INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)



SAFETY RECALL

SR23-26

EVOST

 DATE :
 September 2023
 SECTION : 06
 ELECTRICAL

 SUBJECT:
 ENGINE CONTROL MODULE (ECM) SOFTWARE
 UPDATE - Engine Cooling Strategy

First Release

September 2023

APPLICATION

IMPORTANT NOTICE TO SERVICE CENTERS

Verify vehicle eligibility by checking warranty bulletin status with **SAP** or via **ONLINE WARRANTY SYSTEM** available on Parts and Service / Warranty tab of Prevost's website.

Model	VIN					
X3-45 VIP motorhomes Model Year: 2018 & 2019	2PCBS3495JC 2PCBS3490JC	2PCBS3493JC 2PCBS3492K	2PCBS3498KC			
X3-45 VIP commercial use Model Year: 2017 - 2019	2PCC33490HC 2PCCS3490JC 2PCCS3493JC 2PCCS3491JC	2PCC33496JC 2PCC33497KC 2PCCS3490KC	2PCCS3494KC 2PCCS3499KC 2PCCS3496KC			
X3-45 coaches Model Year: 2018 - 2019	Canada built 2PCS33494JC 2PCG33497KC	2PCG33490KC	2РСG33499КС			
	US built 4RKG33498K9					
X3-45 Commuter Model Year: 2018 - 2019	4RKJ33492J9 4RKJ33496J9	4RKJ33493K9	4RKJ33495K9			

H3-45 coaches	2PCH33494KC	2РСН33499КС	2PCH33496KC
Model Year:	2PCH33496KC	2РСН33498КС	2РСН3349ХКС
2019 - 2020	2PCH33495KC	2РСН3349ХКС	2РСН33495КС
	2PCH33499KC	2PCH33492KC	2PCH33491KC
	2PCH33491KC	2PCH33494KC	2PCH33492KC
	2PCH33495KC	2PCH33491KC	2РСН33494КС
	2PCH33495KC	2РСН33494КС	2PCH33490KC
	2PCH33497KC	2РСН33493КС	2PCH33496KC
	2PCH33494KC	2PCH33491KC	2РСН33498КС
	2PCH33493KC	2РСН33495КС	2РСН33499КС
	2PCH33490KC	2РСН33492КС	2PCH33496LC
	2PCH3349XKC	2РСН33496КС	2PCH33498LC
	2РСН33499КС	2РСН33498КС	2PCH33491LC
	2PCH33494KC	2РСН33496КС	2PCH33495LC
	2PCH33491KC	2PCH33491KC	2PCH33498LC
	2PCH33497KC	2РСН33493КС	2PCH33497LC
	2PCH33495KC	2РСН33499КС	2PCH33490LC
	2PCH33494KC	2РСН33497КС	2PCH33493LC
	2PCH33496KC	2РСН33499КС	2PCH3349XLC
	2PCH33498KC	2PCH33490KC	2PCH33491LC
	2PCH33497KC		
H3-45 VIP motorhomes	2PCVS3495JC	2PCV33490KC	2PCVS3492KC
Model Year:	2PCVS349XKC	2PCVS3499KC	2PCVS3495KC
2018 - 2020	2PCVS3495KC	2PCVS3496KC	2PCVS3490KC
	2PCVS3494KC	2PCVS3498KC	2PCVS3491KC
	2PCVS3493KC	2PCVS3499KC	2PCVS3499KC
	2PCVS3499KC	2PCVS3496KC	2PCVS3491LC
	2PCVS3498KC	2PCVS349XKC	2PCVS3498LC
	2PCVS3496KC	2PCVS3498KC	2PCVS3493LC
	2PCVS349XKC	2PCVS3491KC	
This Safety Recall does not ne	cessarily apply to all the al	bove-mentioned vehicle	s, some vehicles may have

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 involved, perform the latest software update of the Engine Control Module.

Please contact your nearest Prevost Service Center or Prevost service manager and schedule an appointment to have the required software update applied.

SOFTWARE TOOL NEEDED

Description

Latest version of Premium Tech Tool (PTT) with appropriate communication interface equipment

PROCEDURE



Park vehicle safely, apply parking brake, stop the engine.

Lock out & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

- 1. Connect the vehicle's battery charger to a 120-Volt outlet.
- Connect Premium Tech Tool (PTT) to the vehicle On-Board Diagnostics connector (OBD). Connect the PC to a functional LAN or Wi-Fi connection and a power source.
- 3. Turn the ignition switch to "ON". Activate the hazard warning flashers to prevent the vehicle from entering sleep mode.

