

Special Bulletin

SP21-83A

Date	Expiration	Release	Page
10.2021	10.2022	1	1(17)

Revision: A

Range of applicable vehicles changed

11-18-2021

DOOR INNER PANEL INSPECTION - CRACKING ISSUE

B13R (9700 us/can)

DESCRIPTION

On the vehicles affected by this bulletin, perform the inspection as described and if a cracking issue of the door inner panel is present, replace the panel.

MODEL YEAR(S) AND VEHICLES INVOLVED

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
Volvo 9700 US/CAN Model Year: 2019 - 2020	From 3CET2V922K5196456 up to 3CET2W425L5202572 incl.
This bulletin does not necessarily apply to all the above-mentioned vehicles, some vehicles may have been modified before delivery.	

MATERIAL NEEDED

Order the following part:

Part No.	Description	Qty
21655727	COVER, DOOR INNER	1

Other products required:

Part No.	Description
23184960	SIKAFLEX 268
8714341	CLEANING AGENT SIKA AKTIVATOR-205
8714346	PRIMER AGENT SIKA PRIMER 206 G+P

NOTE

Material can be obtained through regular channels.

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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 and trip the main circuit breakers equipped with a trip button. On Commuter type vehicles, set the battery master switch (master cut-out) 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.

PART 1 - INSPECTION

1. Inspect the door inner panel for cracking issues particularly were shown in the picture below. If no presence of cracking is found, close the operation and claim the inspection (15 minutes).

In case of cracking issues, perform the replacement of the inner panel as described in PART 2.

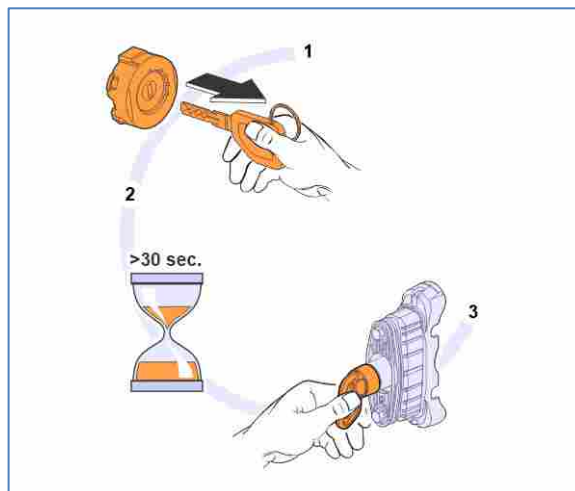


PART 2 - REPLACEMENT

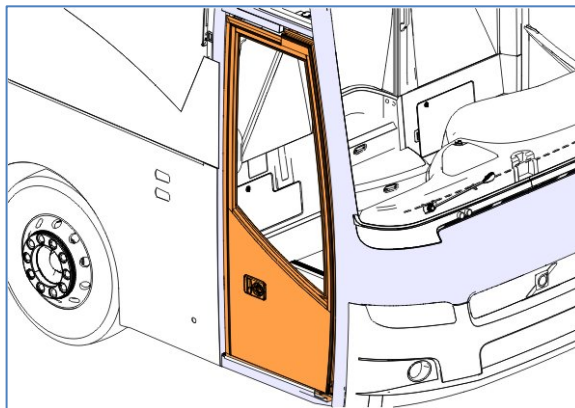
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1. Make sure that the vehicle is OFF.

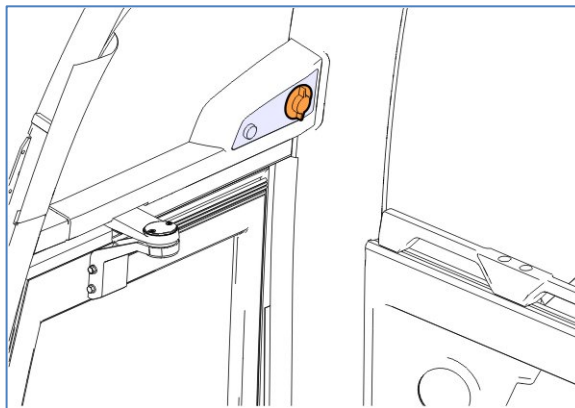
1. Remove the key.
2. Wait at least 30 seconds.
3. Turn off the battery switch.



