

PREVOST

WARRANTY BULLETIN


WB19-14

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

First Release

06-17-2019

APPLICATION

NOTICE TO SERVICE CENTERS <i>Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of Prevost website.</i>	
Model	VIN 
X3-45 VIP motorhomes Model Year : 2014 - 2017	From 2PCBS3499 <u>EC735587</u> up to 2PCBS3495 <u>HC736093</u> incl.
X3-45 VIP commercial use Model Year : 2014 - 2016	From 2PCC33490 <u>EC735625</u> up to 2PCCS3498 <u>GC736091</u> incl.
X3-45 coaches Model Year : 2014 - 2016	From 2PCG33499 <u>EC735608</u> up to 2PCG3349X <u>GC736088</u> incl. And From 4RKG33499 <u>G9737275</u> up to 4RKG33490 <u>G9737309</u> incl.
X3-45 Commuter Model Year : 2015	4RKG33495 <u>F9737000</u>
H3-41, H3-45 coaches Model Year : 2014 - 2016	From 2PCH33493 <u>EC712507</u> up to 2PCH33491 <u>GC713366</u> incl.
H3-45 VIP motorhomes Model Year : 2014 - 2016	From 2PCVS3496 <u>EC712524</u> up to 2PCVS3496 <u>GC713367</u> incl.
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.	

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>EC735590</u> , 2PCG33498 <u>EC735602</u> and from 4RKG33497 <u>F9737001</u> up to 4RKG33491 <u>G9737299</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 programming 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 programming 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).

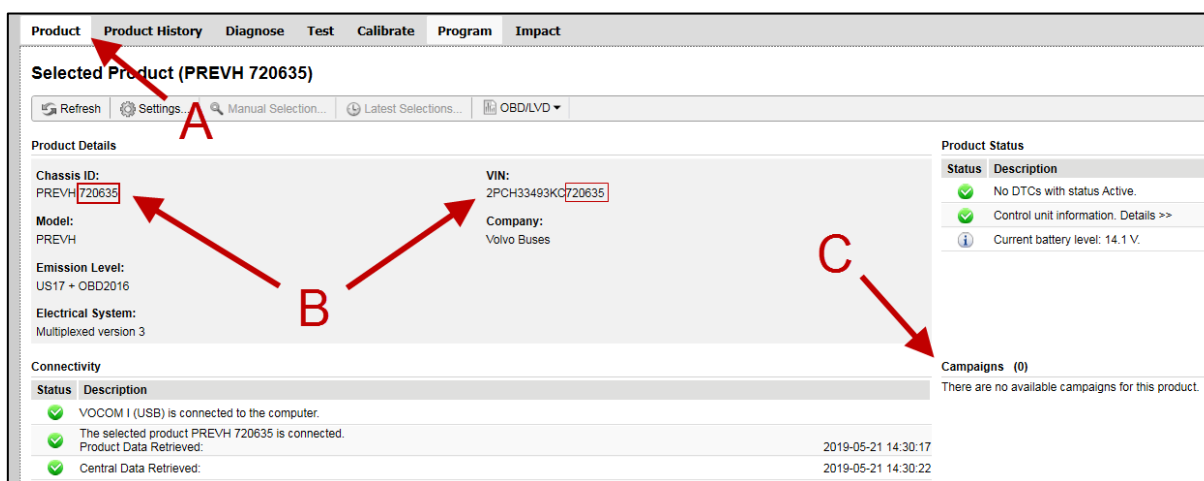


Figure 1

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.

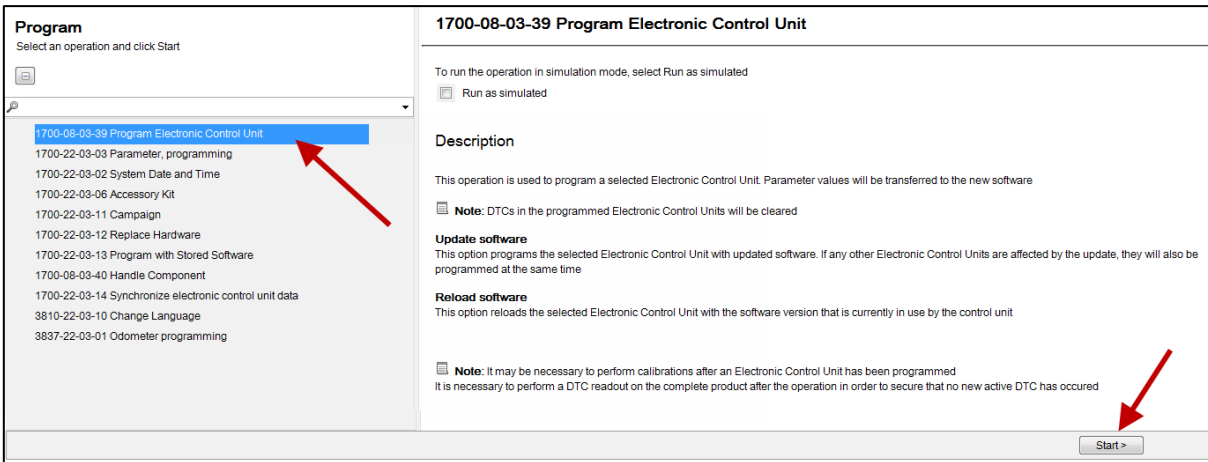


Figure 2

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.

