

# PREVOST

## WARRANTY BULLETIN


**WB19-11**

DATE :	June 2019	SECTION :	06 ELECTRICAL
EXPIRATION:	June 2021		
SUBJECT :	<b>ISM IMPROVEMENT (VEHICLE PROGRAM UPDATE)</b>		

First Release

O6-19-2019

### APPLICATION

<b>NOTICE TO SERVICE CENTERS</b>	
<i>Verify vehicle eligibility by checking warranty bulletin status with <b>SAP</b> or via <b>ONLINE WARRANTY SYSTEM</b> available on Service / Warranty tab of Prevost website.</i>	
Model	VIN
X3-45 VIP commercial use Model Year : 2017 - 2019	 From <b>2PCCS3495HC736180</b> up to <b>2PCCS3491KC736457</b> incl.
X3-45 VIP motorhomes Model Year : 2017 - 2019	From <b>2PCBS3492HC736181</b> up to <b>2PCBS3491KC736437</b> incl.
X3-45 coaches Model Year : 2017 - 2019	From <b>2PCG33490HC736182</b> up to <b>2PCG33495KC736461</b> incl. and From <b>4RKG33491H9737417</b> up to <b>4RKG33498K9737633</b> incl.
X3-45 Commuter Model Year : 2018 - 2019	From <b>4RKJ33492J9737485</b> up to <b>4RKJ33495K9737546</b> incl. and <b>2PCJ33493JC736317</b> <b>2PCJ33491KC736432</b>
X3-45 incomplete Model Year : 2017 - 2019	From <b>2PCS33491HC736203</b> up to <b>2PCS33498KC736416</b> incl.
H3-41, H3-45 coaches Model Year : 2019	From <b>2PCH33493KC710185</b> up to <b>2PCH3349XKC720700</b> incl.
H3-45 VIP motorhomes Model Year : 2019	From <b>2PCV33496KC710295</b> up to <b>2PCVS3499KC720693</b> incl.
<b>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.</b>	

## DESCRIPTION

On the vehicles affected by this bulletin, the vehicle program might need to be upgraded to prevent batteries drain when ISM is enabled.

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

If you have the equipment required, contact your Prevest Service representative to have the vehicle program last update.

## PROCEDURE



### DANGER

Park vehicle safely, apply parking brake, stop the engine.

### NOTE

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

## 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.

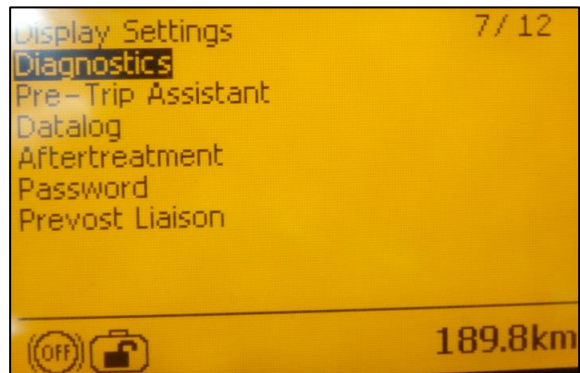


Figure 1

3. Select Part Number menu.

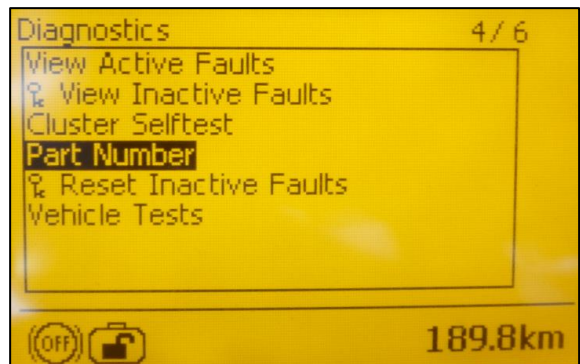


Figure 2

- Select Electrical System menu.

