

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	1/35

First Release

01-12-2023

WINDSHIELD GLASSES CRACKING ISSUE 9700 (B13R)

MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) 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: 2022	3CET2W423N5203531	3CET2W421N5207173
	3CET2W425N5203532	3CET2W423N5207174
	3CET2W427N5203533	3CET2W425N5207175
	3CET2W429N5203534	3CET2W427N5207176
	3CET2W420N5203535	3CET2W42XN5207284
	3CET2W422N5203536	3CET2W421N5207285
	3CET2W424N5203537	3CET2W423N5207286
	3CET2W426N5203538	3CET2W425N5207287
	3CET2W428N5203539	3CET2W427N5207288
	3CET2W424N5203540	3CET2W429N5207289
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.		

DESCRIPTION

Windshield glasses cracking issue. All vehicles concerned shall be rectified at the next service occasion within the stipulated period. Install a reinforcement plate (L-profile) at the windshield center pillar to prevent cracking of the windshield glasses.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	2/35

MATERIAL

Order kit no. **SR22-85** which includes the following parts:

Part No.	Description	Qty
948702	CABLE TIE 22 BK 95 X 2.5	25
949902	CABLE TIE 225	25
21133962	SEALING MOULDING, WINDSHIELD DOT	1
23811261	L-PROFILE, DASHBOARD, SUPPORT	1

Other parts required:

Part No.	Description	Qty
21125654	WINDSHIELD LEFT SIDE DOT	1
21136089	WINDSHIELD RIGHT SIDE DOT	1
685124	Adhesive, Simson ISR 70-03 (black).	0.5
-	Coolant	1 liter

NOTE

Material can be obtained through regular channels.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	3/35

PROCEDURE



DANGER

Park vehicle safely, apply parking brake, stop the engine. In the battery box, set the battery cut-off switch to the OFF position prior to working on the vehicle.

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.

- 1) Open the engine compartment.



- 2) Perform the A/C system refrigerant recovery. Refer to [87406-3](#) or [8709-01-03-01 Refrigerant, Draining](#) in Impact if needed.



Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	4/35

- 3) Remove the wiper arms. Refer to [36384-2](#) or [3637-03-02-03 Windscreen Wiper Linkage, Replacement](#) in Impact if needed.

Note: First remove the plastic caps that cover the wiper arms fixing nuts. These caps are installed with a light pressure.



- 4) Remove the dashboard cover. Remove the dashboard upper cover by unscrewing its 8 fixing screws placed around at the cover contour.

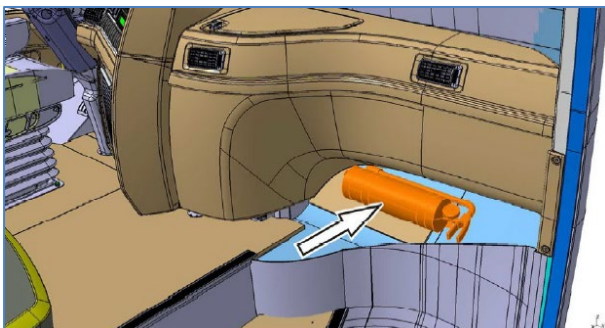


Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	5/35

- 5) Remove the windshield. Refer to [8431-03-02-01 Windshield, Replacement](#) in Impact if needed. Remove the windshield (both pieces), according to service operation: 84302-2 Windscreen, replace.



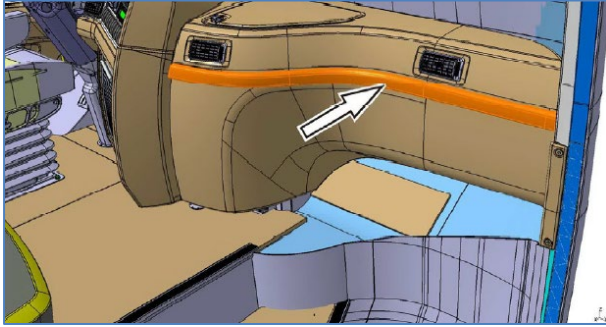
- 6) Remove the fire extinguisher.



- 7) Remove the dashboard molding.

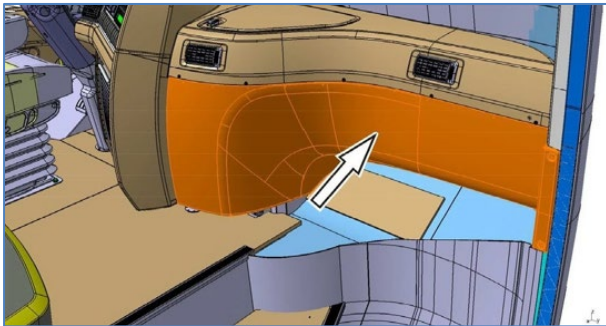
Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	6/35

Remove the dashboard molding placed at the joint of the guide panel with the dashboard upper cover panel. Note: To remove the molding, slide it up to unpin the molding from its fixations.



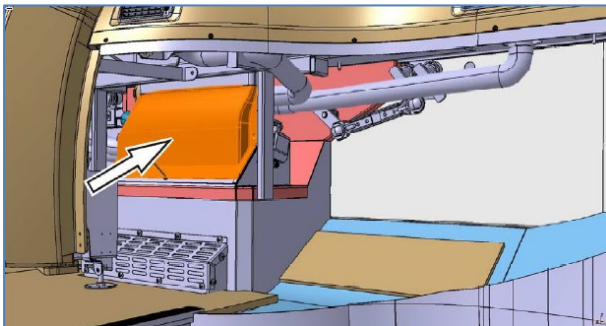
- 8) Remove the guide panel.

Remove the guide panel from the dashboard assembly by unscrewing its fixing screws.



- 9) Remove the defroster air duct.

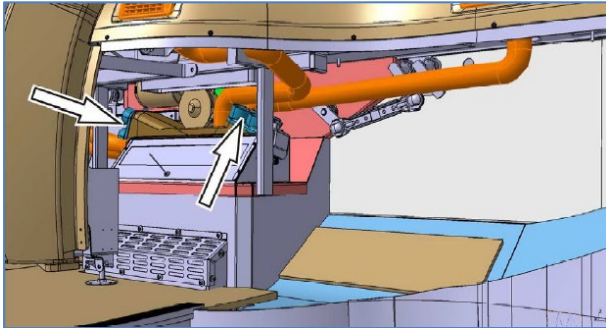
Remove the defroster air duct from the defroster unit by unscrewing its fixing screws.



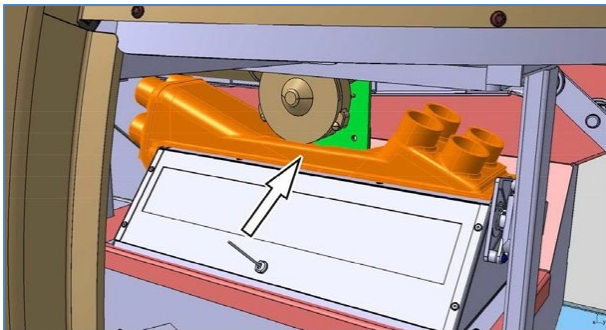
- 10) Disconnect the defroster vent hoses.

Disconnect the ventilation hoses from the defroster air distribution box at both sides. Note: Remove the cable ties as necessary.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	7/35

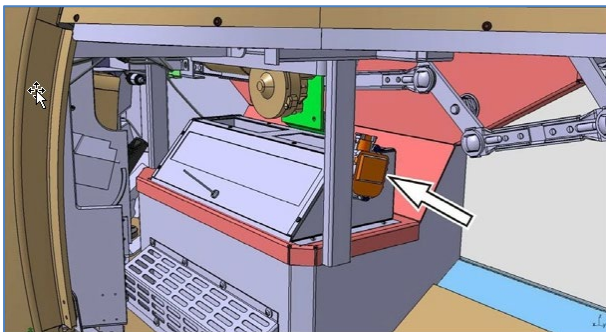


- 11) Remove the defroster air distribution duct box from the defroster unit.



- 12) Unplug the defroster electrical harnesses.

Unplug the electrical harness from the temperature sensor connector and the heater electric motor flap, in order to remove the defroster air distribution box from the defroster unit.