2. Open the service door.

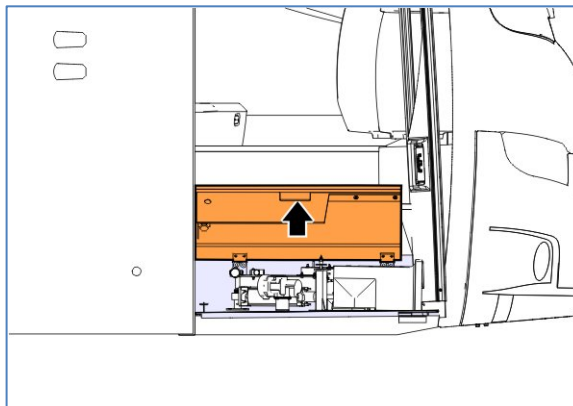


3. Drain the air pressure from the service door pneumatic circuit, using the emergency valve.

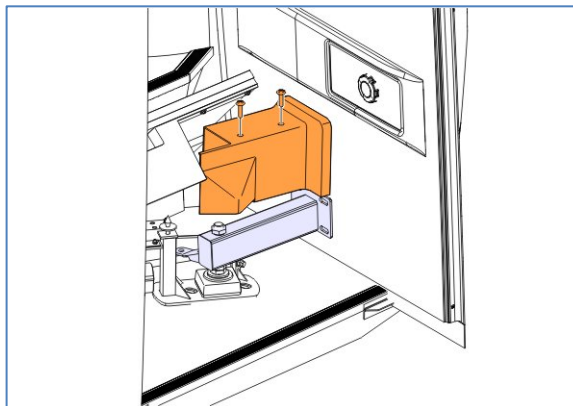


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4. Open the stairs lid.



5. Remove the service door lower flange arm cover.



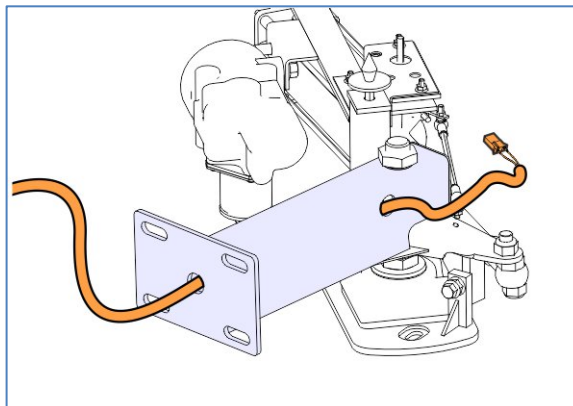
6. Remove the lower flange arm fixing screws.
Remove the upper hinge fixing screws.

Note: Two people are needed to perform this procedure.



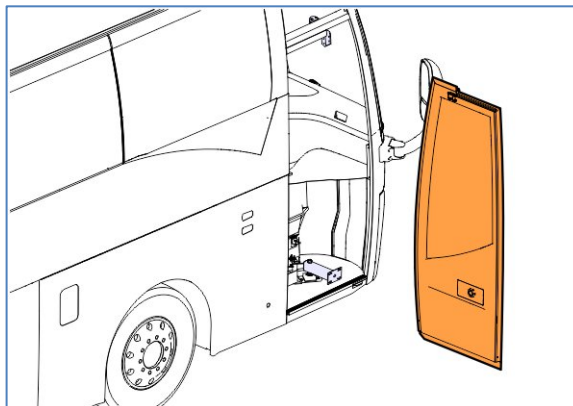
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7. Remove the service door wiring harness from the lower flange arm.

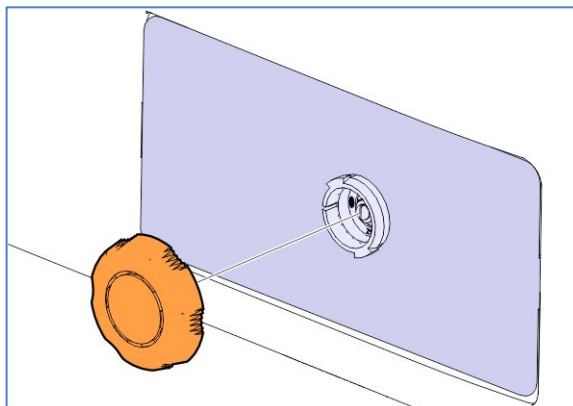


8. Remove the service door.

Note: Two people are needed to perform this procedure.

