



# PREVOST

## WARRANTY BULLETIN

**WB23-04A**

|             |   |           |                 |
|-------------|---|-----------|-----------------|
| DATE :      | March 2023  | SECTION : | 07 TRANSMISSION |
| EXPIRATION: | March 2025  |           |                 |
| SUBJECT :   | <b>ALLISON 6TH GEN TRANSMISSION TCM REPROGRAMMING</b> |           |                 |

Revision: A

VIN Range adjustment

03-03-2023

### APPLICATION

| <b>NOTICE TO SERVICE CENTERS</b><br><i>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 Prevost website.</i>   |  |
|---|--|
| Model   | VIN  |
| H3-45 coaches<br>Model Year: 2022 - 2023  | From 2PCH33498PC721271 up to 2PCH33495PC721437 incl.<br>And Vehicle 2PCH33493NC721255  |
| H3-45 VIP motorhomes<br>Model Year: 2022 - 2023   | From 2PCVS3492NC721270 up to 2PCH33492PC721427 incl.                                   |
| X3-45 coaches<br>Model Year: 2023   | From 2PCG33496PC736749 up to 2PCCS3496PC736834 incl.                                   |
| X3-45 VIP commercial use<br>Model Year: 2022 - 2023   | From 2PCCS3495NC736739 up to 2PCCS3498PC736835 incl.                                   |
| X3-45 VIP motorhomes<br>Model Year: 2022 - 2023   | From 2PCBS3498NC736746 up to 2PCBS3491PC736784 incl.                                   |
| <b>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.</b> |  |

### DESCRIPTION

On the vehicles affected by this bulletin an update to the TCM (transmission control module) is required.

The work will be performed by authorized Allison Transmission Distributors & Dealers starting early March 2023.

Allison Transmission update procedure # **TT9076EN**

Meanwhile, this is what you should do if a vehicles is experiencing a U0103 code before being serviced. Following these steps will ensure that the vehicle can be put back in service as quickly as possible:

- DO NOT shut off the engine with the code active (CHECK light is illuminated and shift selector display will show cat-eyes ).
- Move the vehicle to a safe location and then shut down the engine.
- Cycle the ignition (key off & key back on).
- Use the shift selector to clear the active U0103 code
  - Push the Up Arrow/Down Arrows simultaneously until the Active Code screen is reached – push on the arrows multiple times to step thru the Oil Level and Prognostic information.
  - When the “U0103” code appears, press, and hold the MODE button for approx. 10 seconds or until the code is no longer visible.
- When the U0103 code clears the CHECK light will no longer be illuminated and the Shift Selector will display double- N's .
- The engine can now be restarted, and the vehicle driven to its destination.

## OTHER

|              |         |
|--------------|---------|
| VBC Bulletin | N/A     |
| Fail Code    | 07.00-1 |
| Defect Code  | 49      |
| Syst. Cond   | B       |
| Causal Part  | 570114  |

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](mailto:technicalpublications_prev@volvo.com) and type “ADD” in the subject to receive warranty bulletins applicable to your vehicle(s) by e-mail.**