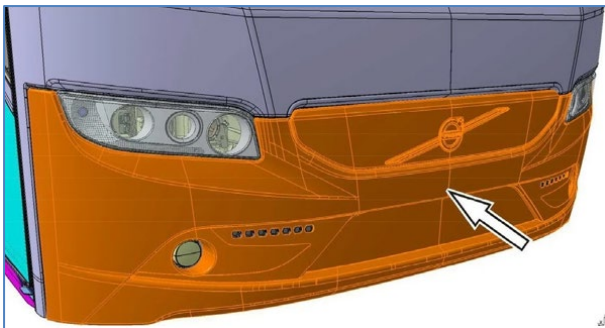


- 13) Remove the dashboard panel assembly.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	8/35

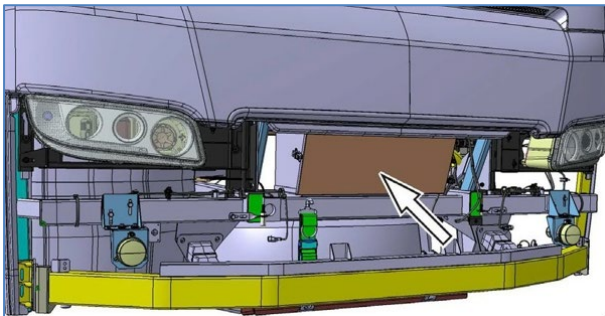


14) Open the front hatch.



15) Remove the defroster compartment front cover plate.

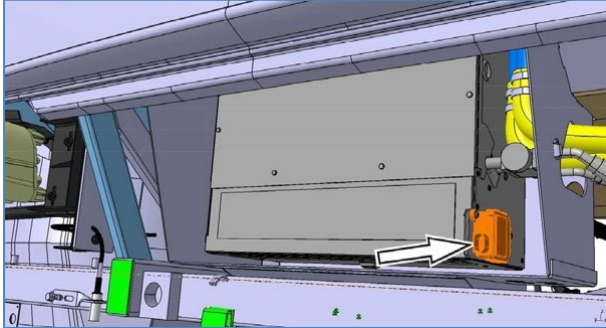
Remove the defroster compartment front cover plate by unhooking the locking pins that secure the cover at both sides to the defroster unit compartment.



16) Unplug the defroster unit electrical harnesses.

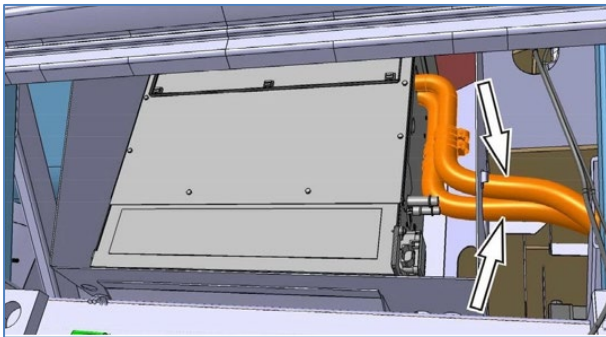
Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	9/35

Unplug the defroster unit electrical harnesses from the evaporator flap electric motor and temperature sensor.



- 17) Pinch-off the defroster coolant hoses.

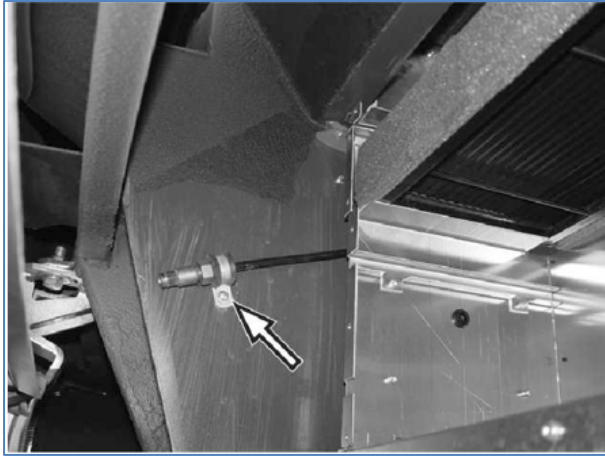
Pinch-off both coolant hoses (supply and return lines) connected to the defroster heater coil connection pipes with special hose lock pliers to minimize a coolant lost.



- 18) Unscrew the defroster heater coil bleed valve.

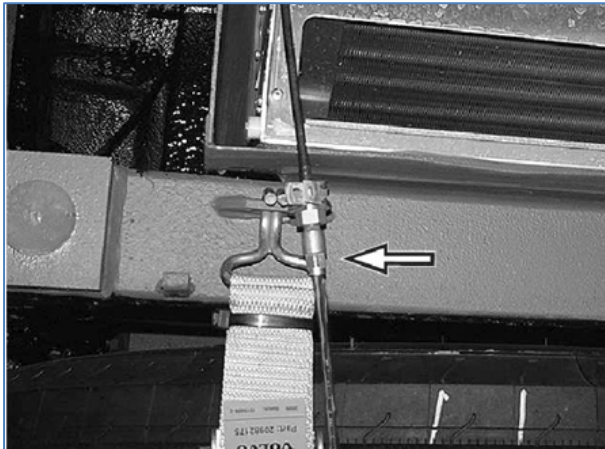
Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	10/35

Unscrew the heater coil bleed valve fixing screw from the defroster unit.



19) Drain the coolant in defroster heater coil.

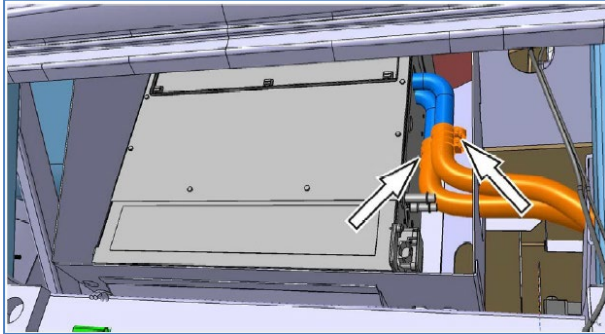
Using the defroster heater coil bleeding valve. Draw off the rest of the coolant inside the heater coil. Note: Place a tray for collecting the coolant drained.



20) Disconnect the defroster coolant hoses.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	11/35

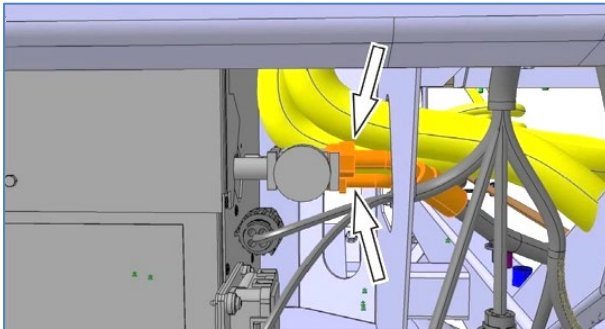
Disconnect both defroster coolant hoses from the heater coil connection pipes only. Note: Place a tray for collecting the coolant spilled.



21) Loosen the defroster A/C system hoses connections.

On the defroster expansion valve, loosen both A/C system hoses connections nuts.

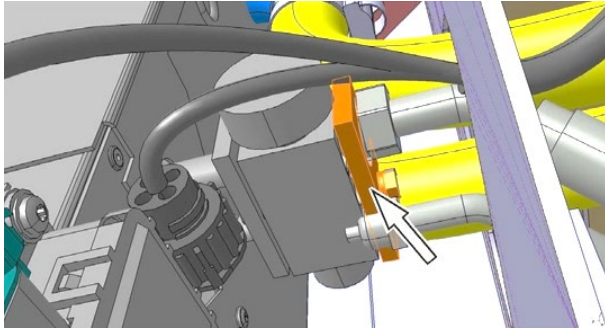
Note: Do not remove the expansion valve from the defroster unit, to avoid replace sealing O-rings with a new one.



22) Remove the defroster expansion valve lower connections lock plate.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	12/35

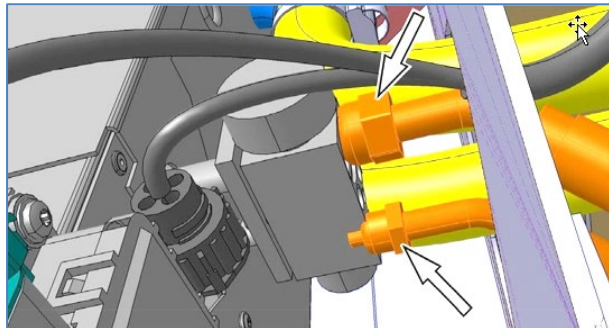
On the defroster expansion valve, remove the lower connections lock plate from the expansion valve. Note: Do not remove the expansion valve from the defroster unit, to avoid replace sealing 0-rings with a new ones.



