



PREVOST

**SAFETY
RECALL**

SR23-02

DATE :	January 2023	SECTION :	06 ELECTRICAL
SUBJECT:	ENGINE REAR STOP BUTTON		



First Release

01-20-2023

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		
X3-45 Coaches Model Year:2017 - 2018	2PCG3349XHC [REDACTED], 2PCG33495HC [REDACTED], 2PCG33490HC [REDACTED]		
	2PCG33491HC [REDACTED], 2PCG33497HC [REDACTED], 2PCG33490HC [REDACTED]		
	2PCG33492HC [REDACTED], 2PCG33499HC [REDACTED], 2PCS33497HC [REDACTED]		
	2PCG33495HC [REDACTED], 4RKG33491H9 [REDACTED], 4RKG33493H9 [REDACTED]		
	4RKG33495H9 [REDACTED], 4RKG33491H9 [REDACTED], 4RKG33493H9 [REDACTED]		
	4RKG33495H9 [REDACTED], 4RKG33497H9 [REDACTED], 4RKG33499H9 [REDACTED]		
	4RKG33490H9 [REDACTED], 4RKG33492H9 [REDACTED], 4RKG33497J9 [REDACTED]		
	4RKG33499J9 [REDACTED], 4RKG33490J9 [REDACTED], 4RKG33492J9 [REDACTED]		
	4RKG33494J9 [REDACTED], 4RKG33496J9 [REDACTED]		

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 vehicles affected by this recall, the engine stop button located in the engine compartment may not stop the engine when it is running.

The issue results from a software problem (the software did not include the stop function when the engine is running).

Therefore, a corrected software version that includes the engine stop button functionality must be installed on all potentially affected vehicles (corrected software:06100173 Revision P09 and 06100076 Revision P38).

Please make an appointment in a PrevoSt Service Center or contact your PrevoSt Service representative to have the vehicle program upgraded. It requires VPG (Vehicle Program Generator) software.

For operators having the required equipment & software, please contact a PrevoSt Service representative to receive the vehicle program update file (refer to procedure below to proceed).

EQUIPMENT

Required equipment to perform this bulletin:

Part No.	Description	Qty
N/A	LAPTOP (WITH VPG SOFTWARE)	1
N/A	RS232 SERIAL INTERFACE CABLE	1
N/A	VIRTUAL SERIAL PORT ADAPTER USB TO RS232	1
066009	INTERFACE HARNESS DB9 PC/MASTER ID-MU	1

SAFETY PRECAUTIONS

- Eye protection should always be worn when working in a shop.
- Rules for Personal Protection Equipment should always be respected. Wear your PPE including but not limited to the following:



Safety First!



PROCEDURE



DANGER

Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position.

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.

VERIFICATION OF THE VEHICLE PROGRAM REVISION NUMBER

1. Check the vehicle program revision number with the Driver Information Display (DID) in the dash.
2. Select the Diagnostics menu.