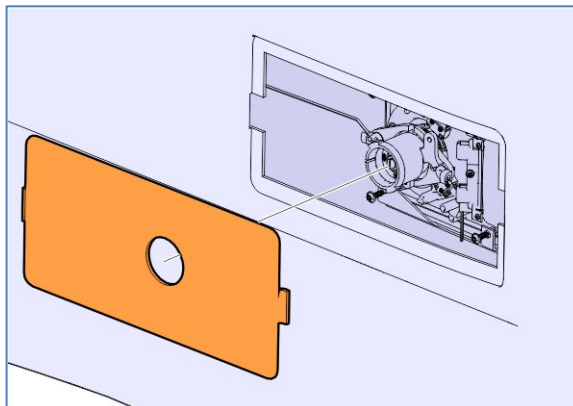


9. Remove the door lock cover.

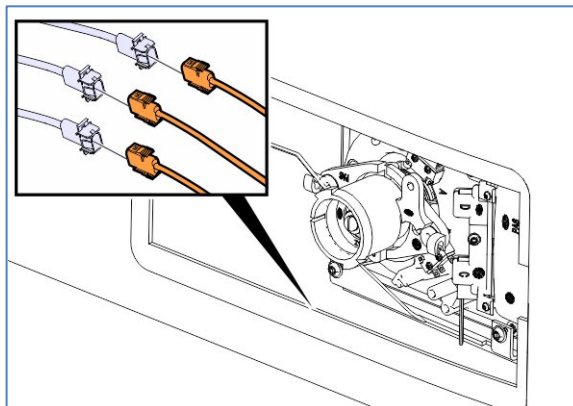


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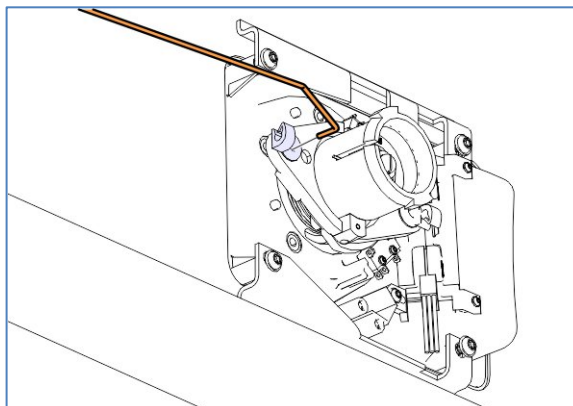
10. Remove the cover by pulling.



11. Mark the connectors and unplug them.

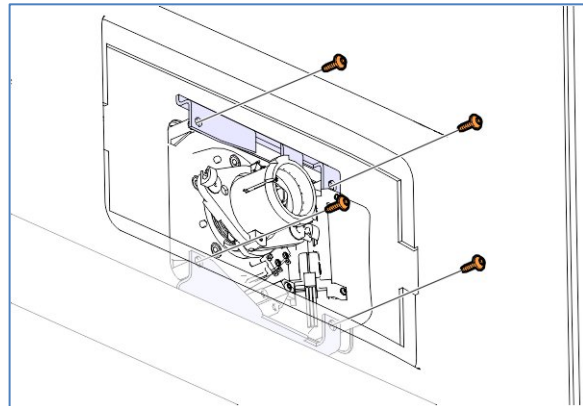


12. Disconnect the lock arm.

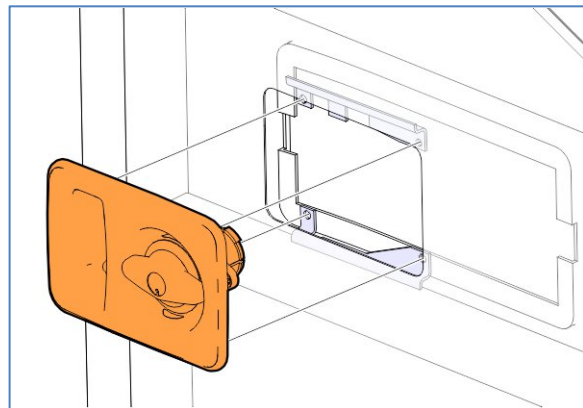


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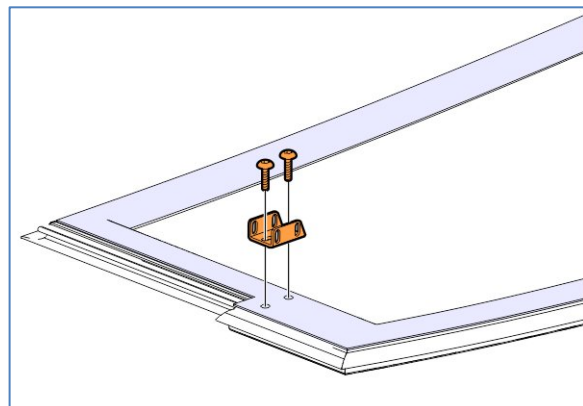
13. Remove the screws that hold the door lock.