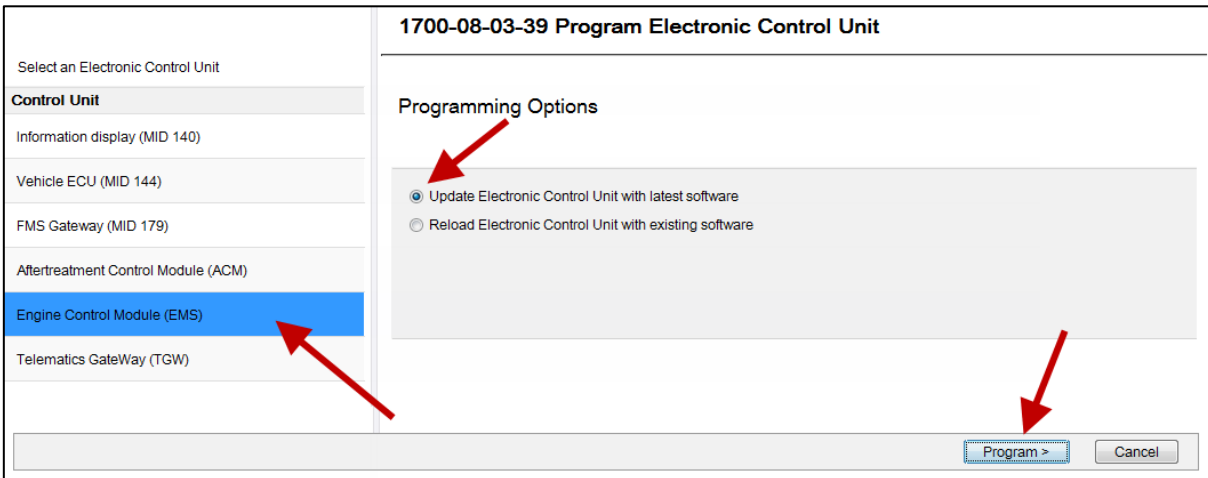


Figure 3

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

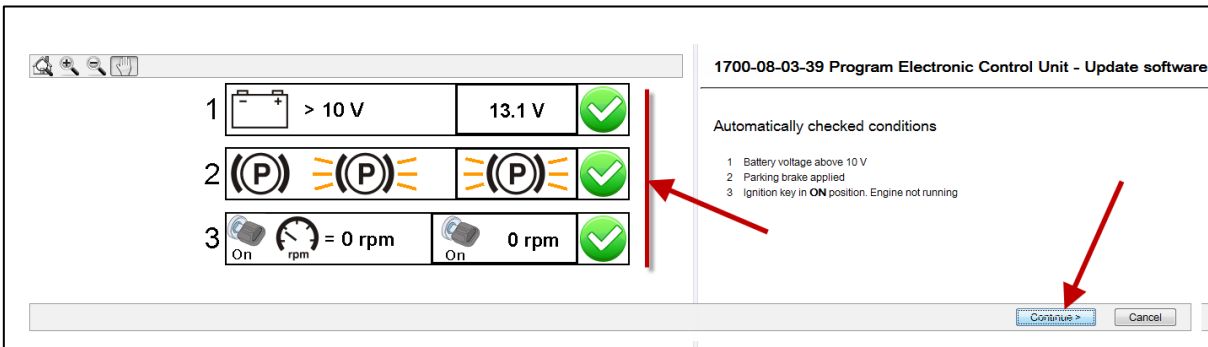


Figure 4

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

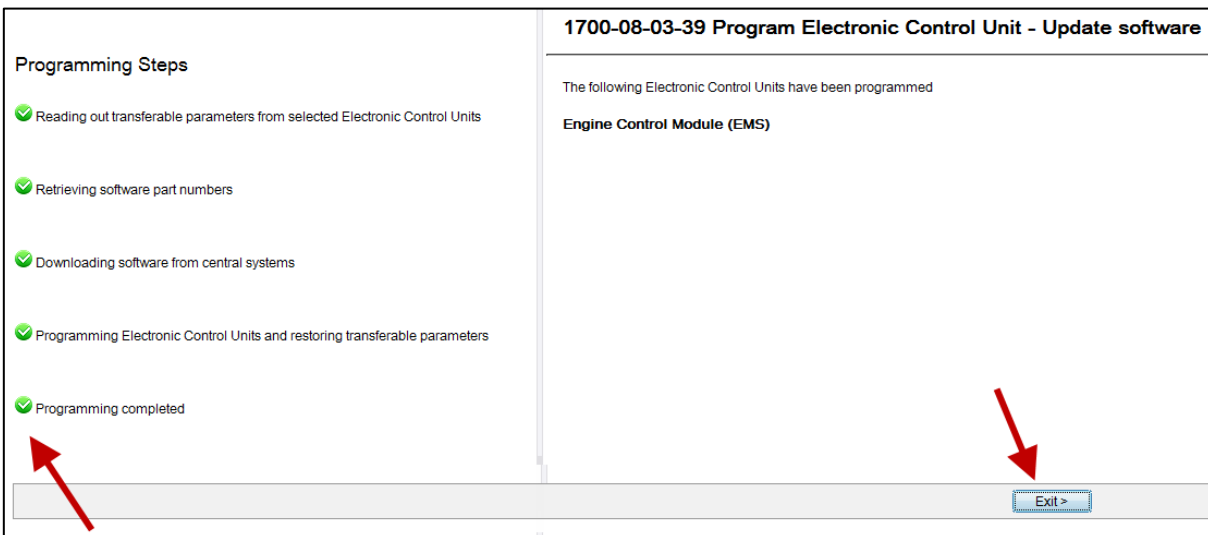


Figure 5

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	B
Causal Part	N/A

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