

# Warranty Bulletin

# WB22-84

Date	Expiration	Group	No.	Page
07.2022	07.2023			1(5)

First Release [État ]

07-06-2022

## TGW SOFTWARE UPDATE FOR 3G DECOMMISSIONING 9700 (B13R)

### MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) INVOLVED

NOTICE TO SERVICE CENTERS	
Verify vehicle eligibility by checking warranty bulletin status with <b>SAP</b> or via <b>ONLINE WARRANTY SYSTEM</b> available on Service / Warranty tab of Prevest website.	
Model	VIN
Volvo 9700 us/can Model Year: 2018 - 2020	3CET2V922J5 <u>186069</u> , 3CET2V929J5 <u>186070</u>
	3CET2V926J5 <u>186270</u> , 3CET2V924J5 <u>187126</u>
	3CET2V928J5 <u>187128</u> , 3CET2V921J5 <u>188024</u>
	3CET2V925J5 <u>188026</u> , 3CET2V920J5 <u>188029</u>
	3CET2V927J5 <u>189193</u> , 3CET2V920J5 <u>189519</u>
	3CET2V926J5 <u>190075</u> , 3CET2V928J5 <u>191373</u>
	3CET2V923K5 <u>195008</u> , 3CET2V928L5 <u>200494</u>  3CET2W424L5 <u>201932</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 reprogram the TGW gateway to the latest version. These vehicles could not be reached with Over the Air updates.

### MATERIAL

No parts are needed for this bulletin:

### Tools required:

Description	Qty
Vocom interface and cables	1
Shop laptop with Tech tool	1

## PROCEDURE

**DANGER**

Park vehicle safely, apply parking brake, stop the engine.  
Lock out & 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. Connect the vehicle's battery charger to a 120-Volt outlet.
2. Connect Premium Tech Tool (PTT) to the vehicle On-Board Diagnostics connector (OBD). Connect the PC to a functional LAN or Wi-Fi connection and a power source.
3. Turn the ignition switch to "ON".
4. Log in to PTT.
5. On *Product* tab (item A), identify the vehicle (item B).

The screenshot shows the PTT software interface with the 'Product' tab selected. The 'Selected Product (PREVH 720635)' section is visible. Red arrows labeled 'A' and 'B' point to the 'Product History' tab and the VIN field, respectively.

Chassis ID:	VIN:
PREVH720635	2PCH33493KC720635

Status	Description
✓	No DTCs with status Active.
✓	Control unit information. Details >>
i	Current battery level: 14.1 V.

Status	Description	Time
✓	VOCOM I (USB) is connected to the computer.	
✓	The selected product PREVH 720635 is connected. Product Data Retrieved:	2019-05-21 14:30:17
✓	Central Data Retrieved:	2019-05-21 14:30:22