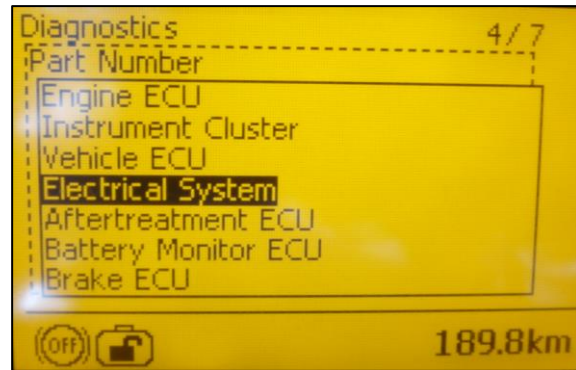


Figure 3

- The DID shows the software number (program number) and the actual revision number just after the "P" letter for the vehicle.
- Note the program number and the revision number.

**NOTE**

*Be careful, the vehicle program number start with "06"*

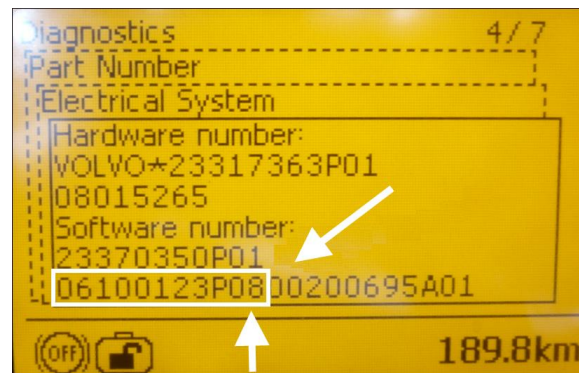


Figure 4

- Table 1 shows the minimum revision number needed, according to the program number.
- Compare the vehicle program number and revision number shown in the DID with the corresponding numbers in Table 1.
- If the vehicle has the program revision number shown in Table 1 or a higher number, the bulletin is complete.
- If you need your vehicle program to be upgraded, move next section of the bulletin.

Table 1

MINIMUM REVISION NUMBER PER VEHICLE	
PROGRAM	REVISION
06100076	P33
06100110	P23
06100111	P25
06100113	P19
06100122	P10
06100123	P10
06100124	P10
06100173	P04

## VEHICLE PROGRAM UPGRADE PROCEDURE

### **NOTE**

*Some owners make the vehicle program update by their own, but it is recommended to let a Prevost service center to make the work.*

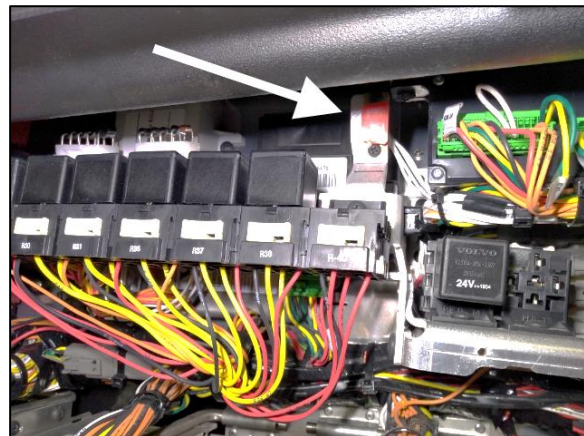
### **SPECIAL TOOL REQUIRED TO UPGRADE PROGRAM**

Use the following components:

PART NO.	DESCRIPTION	QTY
N/A	LAPTOP	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

### **VEHICLE PROGRAM UPDGRADE**

11. If a program upgrade on the vehicle is needed, make an appointment in a Prevost Service Center or contact a Prevost Service representative.
12. If you have the special tools required and you want to process the vehicle program upgrade on your own, you will need the vehicle last version program file. Contact your Prevost Service representative to have the vehicle program last update and refer the personal for the procedure shown bulletin SCI19-20, how to send you the file.
13. Connect the 110 power line on the vehicle.
14. Turn the ignition to "ON" position.
15. Activate the Hazard flashers.
16. Locate the RS232 serial port into the front service compartment at the right top corner.