14. Remove the door lock.

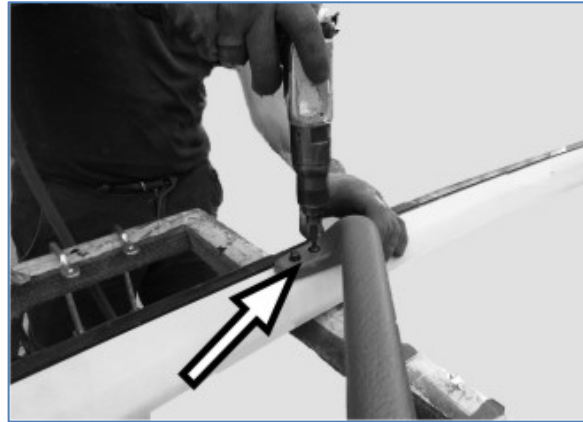


15. Remove the upper bracket.

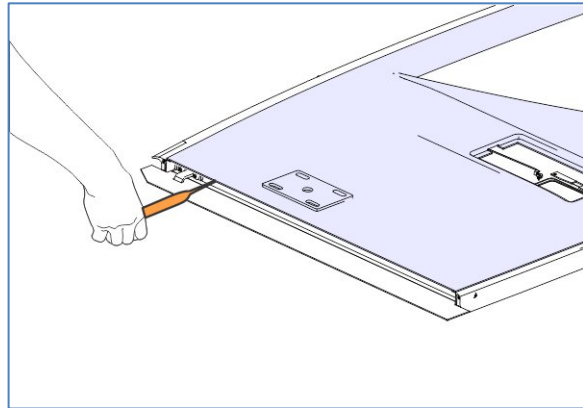


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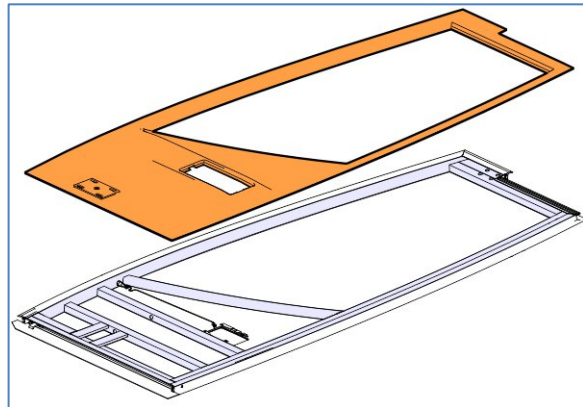
16. Remove the handrail.



17. Insert an awl between the cover panel and the door profiles.
Break the adhesive joint.

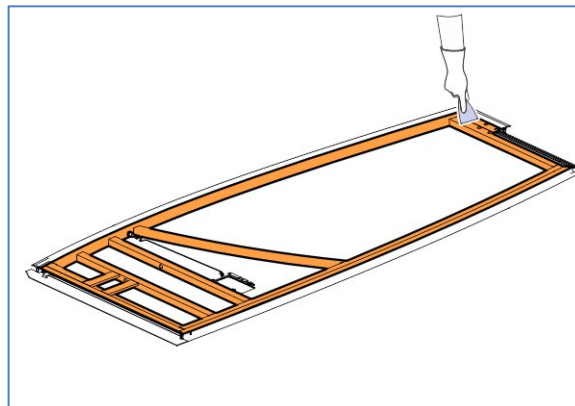


18. Remove the cover.

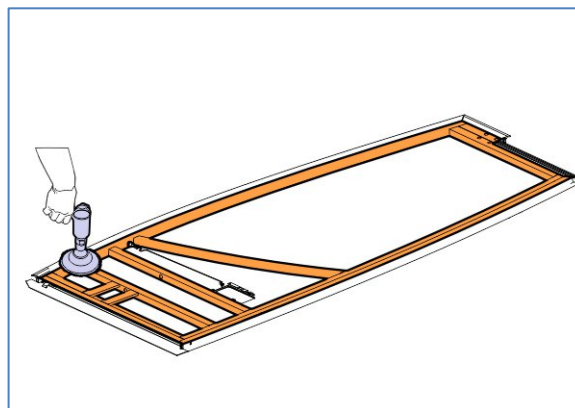


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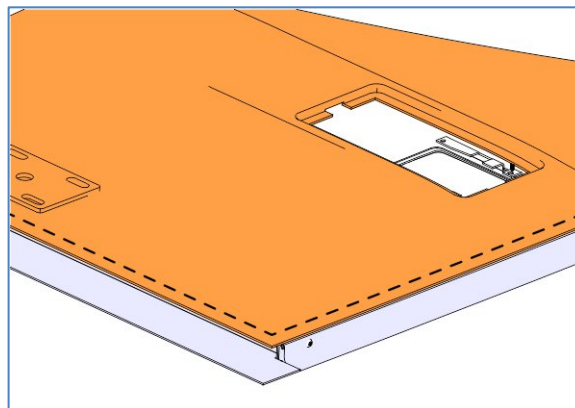
19. Remove the adhesive remains from the door profiles.