6. Enter work order number.
7. Click *Start Work*.

Work Order Number ✕

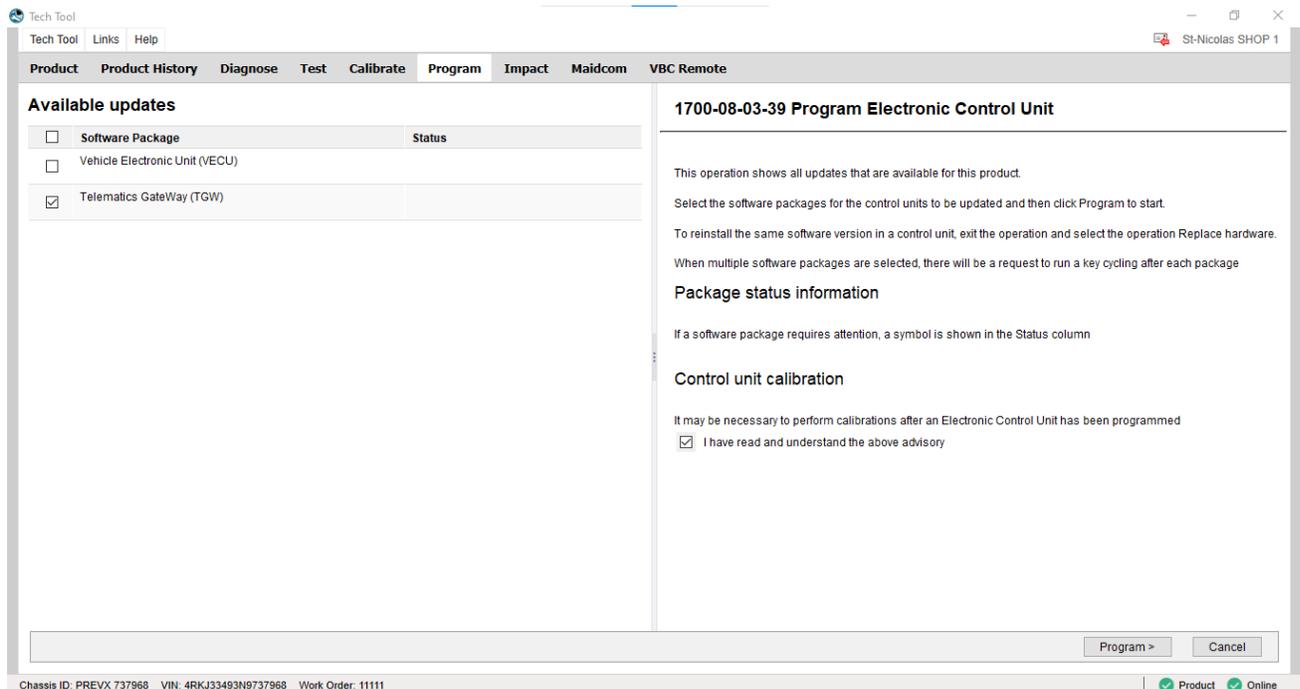
 **Charge Batteries**  
Charge batteries (12/24V) while vehicle is in workshop.

Enter a work order number or select a recently used work order number in the list.

Enter work order number:

Enter Notes:

13. Select *Program*.
14. Select *1700-08-03-39 Program electronic Control Unit* in the list.
16. Select *Telematics Gateway (TGW)*
15. Then click *Program* at the bottom right-hand corner



Tech Tool | Links | Help

St-Nicolas SHOP 1

Product | Product History | Diagnose | Test | Calibrate | **Program** | Impact | Maidcom | VBC Remote

Software Package	Status
<input type="checkbox"/> Vehicle Electronic Unit (VECU)	
<input checked="" type="checkbox"/> Telematics GateWay (TGW)	

### 1700-08-03-39 Program Electronic Control Unit

This operation shows all updates that are available for this product.  
Select the software packages for the control units to be updated and then click Program to start.  
To reinstall the same software version in a control unit, exit the operation and select the operation Replace hardware.  
When multiple software packages are selected, there will be a request to run a key cycling after each package