**Figure 5**

17. Remove the cap and keep in a safe place.
18. Connect the computer on the vehicle into the RS232 port.
19. Open the computer management application on your computer.
20. Right click on "My Computer" on the desk and click on Manage menu.

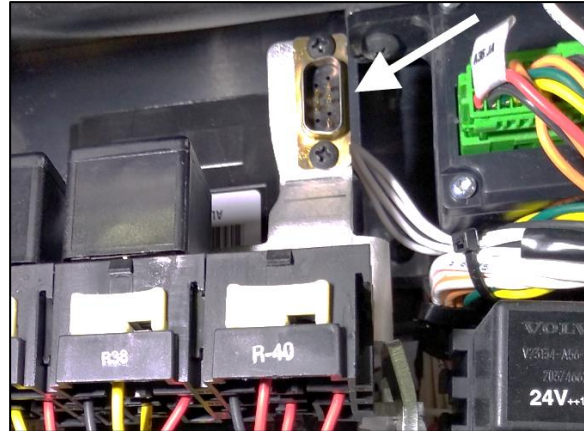


Figure 6

21. Click on "Device manager".
22. Expand the ports list.
23. Check the COM port number and note the number.

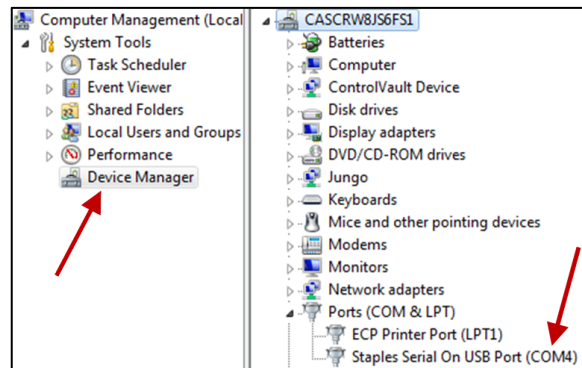


Figure 7

24. Double click on "COM" element to open the properties dialog box.
25. Click on "Port Setting" tab.
26. Select 115200 for the Bits per second.
27. Select Hardware for the Row control.
28. Click "OK".

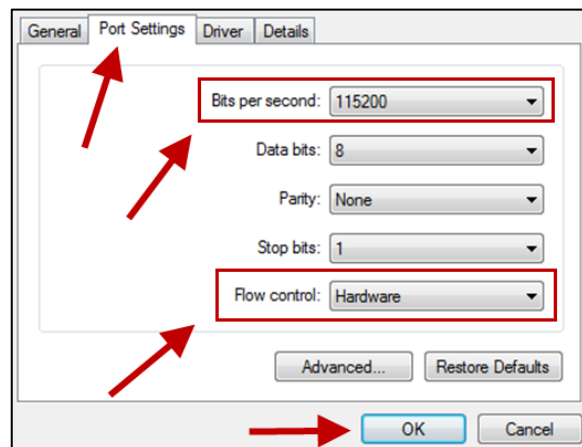


Figure 8

29. Make sure you have the vehicle program update, supplied by the Prevost service center, on your computer.
30. 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**

31. Launch the vehicle program (double click on the file name or right click on the file name and select Open).
32. Select the port number noted before.
33. Click "Continue" button.

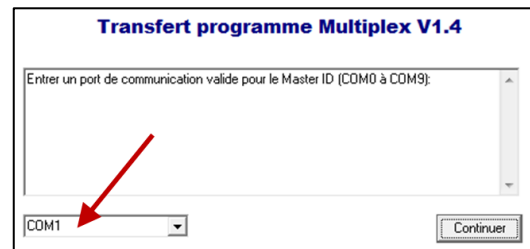


Figure 9

34. Select the destination of the backup file that will be generated with the update processing.
35. Click on "Continue" button.

