

PREVOSI	
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WARRANTY **WB19-14**

DATE :	June 2019	SECTION :	01 ENGINE	
EXPIRATION:	June 2021			
SUBJECT :	NEUTRAL GE	AR – SOFTWARE	UPDATE	

First Release

06-17-2019

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. REVOST CAR INC. Model VIN , IL X3-45 VIP motorhomes From 2PCBS3499EC735587 up to 2PCBS3495HC736093 incl. Model Year : 2014 - 2017 X3-45 VIP commercial use From 2PCC33490EC735625 up to 2PCCS3498GC736091 incl. Model Year : 2014 - 2016 From 2PCG33499EC735608 up to 2PCG3349XGC736088 incl. X3-45 coaches And Model Year : 2014 - 2016 From 4RKG33499G9737275 up to 4RKG33490G9737309 incl. X3-45 Commuter 4RKG33495F9737000 Model Year: 2015 H3-41, H3-45 coaches From 2PCH33493EC712507 up to 2PCH33491GC713366 incl. Model Year : 2014 - 2016 H3-45 VIP motorhomes From 2PCVS3496EC712524 up to 2PCVS3496C713367 incl. Model Year : 2014 - 2016 This bulletin 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 bulletin will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.

BULLETIN

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	Fleet Number		
X3-45 Commuter Model Year : 2014 - 2016	The following individual vehicles: 2PCG33495 <u>E</u> C73 <u>5590</u> , 2PCG33498 <u>E</u> C73 <u>5602</u> and from 4RKG33497 <u>F</u> 973 <u>7001</u> up to 4RKG33491 <u>G</u> 973 <u>7299</u> incl.	From 2490 up to 2789, incl.		
This bulletin does not necessarily apply to above-mentioned vehicles, some may have been modified before delivery.				

DESCRIPTION

On the vehicles affected by this bulletin, the "Engine Control Module" parameters must be updated to avoid Engine to crank with gear selected.

If you have PTT with programing access rights, you may program the update on your own and claim to warranty or please make an appointment at the nearest Prevost Service Center or Service Provider to have this bulletin performed free of charge.

PROCEDURE

- 1. Connect the vehicle with 110 V power line.
- 2. Hazard warning flashers should always be ON when programing a Prevost vehicle equipped with ISM, no matter if batteries charger is plugged or not
- 3. Plug the computer on the vehicle and launch Tech Tool.
- 4. Turn the ignition to "ON" position.
- 5. Select "Product" tab (A).

Produc	t Product History Diagnose Test	Calibrate	Program	Impact		
Selec	ted Product (PREVH 720635)					
🗐 Re	fresh 🛛 🍪 Settings 🔍 🔍 Manual Selection 🛛 🔇	Latest Selec	tions 🛛 🔝 🤇	OBD/LVD ▼		
Product	Details				Prod	uct Status
Chassi	s ID:		VIN	ŀ	Stat	us Description
PREVH	720635		2P(CH33493KC720635	Contraction (1998)	No DTCs with status Active.
Model:	—		Co	mpany:	C	Control unit information. Details >>
PREVH			Vol	vo Buses	•) Current battery level: 14.1 V.
Emissi US17 + Electric Multiple	on Level: OBD2016 cal System: xxed version 3					
Connec	tivity				Cam	paigns (0)
Status	Description				There	are no available campaigns for this product.
0	VOCOM I (USB) is connected to the computer.					
0	The selected product PREVH 720635 is connected. Product Data Retrieved:				2019-05-21 14:30:17	
	Central Data Retrieved:				2019-05-21 14:30:22	

Figure 1

- 6. Check VIN (B).
- 7. Check if a campaign is available (C). If it is the case, process with the campaign.
- 8. If no campaign, select "Program" tab.

Program Select an operation and click Start	1700-08-03-39 Program Electronic Control Unit
	To run the operation in simulation mode, select Run as simulated Run as simulated
1700-08-03-89 Program Electronic Control Unit 1700-22-03-03 Parameter, programming	Description
1700-22-03-02 System Date and Time	This operation is used to program a selected Electronic Control Unit. Parameter values will be transferred to the new software
1700-22-03-06 Accessory Kit 1700-22-03-11 Campaign	Note: DTCs in the programmed Electronic Control Units will be cleared
1700-22-03-12 Replace Hardware 1700-22-03-13 Program with Slored Software 1700-08-03-40 Handle Component	Update software This option programs the selected Electronic Control Unit with updated software. If any other Electronic Control Units are affected by the update, they will also be programmed at the same time
1700-22-03-14 Synchronize electronic control unit data 3810-22-03-10 Change Language 3837-22-03-01 Odometer programming	Reload software This option reloads the selected Electronic Control Unit with the software version that is currently in use by the control unit
	Note: It may be necessary to perform calibrations after an Electronic Control Unit has been programmed It is necessary to perform a DTC readout on the complete product after the operation in order to secure that no new active DTC has occured
	Stat>

Figure 2

- 9. Select operation "1700-08-03-39 Program Electronic Control Unit".
- 10. Click "Start".
- 11. Select control unit " Engine Control Module" (EMS).
- 12. Select programming option "Update Electronic Control Unit with latest software".
- 13. 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

Figure 3

- 14. Tech tool must have the 3 conditions shown below to continue processing.
- 15. Click "Continue" button if it is active.

	1700-08-03-39 Program Electronic Control Unit - Update software
$1 \xrightarrow{[]} > 10 \vee 13.1 \vee 2 (P) \xrightarrow{[]} $	Automatically checked conditions 1 Battery voltage above 10 V 2 Parking brake applied 3 ignition key in ON position. Engine not running
$3 \bigotimes_{On} \bigoplus_{rpm} = 0 rpm \bigotimes_{On} 0 rpm \bigvee$	Continue > Cancel

Figure 4

- 16. Wait until all checks turn to green color (Programming completed).
- 17. Click "Exit" button.



Figure 5

18. Bulletin is complete.

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse 30 minutes of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin. WB19-14 ".

OTHER

VBC Bulletin	N/A
Fail Code	49
Defect Code	01.00
Syst. Cond	В
Causal Part	N/A

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* technicalpublications_prev@volvo.com and type "ADD" in the subject to receive warranty bulletins applicable to your vehicle(s) by e-mail.