#### Package status information

If a software package requires attention, a symbol is shown in the Status column

#### Control unit calibration

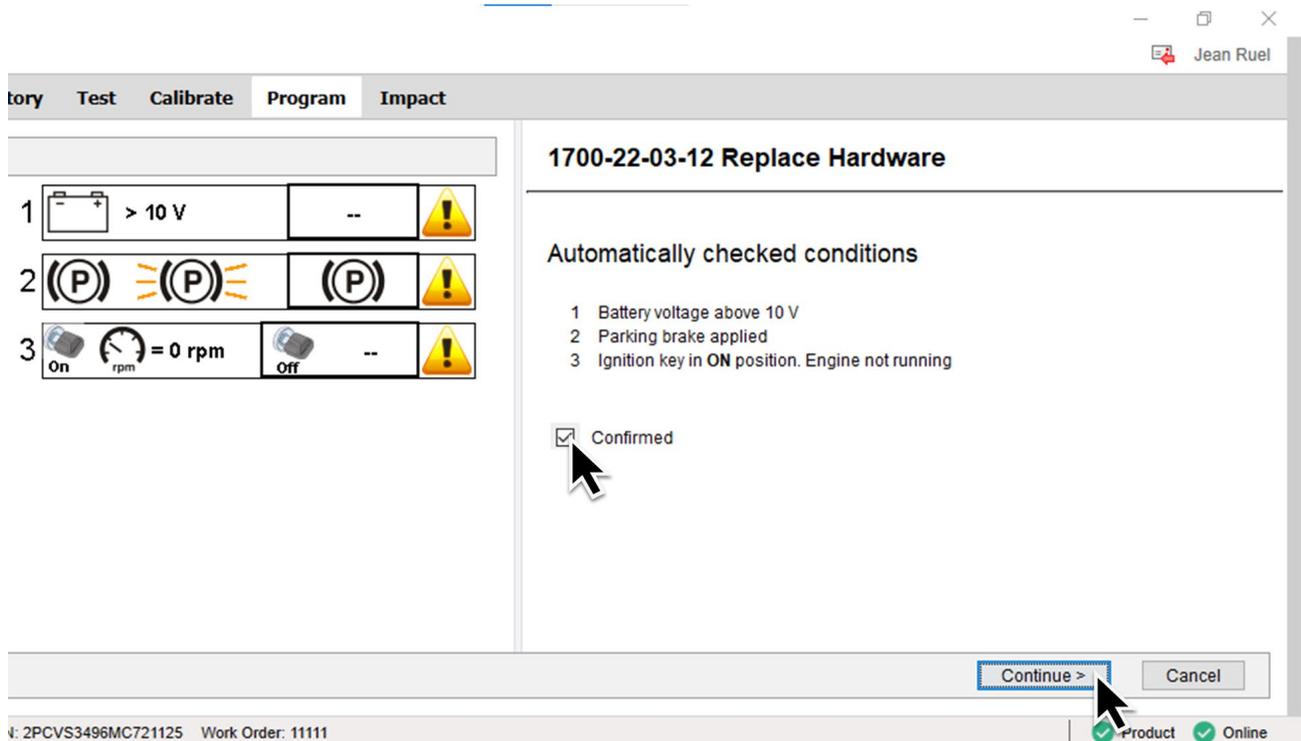
It may be necessary to perform calibrations after an Electronic Control Unit has been programmed

I have read and understand the above advisory

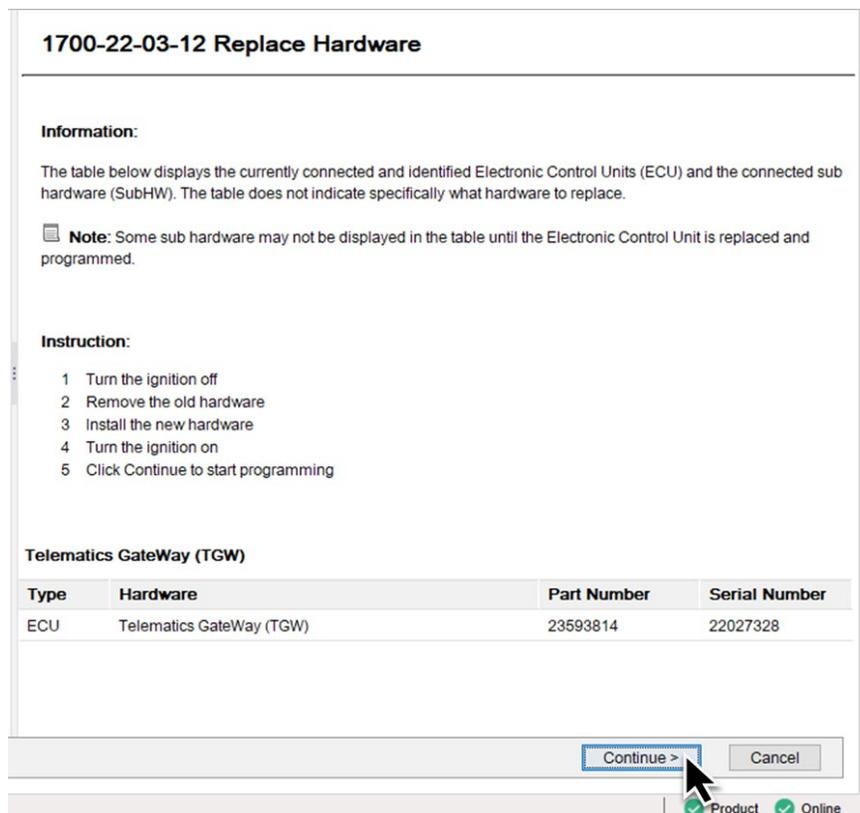
Chassis ID: PREVX.737968 VIN: 4RKJ33493N9737968 Work Order: 11111