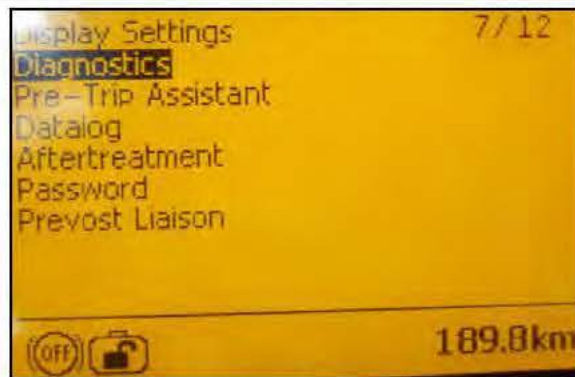


Figure 1

3. Select Part Number menu.

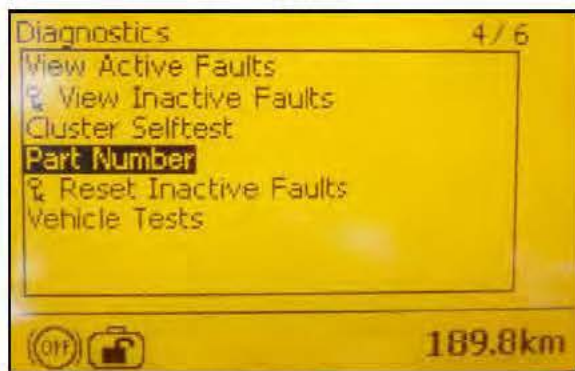


Figure 2

4. Select Electrical System menu.

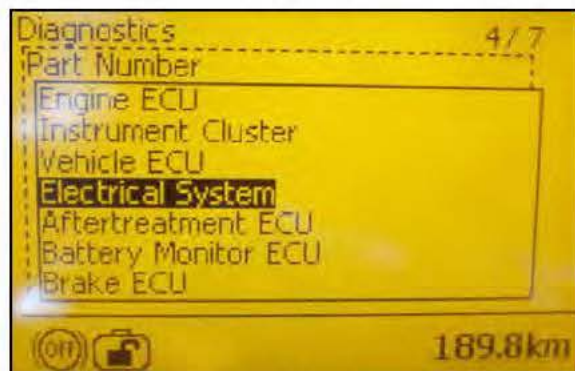


Figure 3

5. The DID shows the software number (program number) and the actual revision number just after the "P" letter for the vehicle (rev 8 in the example).
6. Note the program number and the revision number.

NOTE

The vehicle program number begins with "06"

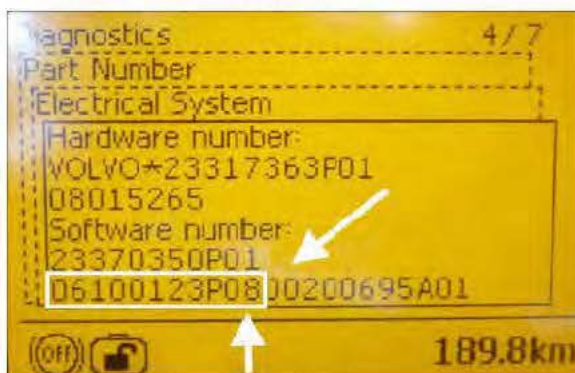


Figure 4

7. Table 1 shows the revision number needed, according to the program number.
8. Compare the vehicle program number and revision number shown in the DID with the corresponding numbers in Table 1.
9. If the vehicle has the program revision number shown in Table 1 or a higher number, the bulletin is complete.
10. If the vehicle's program needs to be upgraded, move next section of the bulletin.

REQUIRED REVISION NUMBER	
PROGRAM	REVISION
06100076	P38
06100173	P09

Table 1

IMPORTANT

If the bulletin is performed by a Prevest Service Center, use computer and VPG software for the program revision number upgrade.

If the vehicle operator is having the equipment required to proceed to the vehicle programming, the operator must contact a Prevest Service representative to have the vehicle program update file sent to him. Refer the representative to procedure shown in bulletin SC119-20, explaining how to send the file.

VEHICLE PROGRAM UPDGRADE

1. Connect the 110 power line on the vehicle.
2. Turn the ignition to "ON" position.
3. Activate the Hazard flashers.
4. Locate the RS232 serial port into the front service compartment at the right top corner.



Figure 5

5. Remove the cap and keep in a safe place.
6. Connect the computer on the vehicle into the RS232 port.
7. Open the computer management application on your computer.
8. Right click on "My Computer" on the desk and click on Manage menu.