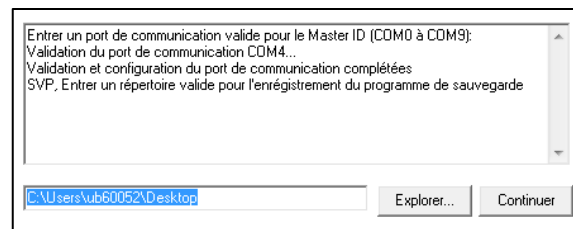


Figure 10

36. Program processes.

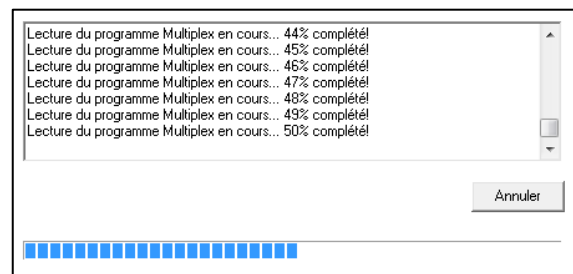


Figure 11

37. Wait until you get the message "TRANSFER COMPLETED".
38. Click "Finish" button.

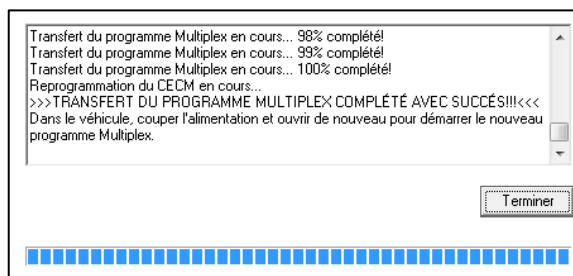


Figure 12



39. Disconnect the computer.
40. From the rear electrical compartment, trip circuit breaker CB6 and reset after 5 seconds.
41. 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.
42. Check in the DID the Software number (program number) and compare again with the table 1.

<b>NOTE</b>
<i>Be careful, the vehicle program number starts with "06"</i>

43. Reinstall the RS232 serial port cap.
44. Bulletin is complete.

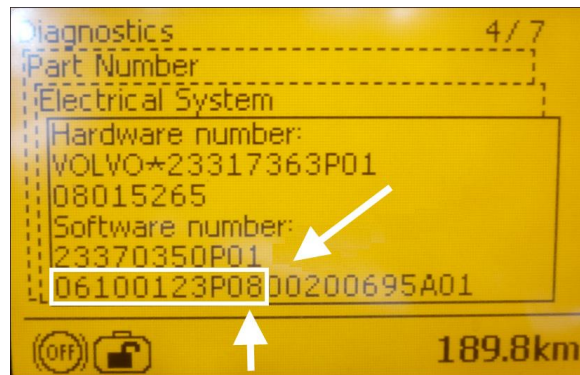


Figure 13

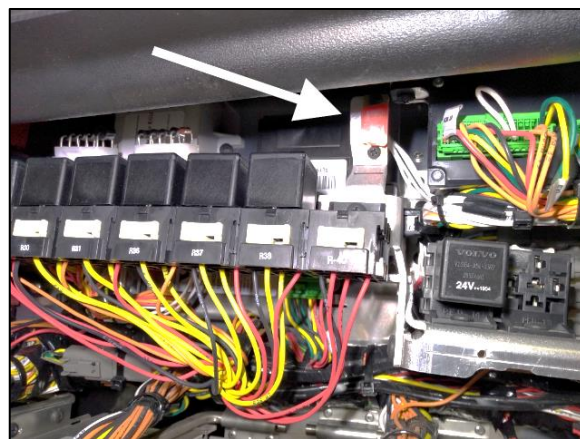


Figure 14

## WARRANTY

This modification is covered by Prevo's normal warranty. If you make the vehicle program update on your own, we will reimburse you 30 minutes of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at [www.prevostcar.com](http://www.prevostcar.com) (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin. WB19-11".

## OTHER

VBC Bulletin	N/A
Fail Code	06.27
Defect Code	49
Syst. Cond	B
Causal Part	7770029

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