20. Sand the door profiles.

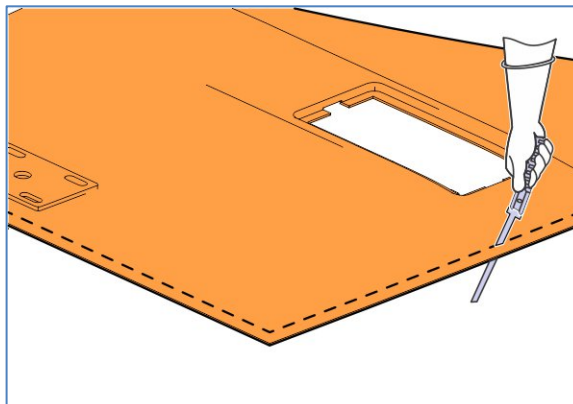


21. Align the edge of the cover with the molding edge. Make a mark.

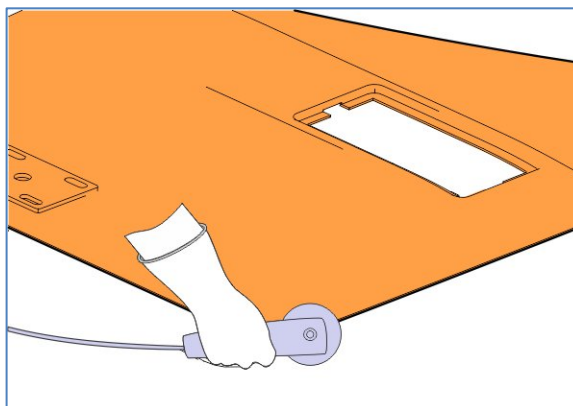


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22. Cut the excess of material according to the markings made previously.



23. Smooth the edges of the side cuttings on the cover.



24. Clean the door profiles with alcohol solution.

Specifications:

Drying time:

► **Min:** 10 min.

► **Max:** 2 hrs

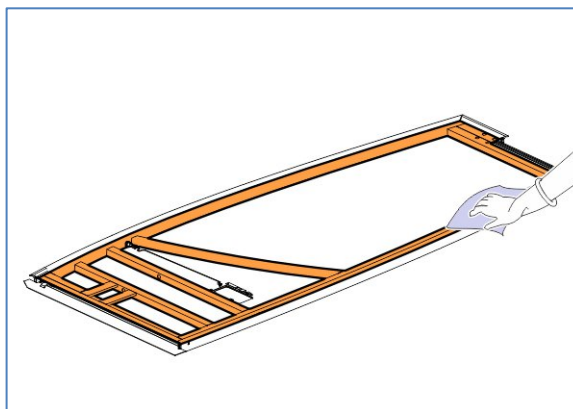
Apply the primer on the door profiles.

Specifications:

Drying time:

► **Min:** 20 min.

► **Max:** 2 hrs



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25. Clean the cover surface.

Specifications:

Drying time:

► **Min:** 10 min.

► **Max:** 2 hrs

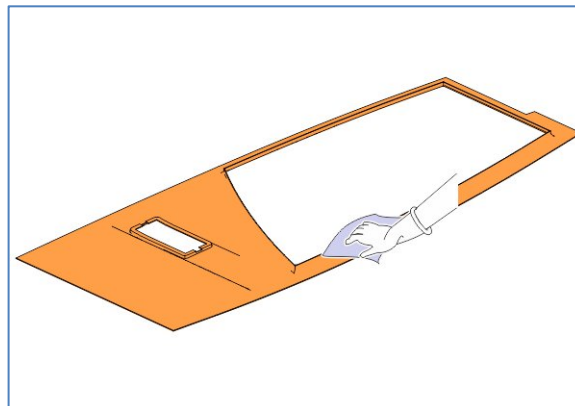
Apply an activator on the cover.

Specifications:

Drying time:

► **Min:** 15 min.

► **Max:** 2 hrs



26. Apply an adhesive Sikaflex 268 cord on the door profiles.

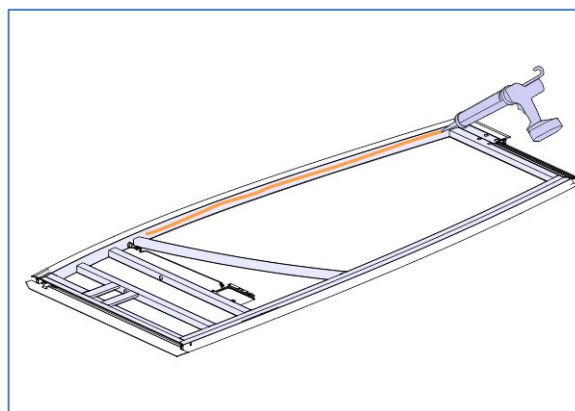
Specifications:

Apply the adhesive cords with a length of **200 mm** and leave off a space of **50 mm** between them.

