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First Release -

01-17-2022

HVAC SOFTWARE UPDATE – WARM TEMPERATURE IN THE REAR OF THE VEHICLE

B13R (9700 us/can)

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 Model Year: 2013 - 2020	Specific vehicles within the following range From 3CET2S227D5 <u>156188</u> up to 3CET2W425L5 <u>202572</u> incl.
This bulletin does not necessarily apply to all the above-mentioned vehicles, some vehicles may have been modified before delivery.	

DESCRIPTION

Ask the customer if the vehicle is very warm in the rear of the vehicles and ask if this is an issue.

If the customer complains about the vehicle being very warm in the rear, perform the software update as described in this bulletin.

SOFTWARE TOOL NEEDED

Description
COMPUTER/LAPTOP WITH MAIDCOM

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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.

Reference for the Prevost Technical Service Manager

Field No	Description	Current software	New software
625	SOFTWARE FUNCTION, AC SUTRAK 3535 GEN 4	23536885	24055687
656	SOFTWARE FUNCTION, GENERAL HEATING	21536287	24055700

METHOD

1. Send an email to the Prevost Technical Service Manager jean.ruel@volvo.com. Request the software change for your specific vehicle. Write the following information in the subject line:

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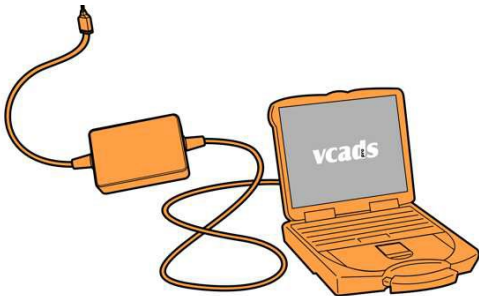
(XXXXXX being the last 6 digits of the VIN)

2. When the software change is completed by the software preparation team, you will be able to download it from a sharepoint at the following address (link):

<https://volvogroup.sharepoint.com/sites/app-volvobuses-software-documents/?OR=Teams-HL&CT=1629871426742/>

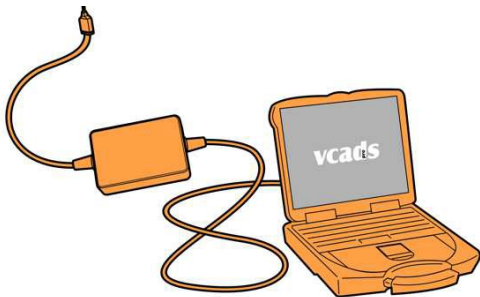
3. On the sharepoint, search for your chassis number. Make sure you put a space between chassis model and last 6 digits of the VIN.

Ex: B13R XXXXXX

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4. Select the software with the date that matches with the time you made the request. Do not try to open the file, rather click download . The software will be saved in your downloads folder.				
5. Connect Maidcom to the body multiplex DCN (DB-9 Port) connector located in the entrance stepwell service compartment.				
				
6. Update the multiplex system software using Maidcom environment.				
7. Connect the MCM with bootloader link http://localhost:49555/start_bl.html using google chrome.				
8. Click download and browse to the software located on your downloads folder.				
9. Log in with USER ID: BODY1 Password: fqYos				
10. Follow the programming transfer and wait for the software upload to be completed.				
11. Confirm that all the modules are status 1 in Body ECU Info.				
12. Check for fault codes and clear all faults.				

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13. Disconnect the laptop from the DCN vehicle connector.



Special Bulletin

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ESTIMATED TIME

The time allowed to perform this special bulletin is 1 hour.

OTHER

VBC Bulletin	S1939
Fail Code	6.27
Defect Code	49
Syst. Cond	B
Causal Part	70329277

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