23) Disconnect the defroster A/C system hoses.

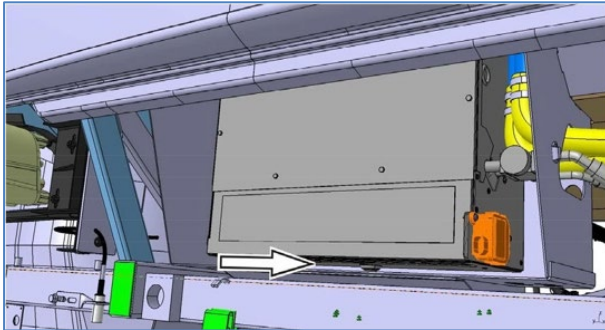
Plug-off both A/C system hoses from the defroster expansion valve.

Note: Do not remove the expansion valve from the defroster unit, to avoid replace sealing 0-rings with a new one.



24) Secure the defroster unit. Place a wedge between the defroster unit lower side and the bottom of its installation compartment, so that the defroster unit does not fall at the moment of disassembling the air distribution box, because the fixing screws simultaneously join both parts.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	13/35

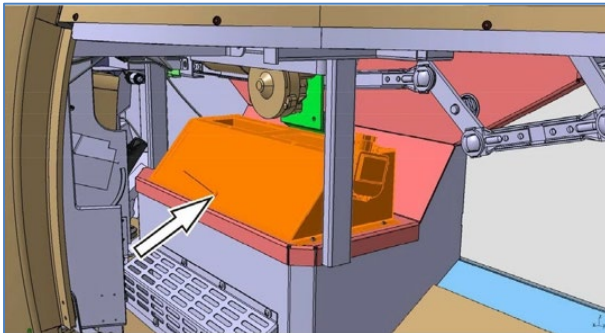


25) Remove the defroster air distribution box.

Remove the air distribution box from the defroster unit.

Note: When remove the distribution air box fixing screws, the complete heater unit is released.

To avoid that the heater unit fall and beat on its box vehicle compartment, another person outside at the front of the vehicle is needed to secure the defroster unit.

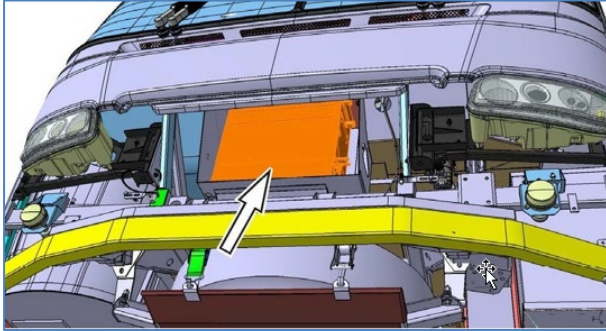


26) Remove the defroster unit.

Remove the defroster complete unit from the vehicle.

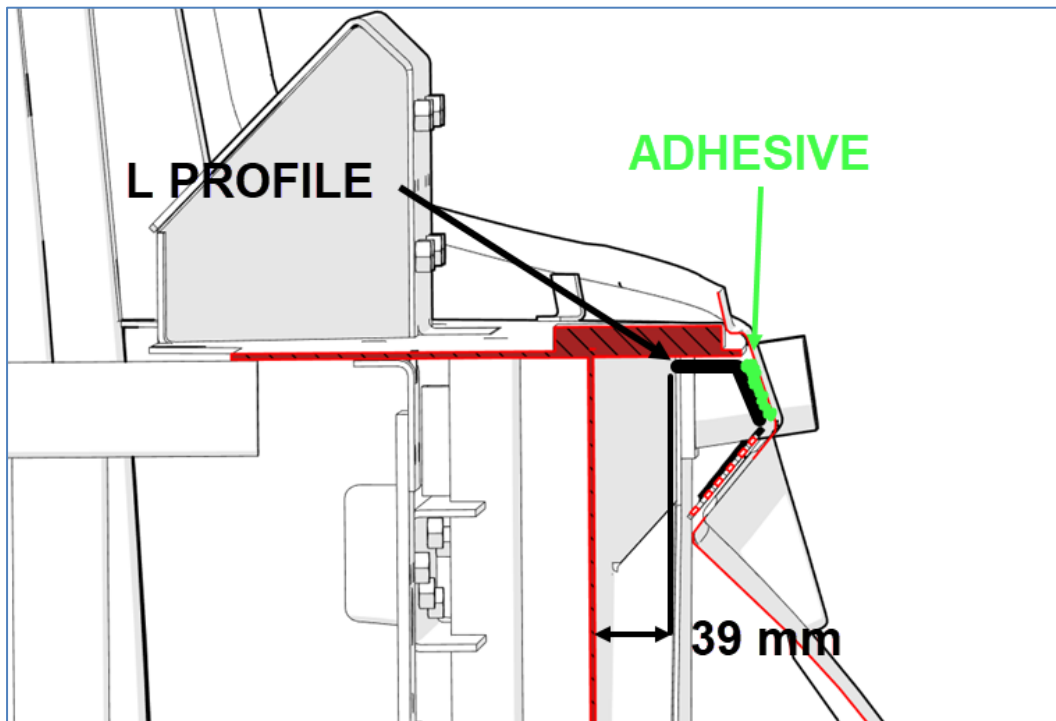
Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	14/35

Note: To remove the defroster complete unit, remove the wedge was placed between defroster unit and at the bottom of its installation compartment to secure the defroster unit during air distribution box removal.



27) Install the front panel reinforcement profile 23811261.

First, apply the adhesive on the surface of the L-profile that will be bounded to the front panel as shown on the following image.