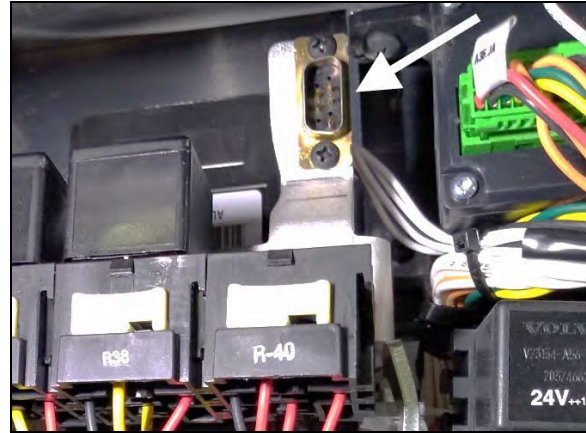


Figure 6

9. Click on 'Device manager'.
10. Expand the ports list.
11. Check the COM port number and note the number.

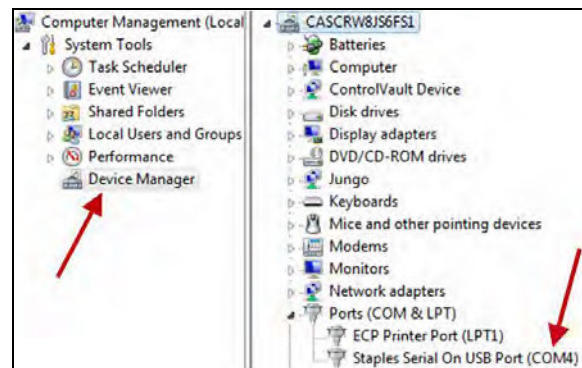


Figure 7

12. Double click on "COM" element to open the properties dialog box.
13. Click on "Port Setting" tab.
14. Select 115200 for the Bits per second.
15. Select Hardware for the Row control.
16. Click "OK".

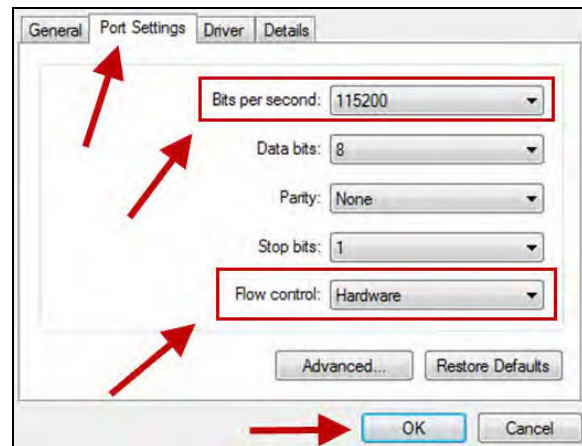
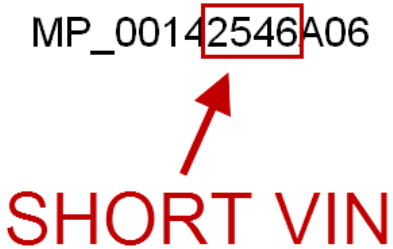


Figure 8

17. Make sure you have the vehicle program update, supplied by the Prevost service center, on your computer.
18. Rename the file and remove the last digits ".txt". Keep only the extension ".exe".

NOTE

The name of the file that you received should match with the VIN of the vehicle you are about to update. It should look like this example: MP_00142546A06.exe.txt. The four numbers before the last letter are the last 4 numbers of the VIN (short VIN).

MP_00142546A06

SHORT VIN

19. Launch the vehicle program (double click on the file name or right click on the file name and select Open).
20. Select the port number noted before.
21. Click "Continue" button.
22. Select the destination of the backup file that will be generated with the update processing.
23. Click on "Continue" button.

