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First Release

06-06-2019

NEUTRAL GEAR – SOFTWARE UPDATE 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 : 2013 - 2016 From 3CET2S226 <u>D</u> 5 <u>156182</u> up to 3CET2V42X <u>G</u> 5 <u>17</u>				
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

On the vehicles affected by this bulletin, the "Engine Control Module" parameters must be updated to avoid Engine to crank with gear selected.

If you have PTT with programing access rights, you may program the update on your own and claim to warranty or please make an appointment at the nearest Prevost Service Center or Service Provider to have this bulletin performed free of charge.

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PROCEDURE

- 1. Connect the vehicle with 110V power line. If not possible, make sure the batteries are fully charged before initiate programming.
- 2. Plug the computer on the vehicle and launch Tech Tool.
- 3. Turn the ignition to "ON" position.
- 4. Select "Product" tab (A).

Produc	t Product History	Diagnose	Test	Calibrate	Program	Impact			
Selected Product (PREVH 720635)									
🕼 Re	fresh 🛛 💮 Settings 🔍 🔍	Manual Select	ion	🕒 Latest Selec	tions	DBD/LVD ▼			
Product	Details							Product	Status
Chassi	s ID:				VI			Status	Description
PREVH	720635				2P	 CH33493KC720635		S	No DTCs with status Active.
Model:						mnany:		S	Control unit information. Details >>
PREVH					Vol	vo Buses	0	(i)	Current battery level: 14.1 V.
Emissie US17 + Electric Multiple	on Level: OBD2016 al System: xed version 3		B				\sim		
Connec	livity							Campai	gns (0)
Status	Description							There ar	e no available campaigns for this product.
S	VOCOM I (USB) is connect	ed to the compu	uter.						
0	The selected product PREV Product Data Retrieved:	'H 720635 is co	nnected.				2019-05-21 14:	30:17	
0	Central Data Retrieved:						2019-05-21 14:	30:22	

Figure 1

- 5. Check VIN (B).
- 6. Check if a campaign is available (C). If it is the case, process with the campaign.
- 7. If no campaign, select "Program" tab.



Figure 2

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- 8. Select operation "1700-08-03-39 Program Electronic Control Unit".
- 9. Click "Start".
- 10. Select control unit " Engine Control Module" (EMS).
- 11. Select programming option "Update Electronic Control Unit with latest software".
- 12. Click "Program" button.

	1700-08-03-39 Program Electronic Control Unit
Select an Electronic Control Unit	
Control Unit	Programming Options
Information display (MID 140)	
Vehicle ECU (MID 144)	Update Electronic Control Unit with latest software
FMS Gateway (MID 179)	Reload Electronic Control Unit with existing software
Aftertreatment Control Module (ACM)	
Engine Control Module (EMS)	
Telematics GateWay (TGW)	
	Program > Cancel



- 13. Tech tool must have the 3 conditions shown below to continue processing.
- 14. Click "Continue" button if it is active.



Figure 4



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- 15. Wait until all checks turn to green color (Programming completed).
- 16. Click "Exit" button.

	1700-08-03-39 Program Electronic Control Unit - Update software
Programming Steps	The following Electronic Control Units have been programmed
Reading out transferable parameters from selected Electronic Control Units	Engine Control Module (EMS)
Retrieving software part numbers	
Cownloading software from central systems	
Programming Electronic Control Units and restoring transferable parameters	
Programming completed	
	Exit>

Figure 5

17. Bulletin is complete.

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse 30 minutes of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at <u>www.prevostcar.com</u> (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select 'Warranty Bulletin WB19-84 ".

OTHER

VBC Bulletin	N/A
Fail Code	49
Defect Code	DONNÉE
Syst. Cond	В
Causal Part	

Access all our Service Bulletins on http://techpub.prevostcar.com/en/

or scan the QR-Code with your smart phone.



Are you a Vehicle owner? E-mail us at technicalpublications prev@volvo.com and type "ADD" in the subject to receive warranty bulletins applicable to your vehicle(s) by e-mail.