✔ Product    ✔ Online

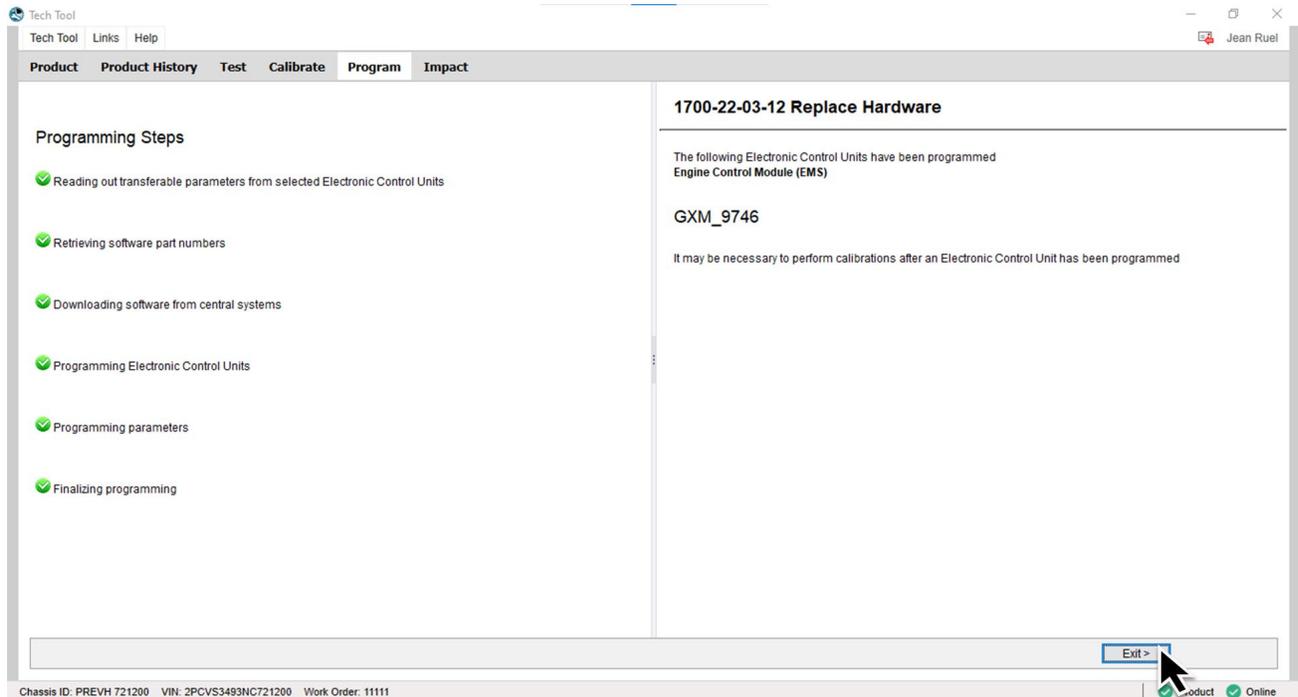
18. At the *Automatically checked conditions* step, tick the *Confirmed* check box.
19. Then click *Continue*.



20. Click *Continue* at this screen.



21. Once the programming steps are completed, click *Exit*.



8. Next, Clear any diagnostic trouble codes (DTC).

## PARTS / WASTE DISPOSAL

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

## WARRANTY

This modification is covered by Prevo's normal warranty. We will reimburse you the parts and 45 minutes (45 min) of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at [www.prevo.com](http://www.prevo.com) (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin WB22-84".

## OTHER

VBC Bulletin	-
Fail Code	06.27-2
Defect Code	49
Syst. Cond	B
Causal Part	7770029

Access all our Service Bulletins on <http://techpub.prevo.com/en/> or scan the QR-Code with your smart phone.



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