 Cap Screw M8x20 G10.9 ZP
 - 3x #5001003 Lock washer
9. Install the new wiper motor as previously installed.
 - Apply Loctite 242
 - Torque to **22 lbf-ft (dry)**

10. Make sure **the battery master switch is in the OFF position before plugging the electrical connector** to the motor.
11. Set the battery master switch to the ON position.
12. Momentarily turn on the wipers to allow the motor to find its park position.
13. Set the battery master switch to the OFF position and unplug the electrical connector from the motor.
14. Reinstall the crank arm on the motor shaft so that the crank arm and lever axis are aligned as shown (refer to figure 10 & 11 for X series, figure 12 & 13 for H3 series).

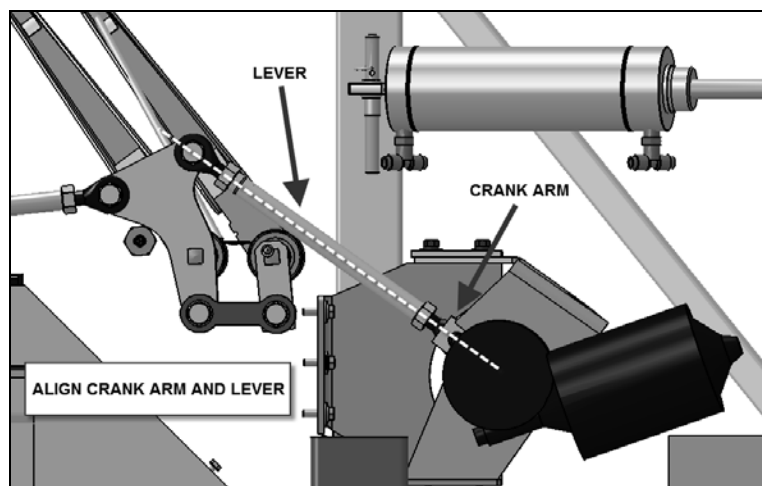


FIGURE 10: AS SEEN FROM THE ACCESS HATCH (X3 & XLII)

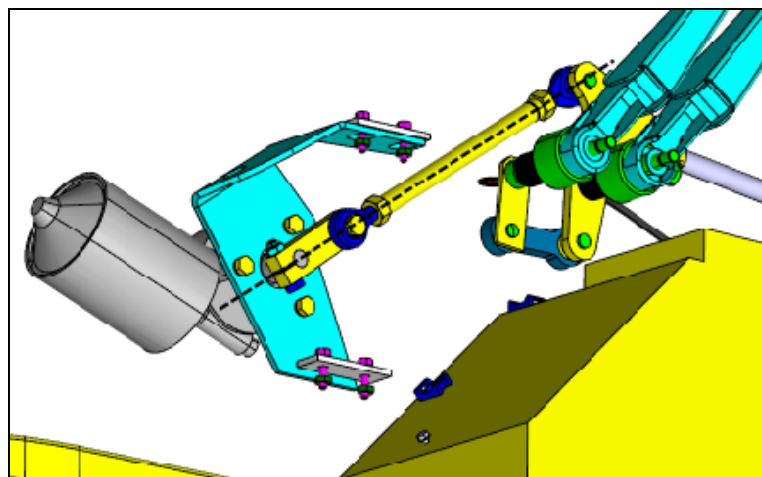


FIGURE 11: FROM THE OTHER SIDE (X3 & XLII)

