

# Technical information

TI No.: 83.70U23243A

Distribution list: D

Distribution date: 02.09.2023

Valid until: 31.12.2025

The point of contact is the EvoBus after-sales service in each country

Model: S 531 DT; S 515 HDH; S 516 HDH; S 517 HDH; S 511 HD; S 515 HD; S 516 HD/2; S 516 HD/3; S 517 HD; S 519 HD; Tourismo; Tourismo RL; Tourismo M/2; Tourismo M/2 RL; Tourismo M/3; Tourismo M/3 RL; Tourismo L; Tourismo L RL; Travego 15 SHD; Travego 16 SHD; Intouro K; Intouro; Intouro M; Intouro L; Tourrider Business; Tourrider Premium; Citaro; Citaro Ü; Citaro G; Conecto; Citaro K; Citaro LE; Citaro LE Ü; OC500 RF 1939/1943/1946; OC500 RF 2543/2546; OC500 LE 1930/1936

MODEL SERIES: 410010; 410121; 410131; 410141; 410201; 410211; 410231; 410241; 410251; 410261; 410540; 410545; 410550; 410555; 410560; 410565; 410570; 410575; 410580; 410585; 410700; 410710; 410730; 410750; 410840; 410850; 628035; 628036; 628039; 628056; 628235; 628236; 628331; 628405; 628505; 628515; 628525; 634406; 634408; 634426

**TITLE: Commissioning the "Thermo CAN Gateway" auxiliary heating diagnostics interface**

## COMPLAINT

The auxiliary heating is not capable of undergoing diagnostics.

## CAUSE

The "Thermo CAN Gateway" diagnostics interface was not programmed.

## REMEDY

Update the HVAC flashware and, if applicable, the MUX/EAM.

## MEASURE TYPE

The scope of the work is carried out as part of a Customer Service measure (KDM).

## REPLACEMENT PARTS REQUIRED

Quantity	Designation	Number	Comment
1	Field solution	A 000 440 52 98	

## OPERATION TEXTS

Operation no.	Operation text	Working time/h	Comment
12-1781	Program and parameterise heating/ventilation/air-conditioning control unit (HVAC)	0.9	
12-1782	Program MUX/EAM control unit (HVAC programmed)	0.2	

The times apply for work at an hourly rate.

## DEFECT NUMBER

Defect no.:	Designation
8390076	

## CODEWORD

8370U23243

## INTRODUCTION OF MODIFICATIONS INTO SERIES PRODUCTION

06/2023

## WARRANTY AND GOODWILL SETTLEMENTS

Field measure type KDM (Customer Service measure): 100 % of costs will be accepted.

BUS/MCC	BUS/MCC-O
pp.	pp.
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## Attachments

### Ordering software for field solution, programming/parameterising the HVAC and MUX/EAM (if applicable)

#### Note

Various build states: If no MUX/EAM software is supplied as part of the ordering process, it is not necessary to carry out MUX/EAM programming.

- →: Instructions for requesting software
- ▶ Note concerning flashware ordering process



**Note**

Data for flashware ordering process via Xentry-Flash:

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