Curing time:

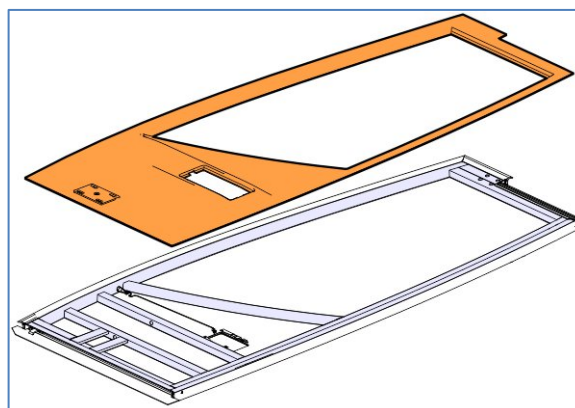
► **Min:** 2 hrs.

► **Max:** 24 hrs



27. Install the cover on the door.

Note: Two people are needed to perform this procedure.



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28. Place over the door assembly a wood template and fixing it with handle presses placing the all-around of the door assembly.

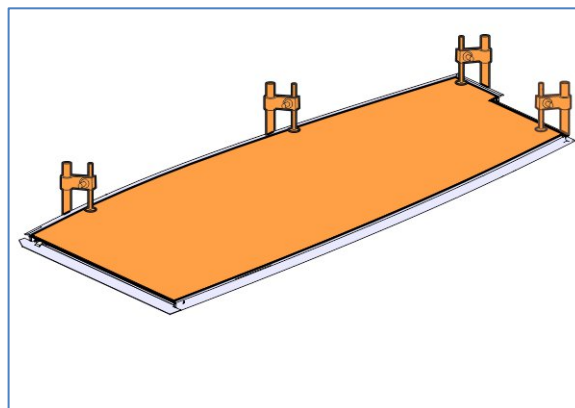
Specifications:

Curing time:

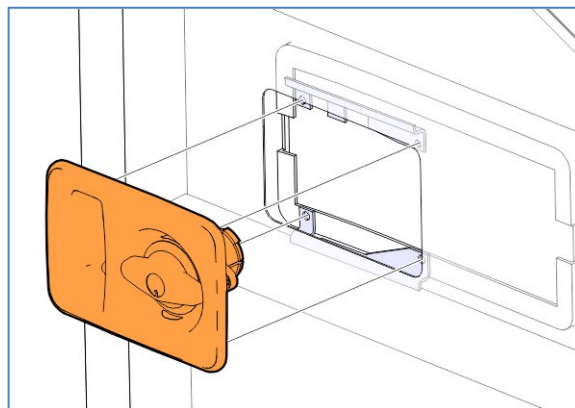
► **Min:** 2 hrs.

► **Max:** 24 hrs

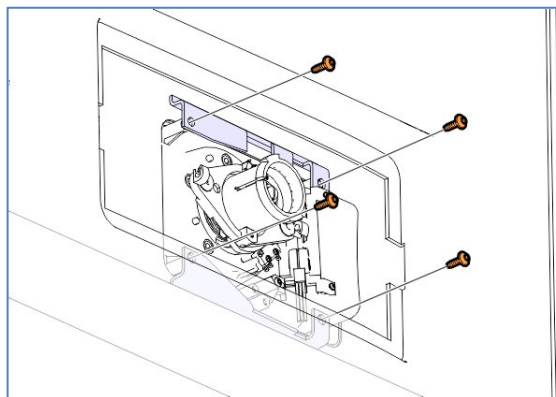
Apply soapy water to remove the adhesive excess around the door edge.
Remove the wood template from the door assembly.



