

SAFETY RECALL

SR21-85

| | | | | |
|---------|------------|-------|-----|-------|
| Date | Expiration | Group | No. | Page |
| 08.2023 | NA | 3521 | 85 | 1(20) |

First Release

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

August 2023

FRONT HEADLAMPS REPLACEMENT 9700 USCAN (B13R)

MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) INVOLVED

| NOTICE TO SERVICE CENTERS | |
|--|--|
| Verify vehicle eligibility by checking recall status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of Prevost website. | |
| Model | VIN |
| Volvo 9700 us/can Model Year: 2009 - 2021 | From 3CET2M62795 [REDACTED] up to 3CET2W425L5 [REDACTED] incl. And the following vehicles 3CET2V923M5 [REDACTED] 3CET2V921M5 [REDACTED] 3CET2V92XM5 [REDACTED] 3CET2V923M5 [REDACTED] |
| This 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. | |

Table of contents

| | |
|---|----|
| DESCRIPTION | 2 |
| VEHICLE GROUP | 2 |
| MATERIAL | 3 |
| For group 1,2 & 3 vehicles | 3 |
| For group 1 vehicles only | 3 |
| SOFTWARE | 3 |
| For group 2 & 3 vehicles | 3 |
| PROCEDURE | 4 |
| GROUPE 1, 2 & 3 VEHICLES - HEADLAMPS REMOVAL & INSTALLATION | 4 |
| GROUPE 1 VEHICLES ONLY - RESISTOR HARNESS INSTALLATION | 13 |
| GROUPE 1, 2 & 3 VEHICLES - HEADLAMPS AIMING INSTRUCTION | 14 |
| Low Beam Adjustment | 14 |
| High Beam Adjustment | 16 |
| GROUPE 2 & 3 VEHICLES - SOFTWARE UPDATE | 18 |
| GROUPE 1 VEHICLES ONLY - PARAMETER UPDATE | 19 |
| PARTS / WASTE DISPOSAL | 20 |
| WARRANTY | 20 |

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 08.2023 | NA | 3521 | 85 | 2(20) |

DESCRIPTION

On the vehicles affected by this recall, replace both headlamp assemblies and then perform the software or parameters update.

VEHICLE GROUP

Group 1

Volvo 9700 equipped with LCM #20815236

VIN 3CET2M62795 [REDACTED] (2009) up to 3CET2S226D5 [REDACTED] (2013)

Group 2

Volvo 9700 equipped with SCLM08 #21043962

VIN 3CET2S222D5 [REDACTED] (2013) to 3CET2V928J5 [REDACTED] (2018)

Group3

Volvo 9700 equipped with SLCM 2.0 #23297154

VIN 3CET2V923J5 [REDACTED] (2018) to 3CET2W425L5 [REDACTED] (2020)

SAFETY RECALL

SR21-85

| | | | | |
|---------|------------|-------|-----|-------|
| Date | Expiration | Group | No. | Page |
| 08.2023 | NA | 3521 | 85 | 3(20) |

MATERIAL

For group 1,2 & 3 vehicles

Order kit **SR21-85** which includes the following parts:

| Part No. | Description | Qty |
|----------|--------------|-----|
| 24247317 | HEADLAMP, RH | 1 |
| 24247319 | HEADLAMP, LH | 1 |

For group 1 vehicles only

Order kit **SR21-85-2** which includes the following parts:

| Part No. | Description | Qty |
|----------|-----------------------------|-----|
| 7775321 | WIRING HARNESS W/RESISTORS | 1 |
| 500798 | SCREW TP PAN PH Z050 #4-3/8 | 4 |

SOFTWARE

For group 2 & 3 vehicles

Software required:

| Part No. | Description | Qty |
|----------|----------------------------------|-----|
| 24252354 | CONVERSION KIT, SLCM PARAMETERS. | 1 |

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 08.2023 | NA | 3521 | 85 | 4(20) |

PROCEDURE



DANGER

Park vehicle safely, apply parking brake, stop the engine. In the battery box, set the battery cut-off switch to the OFF position prior to working on the vehicle.

Lockout & 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.

GROUPE 1, 2 & 3 VEHICLES - HEADLAMPS REMOVAL & INSTALLATION

- 1) Open the front hatch.



Figure 1

- 2) Remove the original Bi-xenon front headlamp assemblies according to removal instructions of service operation: 35251-2 or 35252-2, both operations published in IMPACT for B13R model.