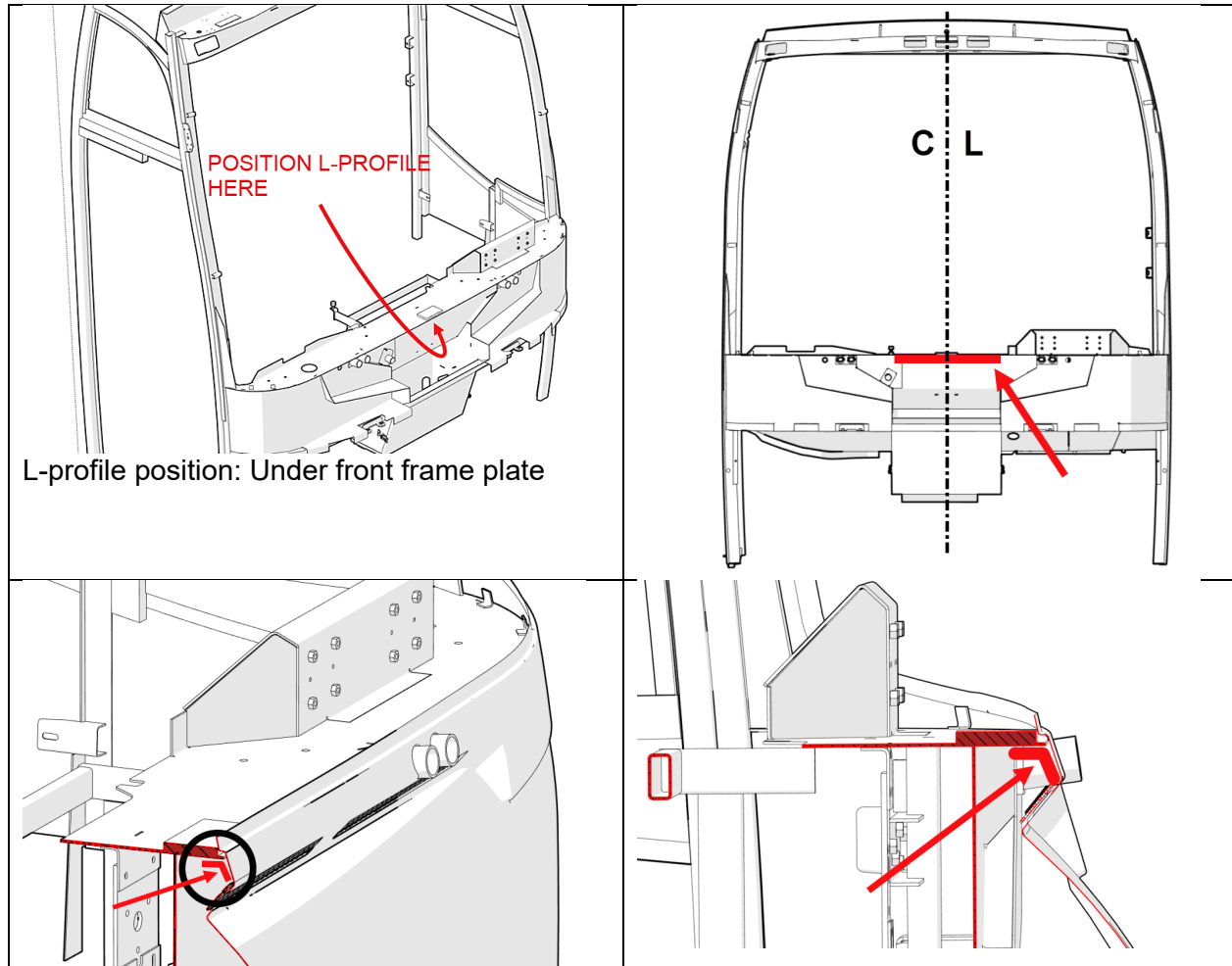


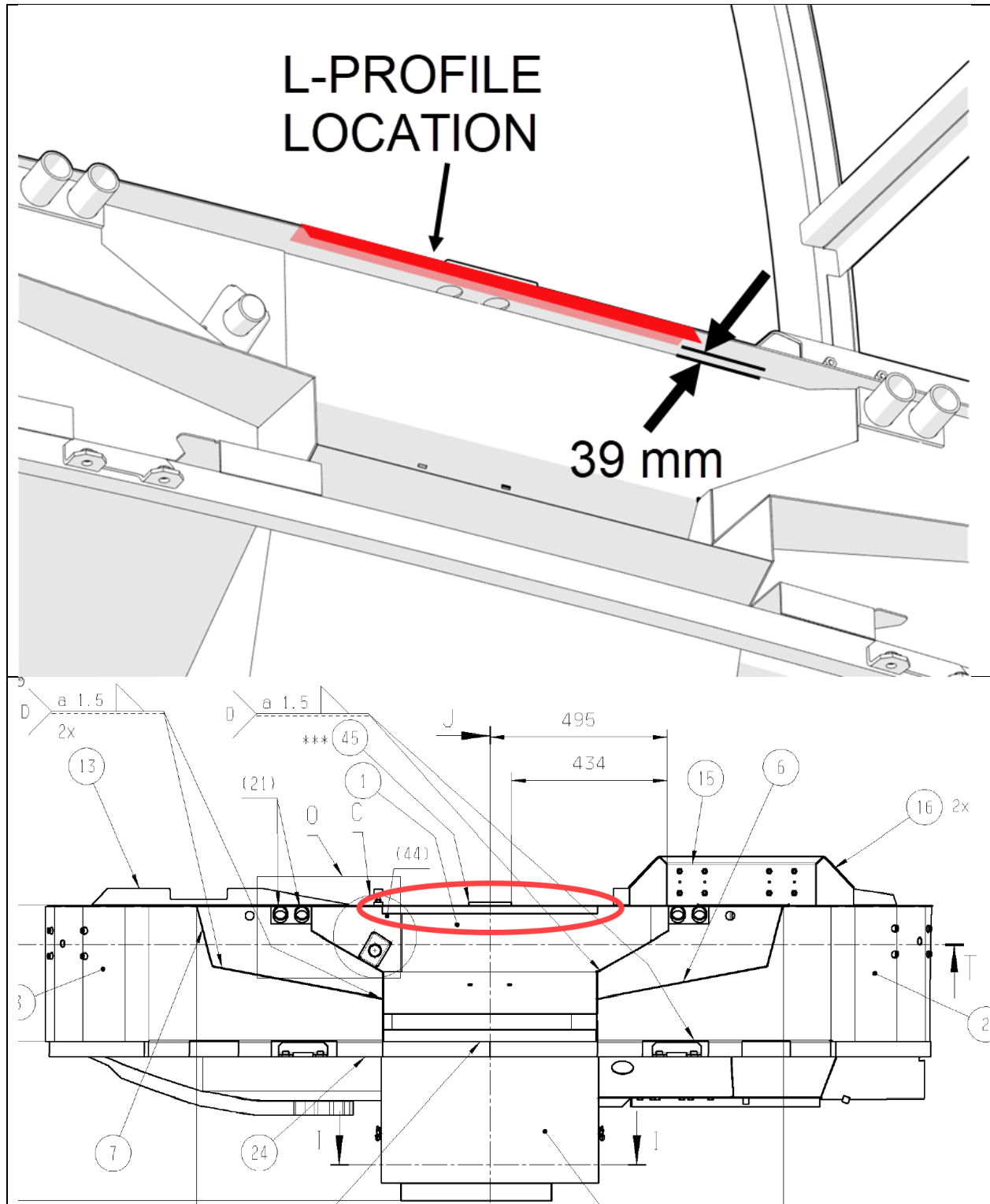
Position the L profile at 39 mm from the vertical surface, weld at center and under front frame plate according to **assembly drawing document: 22314124** Frame front section DOT (**annexed**).

Welding: refer to annexed **WELDING PROCEDURE 20482863** picture 38.

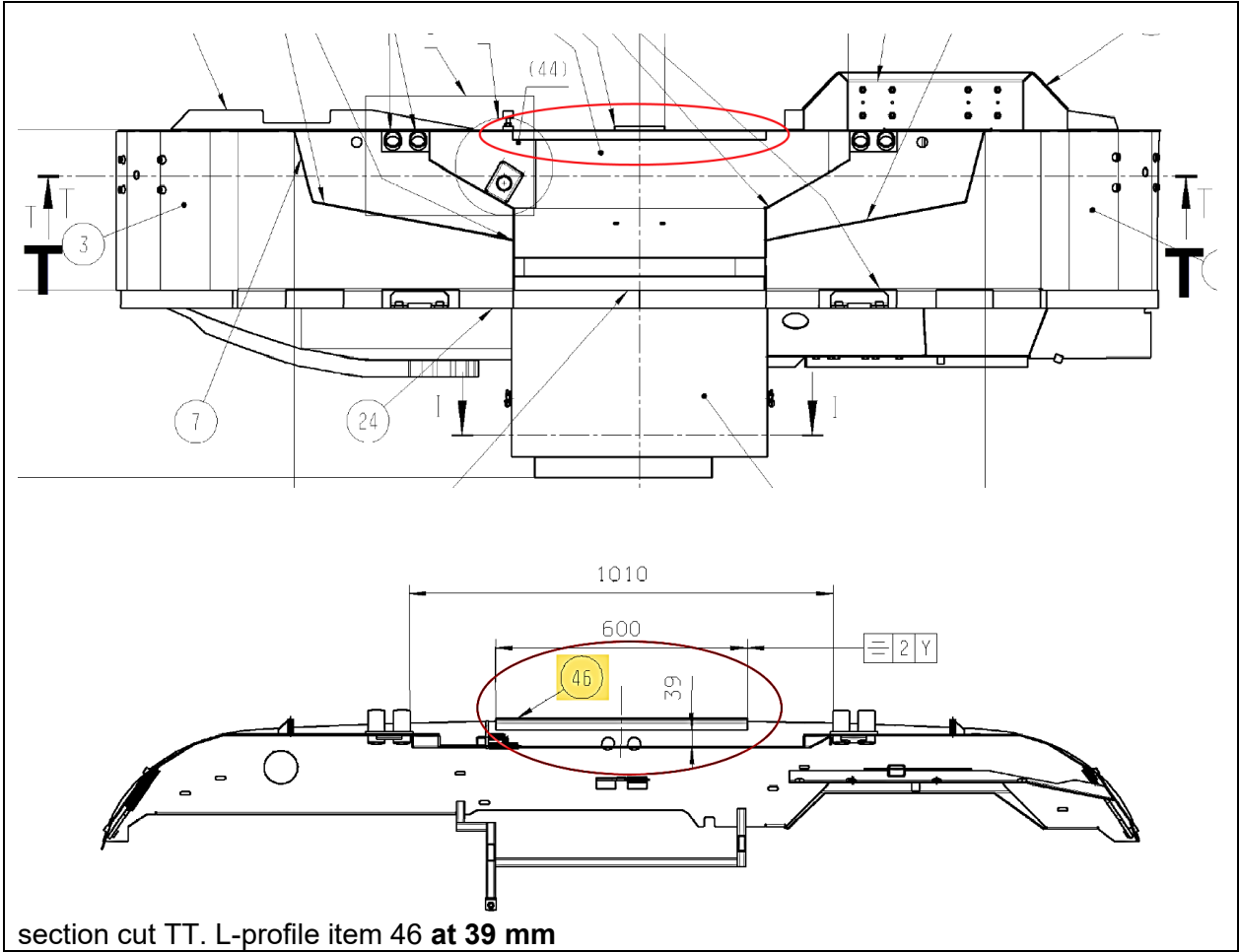
Note: Entrance through space exists when defroster unit removed, in order to weld the reinforcing L-profile p/n 23811261 under structural plate of the front frame.