29. Install the door lock.

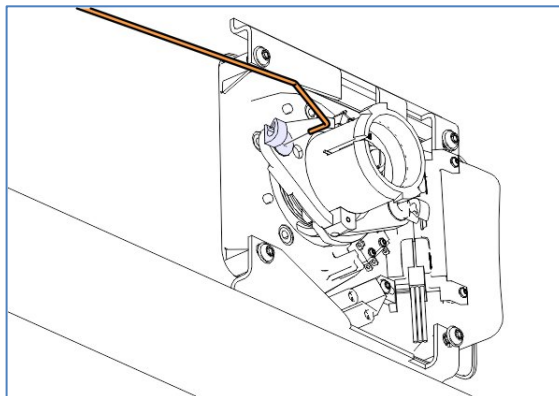


30. Fix the screws.

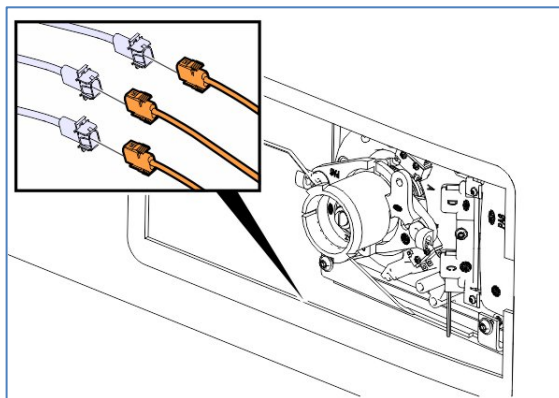


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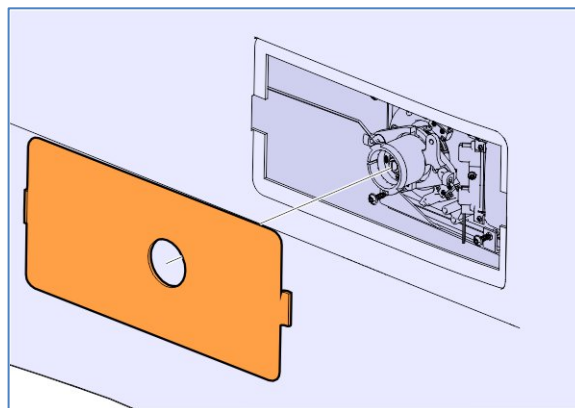
31. Connect the lock arm.



32. Plug the connectors according to the previous marks.

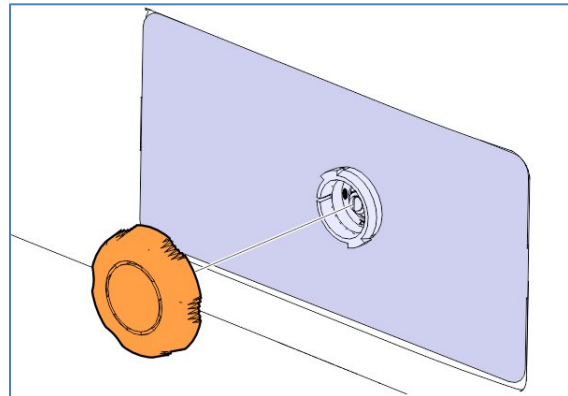


33. Install the door lock cover.

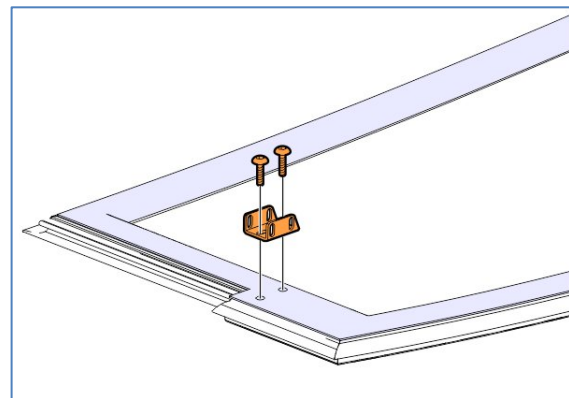


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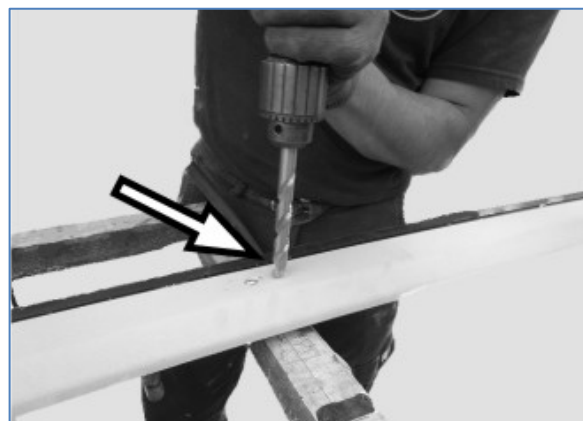
34. Install the doorknob by pushing it.



35. Install the upper bracket.



36. Drill the holes for the door handrail fixing screws.



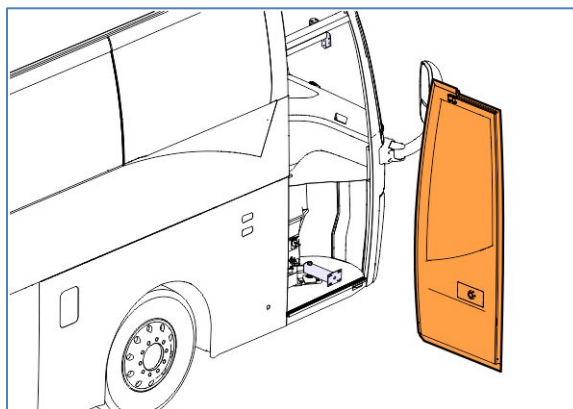
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37. Install the hand rail on the service door. Apply locking fluid on the screws thread.