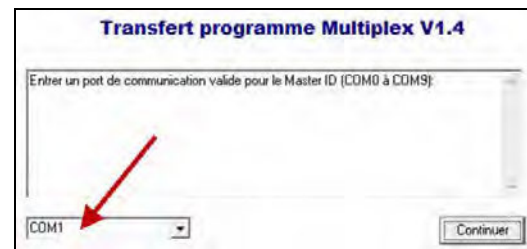


Figure 9

24. Program processes.

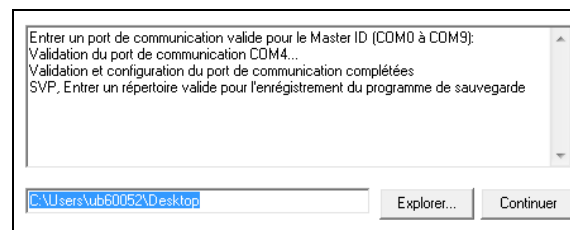


Figure 10

25. Wait until you get the message "TRANSFER COMPLETED".
26. Click "Finish" button.

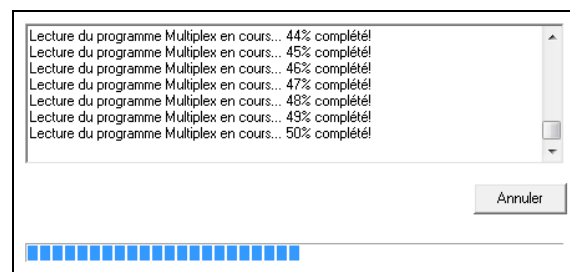


Figure 11

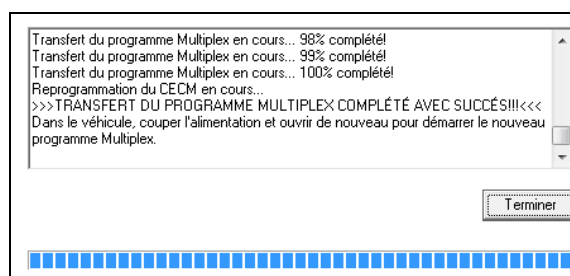


Figure 12

27. Disconnect the computer.
28. From the rear electrical compartment, trip circuit breaker CB6 and reset after 5 seconds.
29. The system needs some time to complete the update. Wait until the head lights shut down or until you have access to information on the DID.
30. Check in the DID the Software number (program number) and compare again with the table 1.

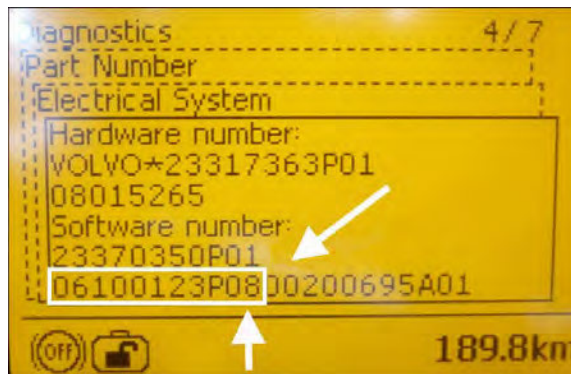


Figure 13

31. Reinstall the RS232 serial port cap.
32. Start the vehicle and validate that the rear stop button will stop the running vehicle once pressed.
33. Bulletin is complete.

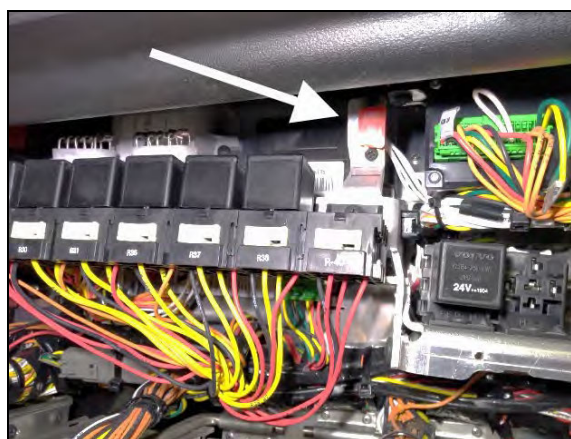


Figure 14

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you half an hour (0.5) 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 SR23-02".

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	06.27-2
Defect Code	49
Syst.Cond	R
Causal Part	7770029

Access all our Service Bulletins on <http://techpub.prevostcar.com/en/>

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.





**Safety Recall
Certification Sheet
(Ref: SR23-02)**

VEHICLE SERIAL NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall SR23-02 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