CAUTION: Before welding, you must disconnect all vehicle control modules. Failure to do this can result in electrical components damage.





Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	17/35



section cut TT. L-profile item 46 at 39 mm



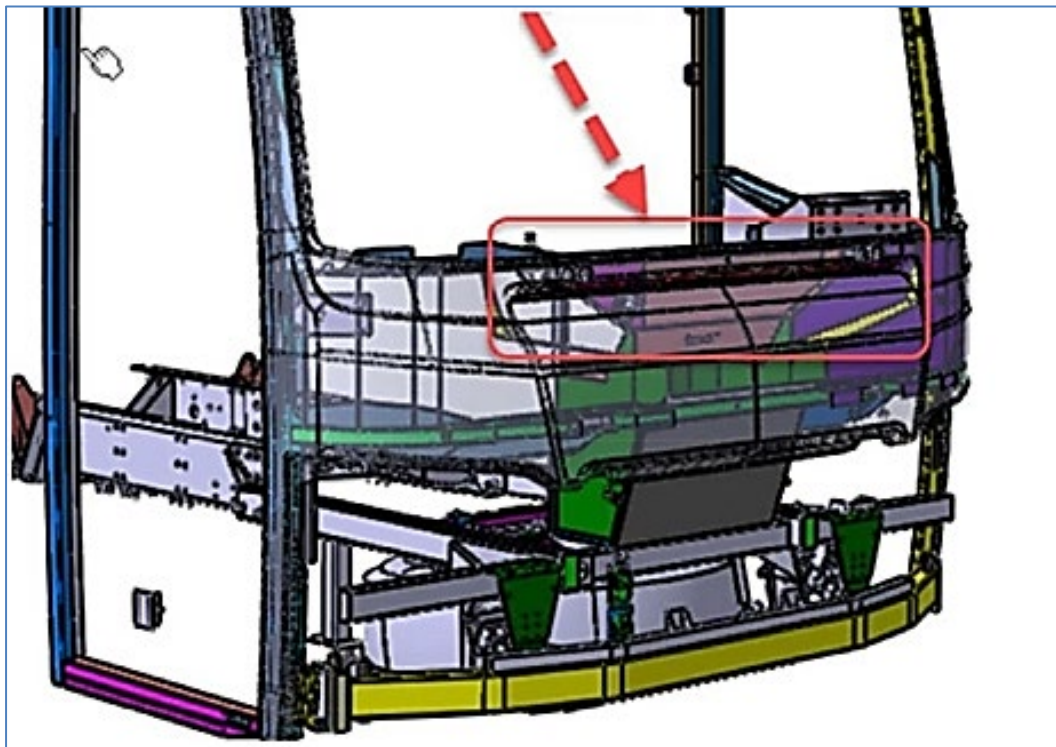
Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	19/35

- 28) Keep bonding between front panel and front frame reinforcement L profile.

Press the front panel against the reinforcement plate using three C-clamps evenly distributed and keep pressure to secure glued process on both parts.

Note: Keep the C-clamps for over 2 hours as minimum for secure gluing process at both parts with temperatures between 41 °F (5 °C) to 95 °F (35 °C).

Once elapsed, remove the C-clamps.



- 29) Install the dashboard panel assembly.

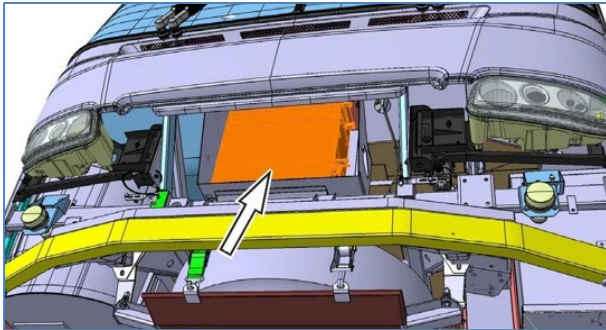


- 30) Install the defroster unit.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	20/35

Install the defroster complete unit on the vehicle.

Note: To install the defroster complete unit, place a wedge between the defroster unit lower side and at the bottom of its installation compartment, so that the defroster unit does not fall at the moment of assembling the air distribution box, because the fixing screws simultaneously join both parts.



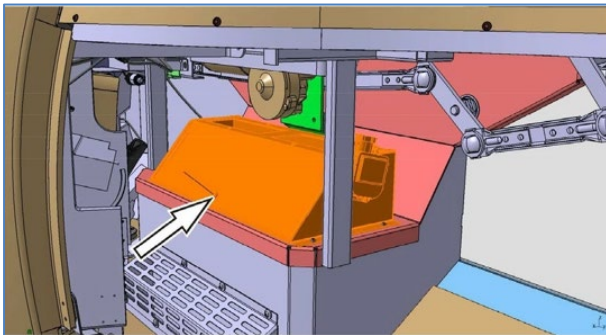
31) Install the defroster air distribution box.

Install the air distribution box on the defroster unit.

Note: When install the distribution air box align the fixing screws holes from the defroster unit, then install and screw the fixing screws to join the defroster assembly with the air distribution box.

To facilitate the installation, another person outside at the front of the vehicle is needed to guide the defroster unit.

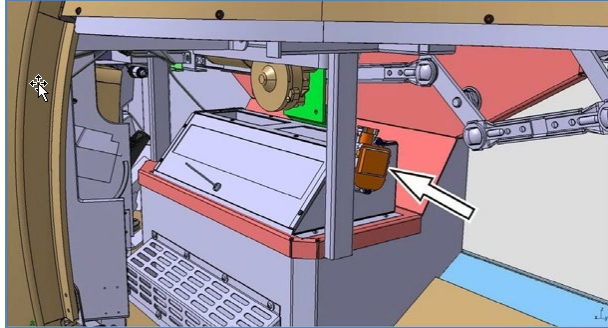
SPECIFICATION: Tighten the defroster unit and air distribution box assembly fixing screws, applying the following torque: 6 Nm.



32) Plug the defroster electrical harnesses.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	21/35

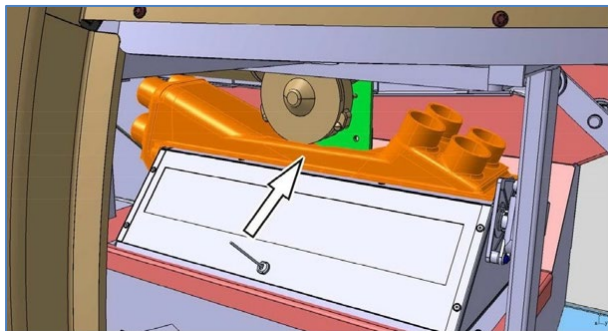
Plug the electrical harness on the temperature sensor connector and the heater electric motor flap.



33) Install the defroster air distribution duct box.

Install the air distribution duct box on the defroster unit.

Firmly tighten the air distribution duct box fixing screws on the defroster unit.