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 08.2023 | NA | 3521 | 85 | 5(20) |



Figure 2

- 3) Before installing the new headlamps on the vehicle, check the pre-adjusted measurements on the headlamp unit at the lock nuts. The distance from the bracket base at each fixing screw should be 33 ± 1 mm.



Figure 3



Figure 4

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 08.2023 | NA | 3521 | 85 | 6(20) |

- 4) Check the pre-adjusted **low beam** module height in relation with the mounting plate. The measurement should be **10 mm**. If necessary, adjust using the corresponding adjustment screw.



Figure 5

- 5) Check the pre-adjusted **high beam** module height in relation with the mounting plate. The distance should be **26 mm**. If necessary, adjust using the corresponding adjustment screw.

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 08.2023 | NA | 3521 | 85 | 7(20) |



Figure 6

- 6) Pull and swivel the headlamp bracket to get access to the fixation bolts of the headlamp bracket.



Figure 7



Figure 8

- 7) Install the new front headlamp assembly on the vehicle by screwing the four fixation screws to the body installation bracket. Tighten the headlamp fixation screws to a torque of **28 N-m**.



Figure 9



Figure 10

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 08.2023 | NA | 3521 | 85 | 9(20) |



Figure 11

- 8) Plug the headlamp harness connector.



Figure 12

- 9) Swivel the headlamp bracket to the inner side to the coach body



Figure 13



Figure 14

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 08.2023 | NA | 3521 | 85 | 10(20) |

- 10) Move up the headlamp and bracket assembly to fit the headlamp bezel with the coach front panel.



Figure 15



Figure 16

- 11) Check that the headlamp bracket fixing screws (both sides of the bracket) are aligned to the screw pass eyes.

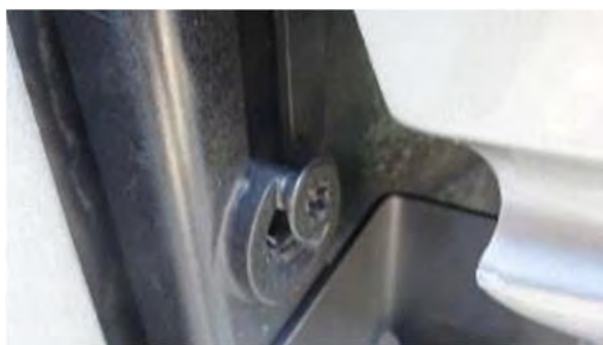


Figure 17

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 08.2023 | NA | 3521 | 85 | 11(20) |



Figure 18

- 12) Fix the headlamp assembly bracket to the coach body structure by screwing it's fixing screws. Tighten the headlamp assembly bracket fixing screws to a torque of **54 +/- 4 N-m**.



Figure 19



Figure 20

- 13) Close the front hatch and if necessary, adjust the headlamp bezel with the surrounding surfaces of the coach front panel and the bumper. To do so, screw or unscrew the bracket fixing screws locknut, modifying the pre-adjusted measurement of **33 +/- 1 mm** as required.

SAFETY RECALL

SR21-85

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 08.2023 | NA | 3521 | 85 | 12(20) |

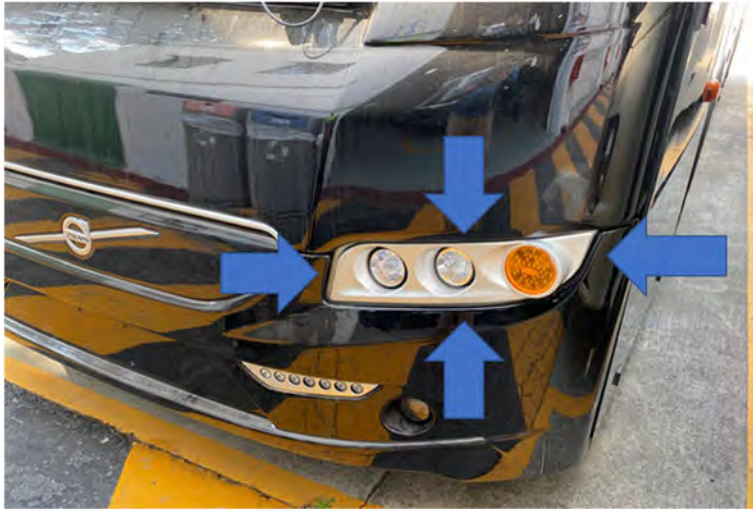


Figure 21



Figure 22

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 08.2023 | NA | 3521 | 85 | 13(20) |

GROUPE 1 VEHICLES ONLY - RESISTOR HARNESS INSTALLATION

- 1) In the electrical compartment located on the L.H. side in the entrance, connect both black wires of the resistor harness 7775321 on the ground stud terminal.