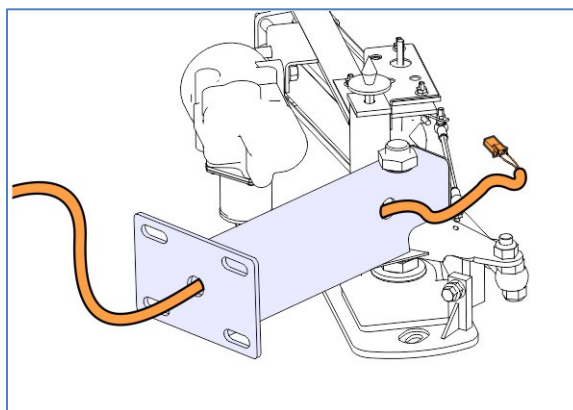


38. Install the new service door.

Note: Two people are needed to perform this procedure.



39. Install the service door wiring harness through the lower flange arm.



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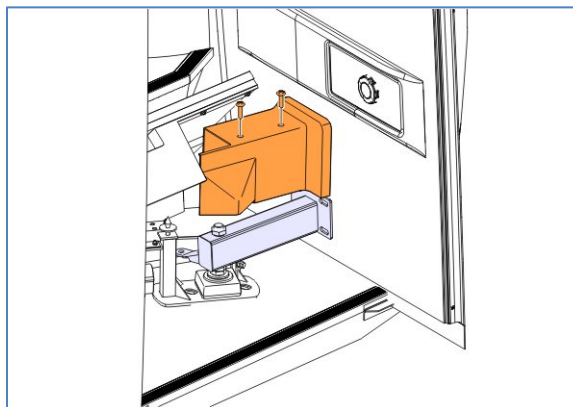
40. Install the upper hinge fixing screws.
Install the lower flange arm fixing screws.

Note: Two people are needed to perform this procedure.

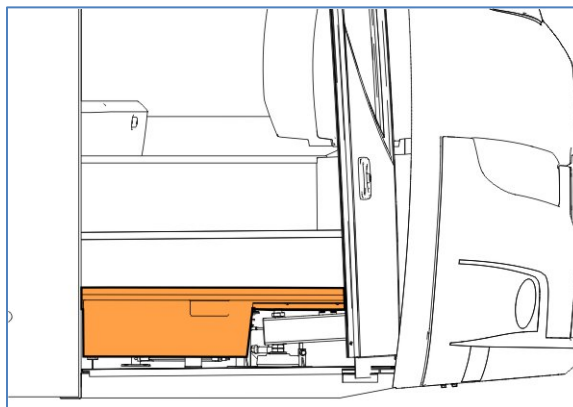
Note: Do not tighten the screws until the door will be adjusted.



41. Adjust the service door according to service information in IMPACT [83153-2 Front Single Door Adjustment](#)
42. Install the service door lower flange arm cover.

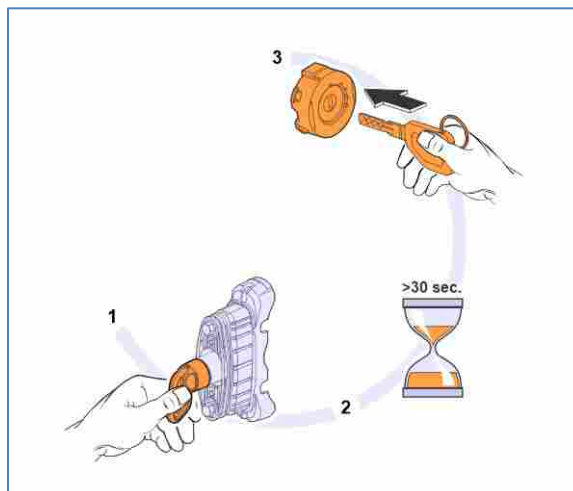


43. Close the stair lid.



44. Turn on the vehicle.

1. Turn on the battery switch.
2. Wait at least 30 seconds.
3. Insert the key.



PARTS / WASTE DISPOSAL

Discard waste according to applicable environmental regulations (Municipal/State[Prov.]/ Federal)

ALLOWED TIME

PART 1 INSPECTION ONLY

The time allowed to perform this part of the bulletin is 0.25 hours.

PART 1 INSPECTION & PART 2 REPLACEMENT

The time required to perform these parts of the bulletin is 6.9 hours.

OTHER

VBC Bulletin	N/A
Fail Code	18.02
Defect Code	09
Syst. Cond	B
Causal Part	21655727

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