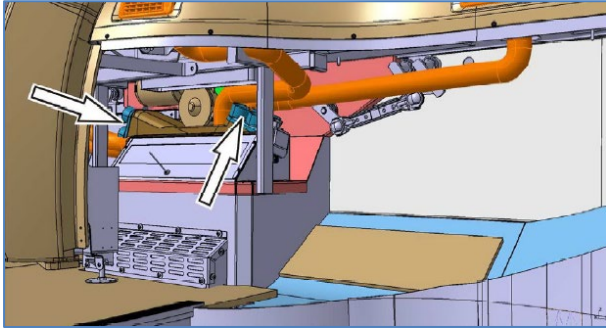


34) Connect the defroster vent hoses.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	22/35

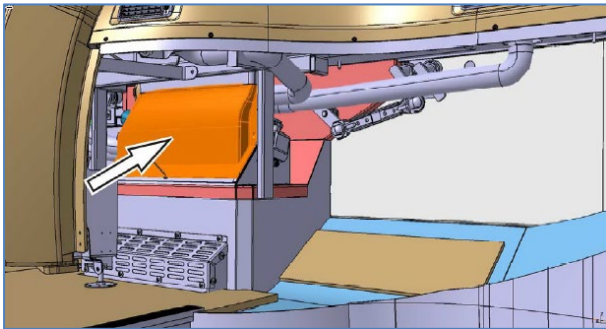
Connect the ventilation hoses on the defroster air distribution box. Note: Tighten firmly the defroster ventilation hoses clamps.

Make sure that vent hoses don't kink to allow good airflow. Place a new cable ties to fix the defroster vent hoses as necessary.



35) Install the defroster air duct.

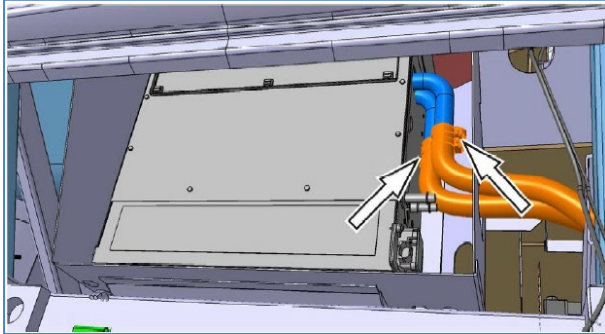
Install the defroster air duct on the defroster unit by screwing its fixing screws. Note: Tighten the defroster air duct fixing screws firmly.



36) Connect the defroster coolant hoses.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	23/35

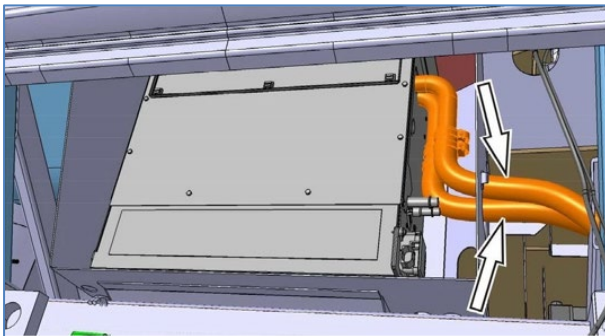
Connect both defroster coolant hoses on the heater coil connection pipes only. Note: Tighten both defroster coolant hoses clamps firmly.



37) Un-pinch the defroster coolant hoses.

Remove both special hose lock clamps that were placed to clamp both hoses (supply and return lines) in order to release these hoses.

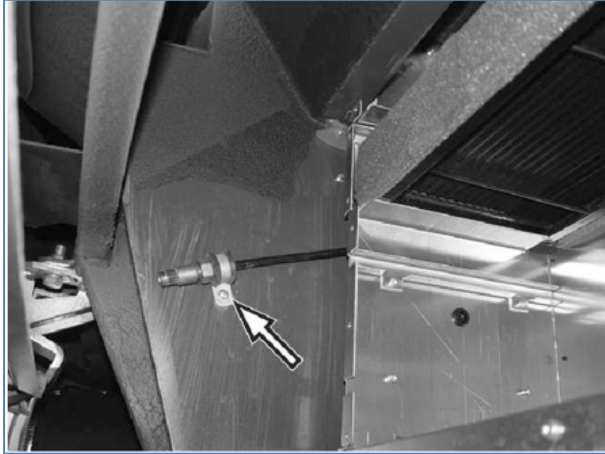
Note: Check there are not leaks on the defroster heater connection pipes. If leakage is present; that must be repaired immediately.



38) Fix the defroster heater coil bleed valve.

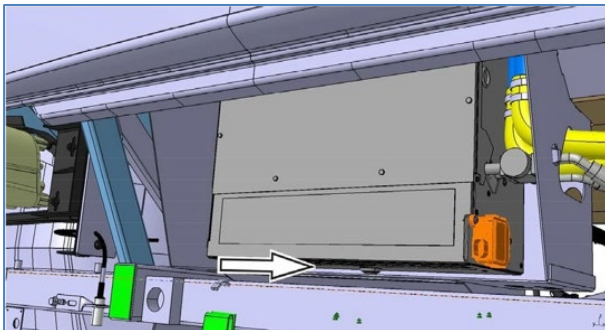
Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	24/35

Screw the bleed valve fixing screw on the defroster unit. Note: Tighten firmly the bleed valve fixing screw.



- 39) Remove the wedge that was placed to secure the defroster unit.

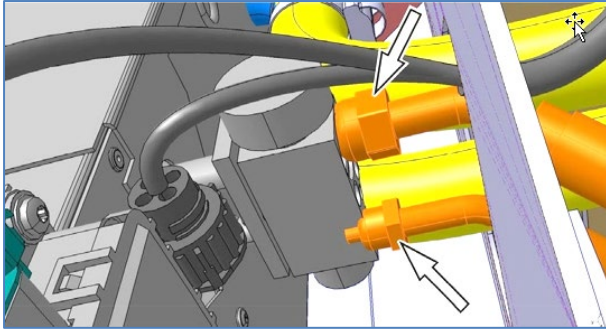
Remove the wedge was placed between defroster unit and at the bottom of its installation compartment to secure the defroster unit during air distribution box installation.



- 40) Connect the defroster A/C system hoses.

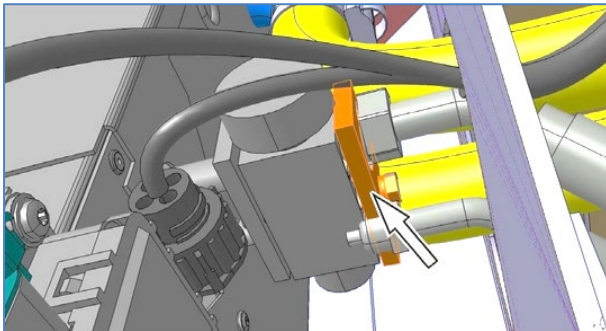
Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	25/35

Connect both A/C system hoses on the defroster expansion valve.



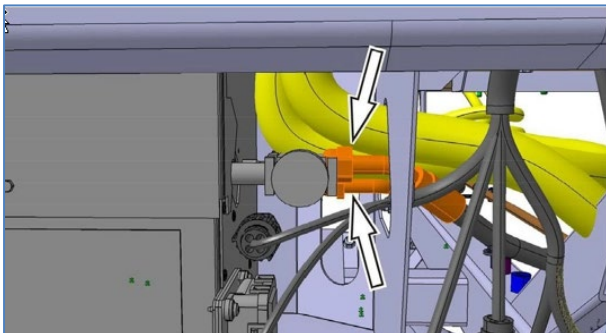
- 41) Install the defroster expansion valve lower connections lock plate.

On the defroster expansion valve, install the lower connections lock plate on the expansion valve. Note: Tighten the connections lock plate fixing screw firmly.



- 42) Tighten the defroster A/C system hoses connections.

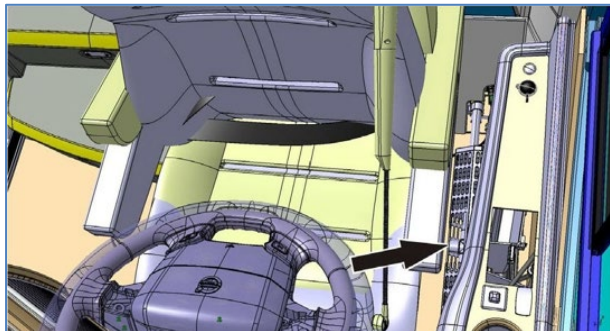
On the defroster expansion valve, tighten both A/C system hoses connections nuts. Note: Tighten the A/C system hoses connection nuts firmly.