Figure 23

- 2) Locate LCM A27.A connector.
- 3) On this connector, identify circuits A19 & A20.

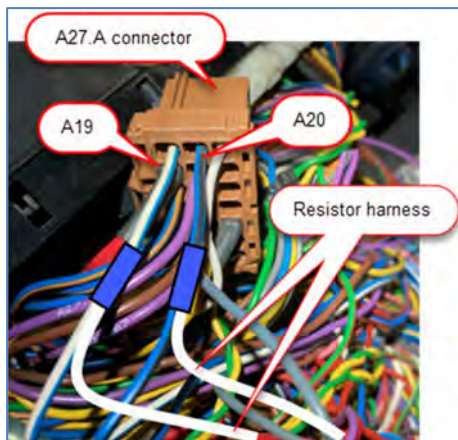


Figure 24

- 4) Splice one of the white wire of resistor harness with **blue/white** wire (circuit A19) connected at A27.A19.
- 5) Splice the second white wire of resistor harness with **blue/black** wire (circuit A20) connected at A27.A20.

GROUPE 1, 2 & 3 VEHICLES - HEADLAMPS AIMING INSTRUCTION

- 6) Place the coach on a level surface.
- 7) The suspension must be at normal ride height.
- 8) Place a screen in front of the coach or alternately, place the coach in front of a white wall.

The distance between the front of the coach (at the center) and the screen or wall must be 7.6 meter (25 ft) (see A on Figure 25).

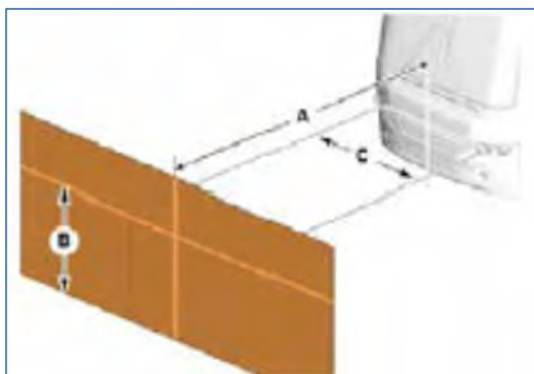


Figure 25

Low Beam Adjustment

- 9) Draw a horizontal line at 940 mm above the floor level.

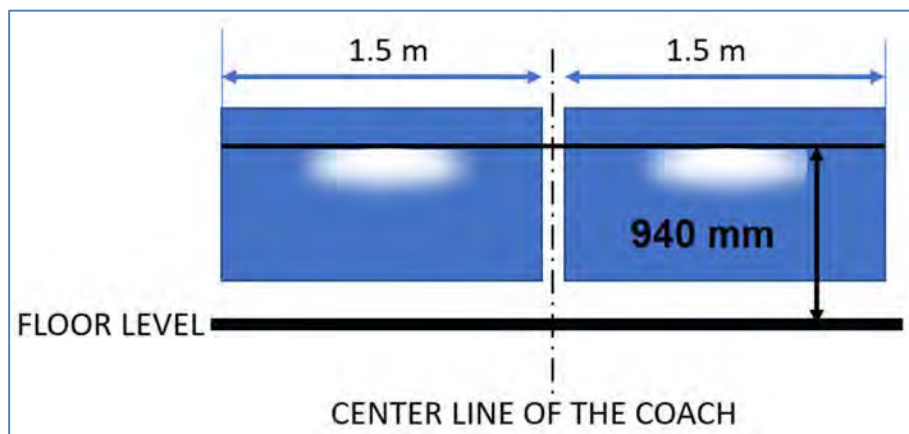


Figure 26

- 10) Open the front hatch.
- 11) Turn the headlamps on.
- 12) Use the holes in the bezel to access to the adjustment screws or the backside of the screw to raise or lower the light beam. Use this procedure for the left & right headlights adjustment.

The highest zone of the light beam must be aligned (and touching) with the 940 mm line.