4. Log in to PTT.

5. On Product tab (item A), identify the vehicle (item B).

Product Product History Diagnose Test Calibrate Program Impact	
Selected Product (PREVH	
S Refresh 🕼 Settings 🔨 Manual Searction 🕑 Latest Searchores 🖺 OBD/LVD 🕶	
Product Details	Product Status
Chassis ID: VIN:	Status Description
PREVH 720635 2PCH3340	Vo DTCs with status Active.
Model: Company:	Control unit information. Details >>
PREVH Volvo Buses	Current battery level: 14.1 V
Emission Level: US17+0802016	
Multiplexed version 3	
Connectivity	Campaigns (0)
Status Description	There are no available campaigns for this proc
VDCOM I (USB) is connegative computer.	
The selected product PREVH 720035 is connected. Product Data Rathevad	2018-05-21 14:30.17
Control Data Rehisued	2019-05-21 14 30 22

6. Select Program tab and then 1700-08-03-39 Program Electronic Control Unit. Click Start.

Program Select an operation and click Start	1700-08-03-39 Program Electronic Control Unit
9	To run the operation in simulation mode, select Run as simulated
120/08/08/39 Piogram Electronic Control Vint 1700-22-03-03 Parameter, programming 1700-22-03-06 Accession/ Kit 1700-22-03-06 Accession/ Kit 1700-22-03-11 Campaign 1700-22-03-13 Program With Stored Stotware 1700-22-03-14 Synchronize Alextonic control unit data 3810-22-03-14 Synchronize Alextonic control unit data 3810-22-03-14 Synchronize Alextonic control unit data 3810-32-03-10 Change Language 3837-22-03-01 Odometer programming	Description This operation is used to program a selected Electronic Control Unit. Parameter values will be transferred to the new software. Note: DTCs in the programmed Electronic Control Unit. Parameter values will be transferred to the new software. Update software This option programs he selected Electronic Control Unit with updated software. If any other Electronic Control Units are affected by the update, they will also be programmed the same time. Rote: If may be necessary to perform calibrations after an Electronic Control Unit has been programmed flies accurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the control unit has occurred the new software of the new software of the soccurred the new software of the new software of the new software of the soccurred the new software of the new software of the new software of the soccurred the new software of the new
	Start≻

- 7. Select ENGINE CONTROL MODULE (EMS).
- 8. Select the following programming option "Update Electronic Control Unit with latest software".
- 9. Click **Program** button.

	1700-08-03-39 Program Electronic Control Unit					
Select an Electronic Control Unit						
Control Unit	Programming Options					
Information display (MID 140)						
Vehicle ECU (MID 144)	Update Electronic Control Unit with latest software					
FMS Gateway (MID 179)	Reload Electronic Control Unit with existing software					
Aftertreatment Control Module (ACM)						
Engine Control Module (EMS)						
Telematics GateWay (TGW)						
	Program > Cancel					

- 10. Certain conditions must be met to allow programing:
 - I. battery voltage above 10 Volts;
 - II. parking brake applied;
 - III. ignition key in ON position and the engine is not running.

When all conditions have been met, click **Continue** to proceed with programming.

1 - + > 10 V 131 V		
	Automatically checked conditions	
2 (P) = (P) = = (P) = 💙	Battery voltage above 10 V Parking brake applied Indian Key in ON	1
	 International state of the possibility of the rest of the state of the	
3 On (rpm)= 0 rpm Orpm Orpm		
On rpm On On		1

- 11. Wait until all Programming Steps check turn to green color (Programming completed).
- 12. When the programing is complete, click **Exit** button.

	1700-08-03-39 Program Electronic Control Unit - Update software
Programming Steps	The following Electronic Control Units have been programmed
Reading out transferable parameters from selected Electronic Control Units	Engine Control Module (EMS)
Retrieving software part numbers	
Cownloading software from central systems	
Programming Electronic Control Units and restoring transferable parameters	
Programming completed	N N
	Exit>

- 13. Clear any diagnostic trouble codes (DTC).
- 14. Enter the Work Order Number information and then click Start Work.

Vork Order Number	
Enter a work order number or select a recent	ntly used work order number in the list.
Enter work order number:	
Select a recently used work order:	
Work Order No User ID Date	
Enter Notes:	
	Start Work Cancel

WARRANTY

This safety recall is covered by Prevost's normal warranty. We will reimburse 1/2 hour (0.5) of labor upon receipt of a warranty claim. Please submit claims via our Online Warranty System, available at <u>www.prevostcar.com</u> (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin SR23-26".

OTHER

VBC Bulletin	N/A
Fail Code	06.27-2
Defect Code	49
Syst. Cond	R
Causal Part	3092091

Access all our Service Bulletins on http://techpub.prevostcar.com/en/ or scan the QR-Code with your smart phone.

Are you a vehicle owner? E-mail us at









Safety Recall Certification Sheet (Ref: SR23-26)

VEHICLE SERIAL NUMBER:

PERFORMED BY	OWNER/OPERATOR
We hereby certify that Safety Recall Instructions with regard to Safety Recall SR23-26 have been performed.	
Name:	Name:
Add:	Add:
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):

FAX:

TELEPHONE:

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