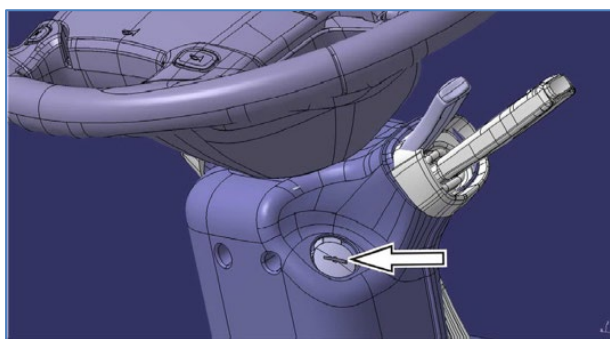
- 43) Close the flux valve for driver area heating system circuit.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	26/35

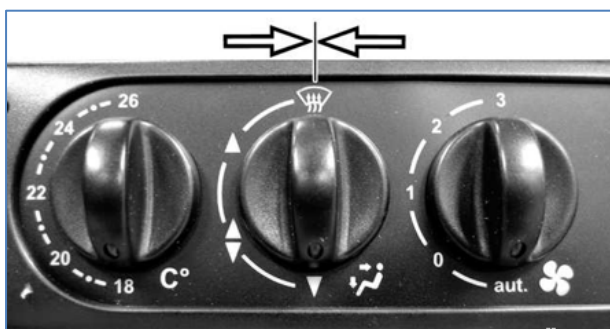
Close the driver area heater flux valve to maximize the flow through the defroster heating circuit when purging.



- 44) Start the engine and increase the engine idle speed to 1500 rpm in order to perform the defroster heating system bleeding.



- 45) Turn ON the climate system by turning the air director knob so that it points up to the de-icing position, in this position the heater valve is fully open which simplifies purging.



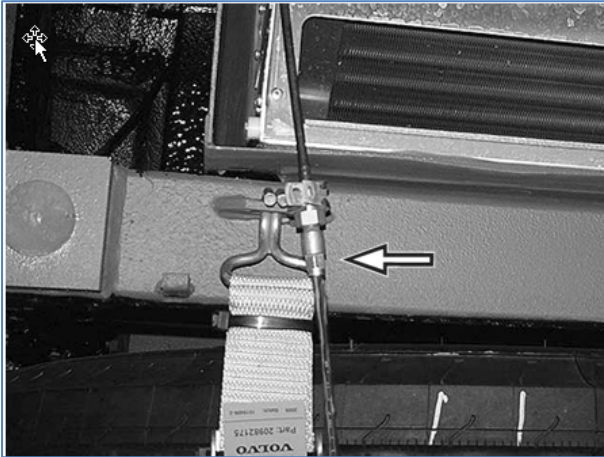
- 46) Bleed the defroster heating system.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	27/35

In the defroster unit at the heater coil, open the purging nipple to bleed the air from the defroster heating system.

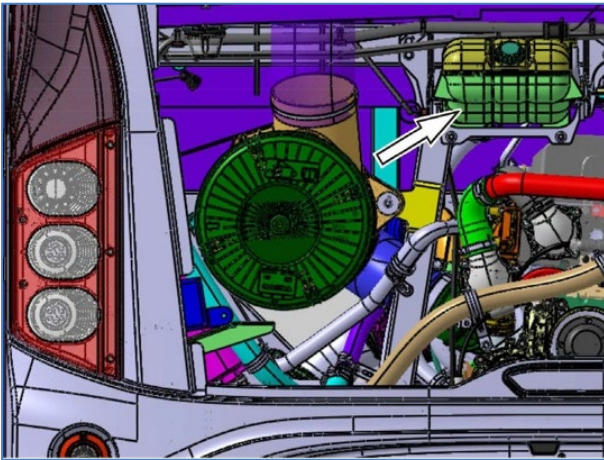
Close it when coolant free of air comes from the nipple.

Note: Place a tray for collecting the coolant drained.



47) Check the coolant level. Add coolant if necessary.

Check the coolant fluid level in the expansion tank. Note: Fill up coolant fluid if necessary.

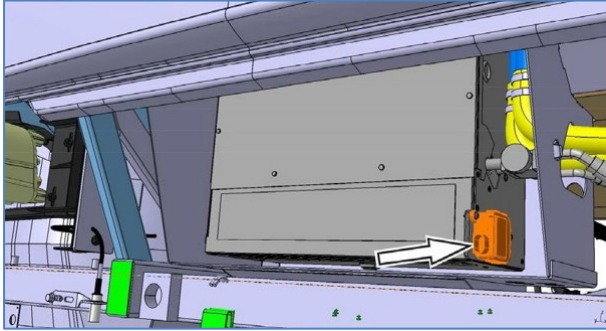


48) Shut off the engine.

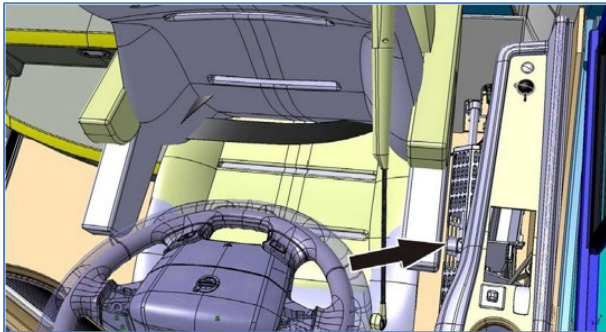
49) Plug the defroster unit electrical harnesses.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	28/35

Plug the defroster unit electrical harnesses on the evaporator flap electric motor and temperature sensor. Note: Put a new cable ties as required to fix the defroster electrical harness to the defroster compartment.



50) Open the flux valve for driver area heating system circuit.



51) Perform the A/C system refrigerant filling.

Using a complete refrigeration equipment, proceed to perform the refrigerant filling process for commissioning the entire vehicle A/C system.

Perform previously a sweep A/C system using nitrogen and vacuum the entire system.

Note: Avoid discharging refrigerant into the environment during filling process activities. These types of practices are penalized according to the laws that apply in each country.

For more information about refrigerant air conditioning system filling, see the following service information: 87001-3 Refrigerant air conditioning system, fill.

CAUTION: Wear appropriate protective equipment (mandatory nitrile goggles and gloves) during the entire procedure. Failure to do this can result in personal injuries occasioned by chemical burns by refrigerant at pressure and high temperature.

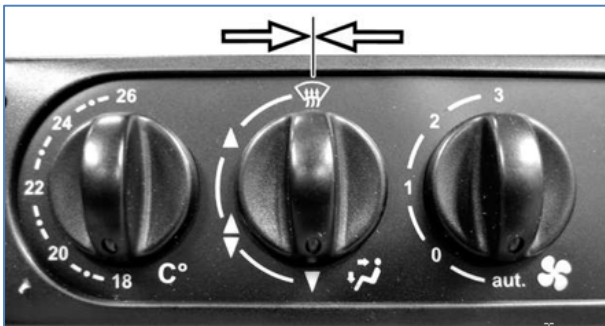
Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	29/35



- 52) Start the engine.

Start the engine and increase the engine idle speed to 1500 rpm to perform the A/C system refrigerant filling.

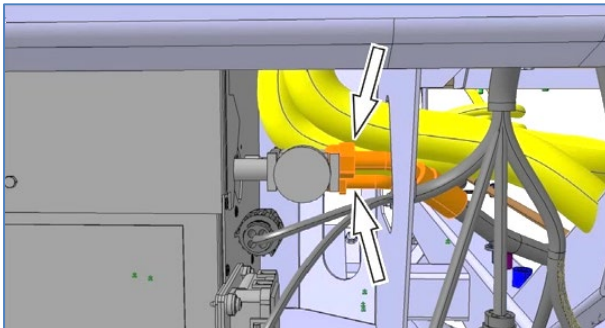
- 53) Turn ON the climate system by turning the air director knob so that it points up to the driver position. Also, turning the temperature set knob at 64 °F (18 °C), the evaporator valve is fully open which simplifies performing the A/C system refrigerant filling.



- 54) Check the defroster A/C system refrigerant leakages.

Check the refrigerant leakages on the defroster expansion valve connections (hoses and pipes).

Note: detect any presence of refrigerant leakages on the defroster expansion valve connections, repair immediately if necessary.



Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	30/35

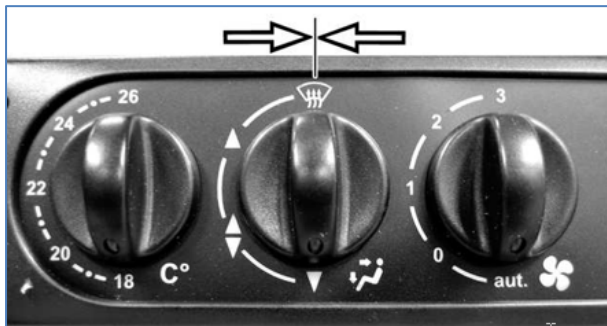
55) Check the defroster proper operation.