Figure 27: proper low beam height

- 13) The low beam has a two adjustments screws. One for vertical beam aim adjustment (which is the one used for this adjustment).

The other adjustment screw adjusts the horizontal aim (right to left). **DO NOT adjust the horizontal aim**, it is factory pre-adjusted.



Figure 28

High Beam Adjustment

- 14) Draw a horizontal line at 928 mm (above the floor level).

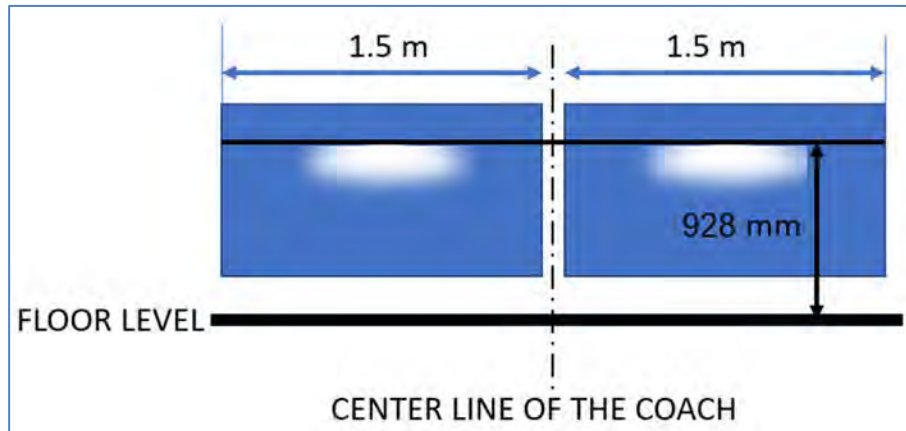


Figure 29

The highest zone of the light beam must be aligned (and touching) with the 928 mm line.



Figure 30

- 15) The high beam has a two adjustments screws. One for vertical beam aim adjustment (which is the one used for this adjustment).

The other adjustment screw adjusts the horizontal aim (right to left). **DO NOT adjust the horizontal aim**, it is factory pre-adjusted.

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 08.2023 | NA | 3521 | 85 | 17(20) |



Figure 31

16) Once completed, close the vehicle front hatch, and turn OFF the front lights.

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 08.2023 | NA | 3521 | 85 | 18(20) |

GROUPE 2 & 3 VEHICLES - SOFTWARE UPDATE

- 1) Connect PTT (Premium TechTool) to the DCL vehicle connector.



- 2) Run the accessory KIT: **N/P: 24252354**; CONVERSION KIT, SLCM PARAMETERS.
- 3) Order LCM MID 216 software with manage software new.
- 4) Program LCM using storage software.



- 5) Go back to manage new software and return software package.

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 08.2023 | NA | 3521 | 85 | 19(20) |

GRUPE 1 VEHICLES ONLY - PARAMETER UPDATE

Connect Premium TechTool. Go to operation Parameter programming. Select / control unit / MID 216. Confirm all parameters below are set to the proper values and change values if needed:

Parameter AKY Day time driving running light = ON
Parameter ANJ Low beam left low current detection = Disable
Parameter ANK Low beam right low current detection = Disable
Parameter DWO Xenon High beam mode = OFF
Parameter DWQ DRL CAMP output = Standard
Parameter DWU Head light high beam left low current = Disable
Parameter DWV Head light high beam right low current = Disable
Parameter FHL Low beam Xenon = OFF
Parameter HXC Campaign Lights = OFF
Parameter MND Digital output PIN for DRL = 0

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 08.2023 | NA | 3521 | 85 | 20(20) |

PARTS / WASTE DISPOSAL

DO NOT RETURN THE REPLACED PARTS. Discard waste according to applicable environmental regulations (Municipal/State [Prov.]/ Federal)

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and labor as follows 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 SR21-85".

Group 1 vehicles

3 hours (3.0 h) of labor

Group 2 & 3 vehicles

2 ½ hours (2.5 h) of labor

OTHER

| | |
|--------------|----------|
| VBC Bulletin | C0277 |
| Fail Code | 06.05 |
| Defect Code | 09 |
| Syst.Cond. | R |
| Causal Part | 21209330 |

Access all our Service Bulletins on
<http://prevostparts.volvo.com/technicalpublications/en/publications.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 engages in a continuous program of testing and evaluating to provide the best possible product. Volvo Bus, however, is not committed to, or liable for updating existing products.