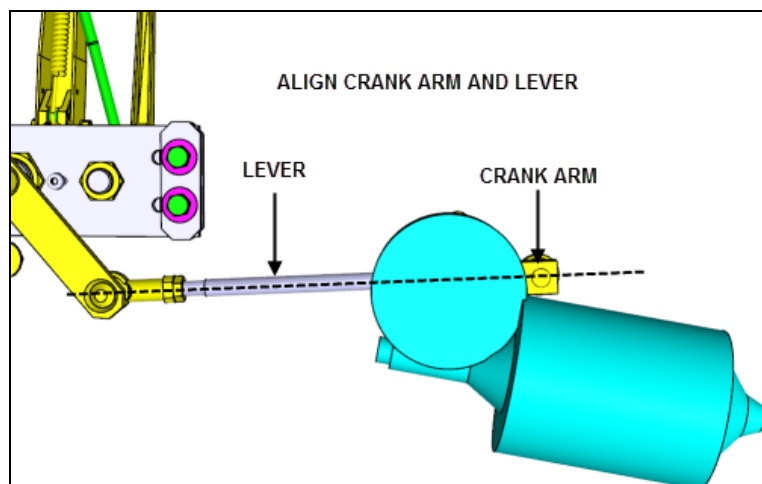


FIGURE 12: AS SEEN FROM THE OPENING (H3 SERIES)

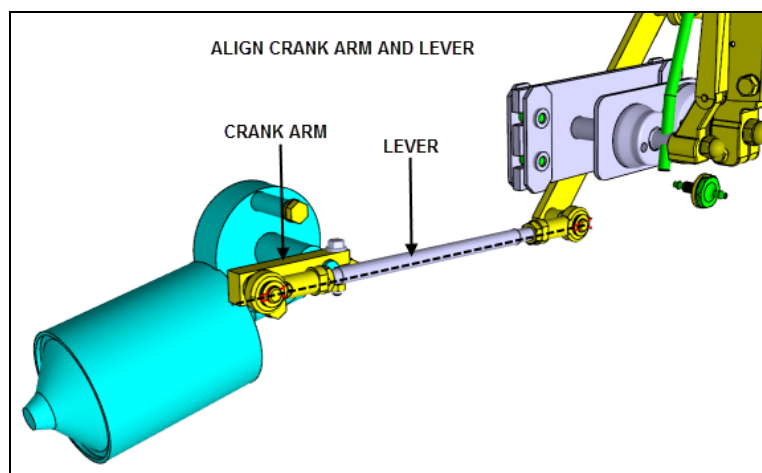


FIGURE 13: FROM THE OTHER SIDE (H3 SERIES)

15. Tighten the screw (item 2, figure 9) holding the crank arm to the motor shaft. Torque to **22 lbf-ft**.
16. Make sure the **battery master switch is in the OFF position**. Plug the electrical connector to the motor.
17. Set the battery master switch to the ON position.
18. Check proper operation of the wipers.
19. If any adjustment is needed, set the battery master switch to the OFF position, unplug connector and make the required adjustments.
20. Reinstall dashboard panels and handrail.

PARTS DISPOSITION

All replaced parts must be returned to Prevost according to the Return Shipping Instructions available on www.prevostcar.com (under service / warranty section) for full reimbursement. A copy of the warranty claim form must be enclosed with the shipment.

WARRANTY

PART 1 ONLY: INSPECTION

This inspection is covered by Prevost's normal warranty. We will reimburse you 1/4 hour (0.25) of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR14-02".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at prevost.onlinewarranty@volvo.com or by fax at 418-831-9301.

PART 1 + PART 2: INSPECTION AND REPLACEMENT

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and 1½ hour (1.5) of labor upon receipt of the defective wiper motor and a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR14-02".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at prevost.onlinewarranty@volvo.com or by fax at 418-831-9301.

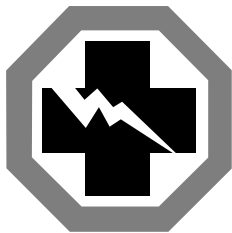
OTHER

VBC Bulletin	N/A
Fail Code	23.05
Defect Code	09
Syst.Cond.	R
Causal Part	800304

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

E-mail us at technicalpublications_prev@volvo.com and type
"ADD" in the subject to receive our warranty bulletins by e-mail.



**PREVOST**

Safety Recall Certification Sheet (Ref: SR14-02)

VEHICLE SERIAL NUMBER:

2	P	C													
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PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall SR14-02 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