Check the defroster cooling proper operation on the driver area.

To check the defroster heating proper operation, perform the following steps:

- Turn ON the climate system by turning the air director knob so that it points up to the de-icing position (in this position the heater valve is fully open).
- Check the defroster heating proper operation.
- Also check that heat is available in all circuits of the passenger's compartment.

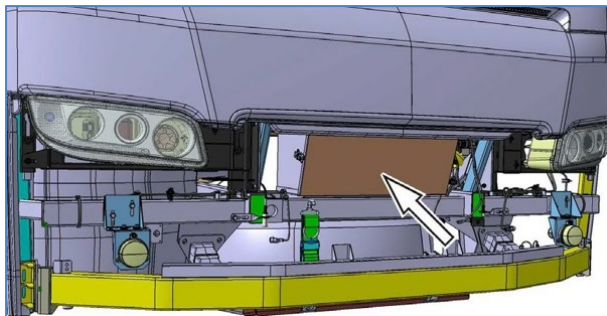
56) Turn OFF the climate system.



57) Turn OFF the vehicle.

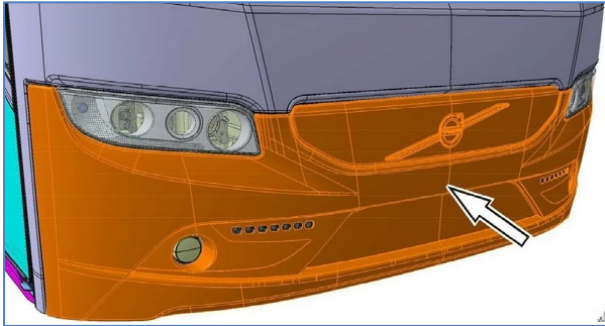
58) Install the defroster compartment front cover plate.

Install the defroster compartment front cover plate by hooking the locking pins that secure the cover at both sides to the defroster unit compartment.



59) Close the front hatch.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	31/35

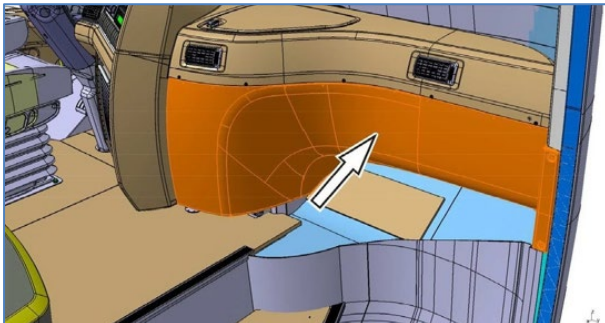


60) Close the engine compartment.



61) Install the guide panel.

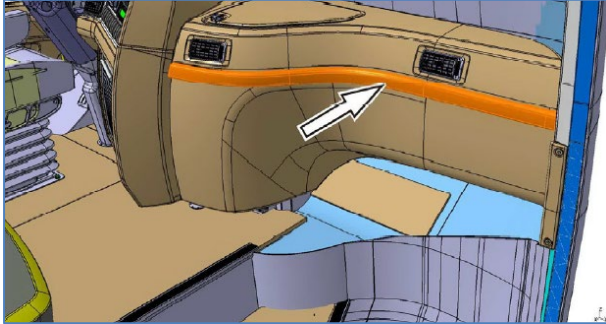
Install the guide panel on the dashboard assembly by screwing its fixing screws. Note: Tighten the guide panel fixing screws firmly.



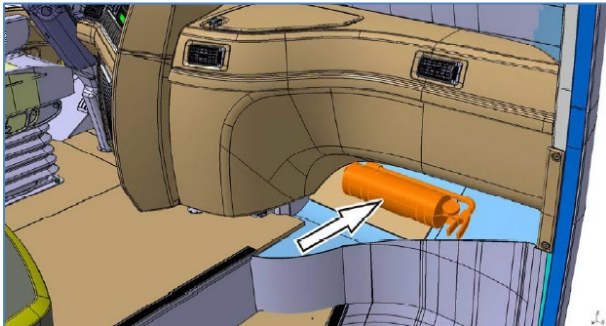
62) Install the dashboard molding.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	32/35

Install the dashboard molding placed at the joint of the guide panel with the dashboard upper cover panel. Note: For molding install, slide it down to pin molding on its fixations.



63) Install the fire extinguisher.



64) Reinstall the dashboard cover.

Install dashboard upper cover by screwing its 8 fixing screws placed around at the cover contour. Note: Tighten the dashboard upper cover fixing screws firmly.



65) Install the windshield. Refer to [8431-03-02-01 Windshield, Replacement](#) in Impact if needed.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	33/35

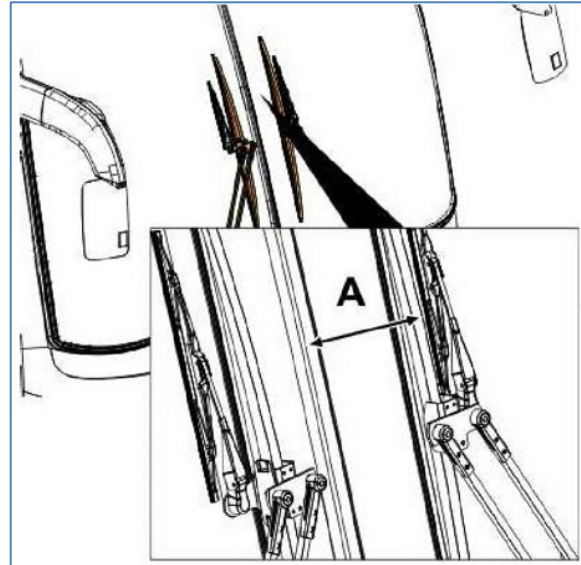
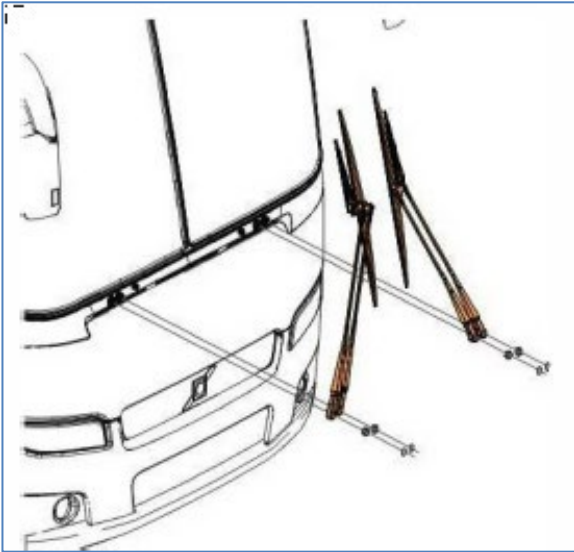
Install the windshields on the vehicle, according to service operation: 84302-2 Windscreen, replace. Note: Replace the windshields sealing molding with a new one.

Replace the windshield glass only if cracked



- 66) Install the wiper arms. Refer to [3637-03-02-03 Windscreen Wiper Linkage, Replacement](#) in Impact if needed.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	34/35



Install the wiper arms. See the service operation 36384-2 Windscreen wiper arm, replace as a reference. Note: For correct installation position, there must be 102 +/-13 mm (A) between the windshield center pillar and the wiper blade center (this is for both wiper arms).

Do not forget to install again the plastic caps that cover the wiper arms fixing nuts. These caps are installed by a light hand pressure.

SPECIFICATIONS:

- Tighten the wiper arm fixing nuts, applying the following torque: 35 to 45 Nm.
- (A) Distance between the windshield pillar center to the wiper blade center is: 102 +/-13 mm.

Date	Expiration	Group	No.	Page
01.2023	01.2024	843	01	35/35

PARTS / WASTE DISPOSAL

DO NOT RETURN THE REPLACED PARTS. Discard waste according to applicable environmental regulations (Municipal/State [Prov.]/ Federal)

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and 18 hour(s) (18.0) 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 WB22-85".

OTHER

VBC Bulletin	S2871
Fail Code	18.06
Defect Code	09
Syst. Cond	B
Causal Part	21125654

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