

Date	Expiration	Group	No.	Page
03.2012	03.2013	3	02	1(2)

BODYWORK SOFTWARE UPDATE 9700 (B13R)

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

VIN	
9700 Model Year 2009 to 2012	From 3CET2M62695 <u>134115</u> up to 3CET2S223 <u>C5155375</u> incl.

DESCRIPTION

The vehicles involved in this warranty bulletin may come to a sudden stop if wheelchair lift door is not completely closed. The bodywork software needs to be updated at the next service occasion and within the stipulated time period.

If you do not have the ability or the required tooling to perform this bulletin, please contact your Prevest Service Center or Authorized Service Provider to schedule an appointment at your earliest convenience. Please mention Warranty Bulletin WB12-56. A complete list of all 135+ affiliated Prevest service points is available on www.prevestcar.com/network.

Prevest Service Centers		
Quebec	850, chemin Olivier Saint-Nicolas, Quebec G7A 2N1	Toll free phone: 1-866-870-2046 Tel.: 1-418-831-2046
British Columbia	6537 River Road Delta, BC V4K 5B9	Tel.: 1-604-940-3306
New Jersey	201 South Avenue South Plainfield, New Jersey 07080	Toll free phone: 1-800-223-0830 Tel.: 1-908-222-7211
Florida	6931 Business Park Blvd. North Jacksonville, Florida 32256	Toll free phone: 1-800-874-7740 Tel.: 1-904-886-4555
Tennessee	800 South Cartwright Street Goodlettsville, Tennessee 37072	Toll free phone: 1-877-299-8881 Tel.: 1-615-299-8881
Texas	15200 Frye Road Fort Worth, Texas 76155-2702	Toll free phone: 1-866-773-8678 Tel.: 1-817-685-0250
California	3384 De Forest Circle Mira Loma, California 91752	Toll free phone: 1-800-421-9958 Tel.: 1-951-360-2550

Date	Expiration	Group	No.	Page
03.2012	03.2013	3	02	2(2)

PROCEDURE



DANGER

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

Technicians: Please access **VBC Remote** and **download latest Bodywork Software** (Bus type and chassis number are required to order the new SW). When completed, please review door brake wiring to ensure that vehicle cannot be moved while wheelchair lift door is open.

WARRANTY

This modification is covered by Prevost's normal warranty. The working time required to perform this warranty bulletin is approximately one (1) hour. As a matter of normal service process, your Prevost Service Center or Prevost Certified Service Provider will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

Please contact your Prevost Service Center or your Prevost Certified Service Providers for additional information and to schedule an appointment at your earliest convenience. Please mention Warranty Bulletin WB12-56.

OTHER

Fail Code	6-27-1
Defect Code	4-49
System Condition	B
Causal Part	21427769