

# PREVOST

## WARRANTY BULLETIN

**WB23-11**

DATE :	April 2023	SECTION :	06 ELECTRICAL
EXPIRATION:	April 2025		
SUBJECT :	<b>HEADLIGHTS POWER SUPPLY</b>		

First Release

04-20-2023

### APPLICATION

<b>NOTICE TO SERVICE CENTERS</b>	
<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 Model Year: 2024	From 2PCH33490 <u>RC721462</u> up to 2PCH33495 <u>RC721487</u> incl.
H3-45 VIP motorhomes Model Year: 2023	2PCVS3494 <u>PC721452</u> , 2PCVS3498 <u>PC721471</u> , 2PCVS3499 <u>PC721477</u> , 2PCV33499 <u>PC721489</u> , 2PCVS3495 <u>PC721492</u>
<p>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.</p>	

### DESCRIPTION

The vehicles affected by this bulletin require an update of the multiplex program (06100191.P01 for H3-45 and 06100192.P01 for H3-45 VIP) due to an intermittent power supply problem affecting the front left headlight in high beam position.

A wire reconnection at the A47 module is also necessary before the new program can be uploaded to the vehicle.

Please make an appointment in a Prevost Service Center or contact your Prevost Service representative to have the vehicle program upgraded. It requires VPG (Vehicle Program Generator) software.

For operators having the required equipment & software, please contact a Prevost Service representative to receive the vehicle program update file.

## EQUIPMENT

Required equipment to perform this bulletin:

Part No.	Description	Qty
N/A	LAPTOP (WITH VPG SOFTWARE)	1
N/A	RS232 SERIAL INTERFACE CABLE	1
N/A	VIRTUAL SERIAL PORT ADAPTER USB TO RS232	1
066009	INTERFACE HARNESS DB9 PC/MASTER ID-MU	1
568103	EXTRACTOR TOOL	1

## SAFETY PRECAUTIONS

- Eye protection should always be worn when working in a shop.
- Rules for Personal Protection Equipment should always be respected. Wear your PPE including but not limited to the following:



# Safety First!



## PROCEDURE



### DANGER

Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button. On the Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

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.

## PART 1 : MODULE RECONNECTION

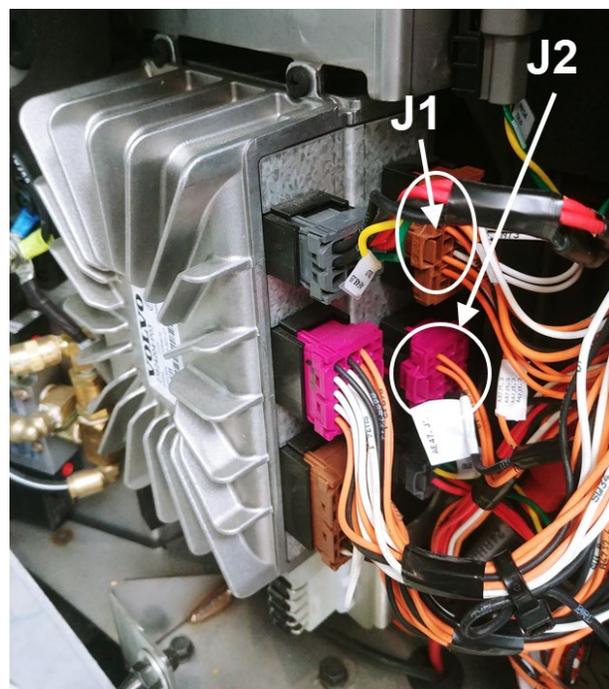
1. Remove the entrance electrical compartment panel.

- Unclip the lower part of the panel first.
- Slightly tilt the panel and disengage the upper panel hooks.
- Disconnect the panel harness.



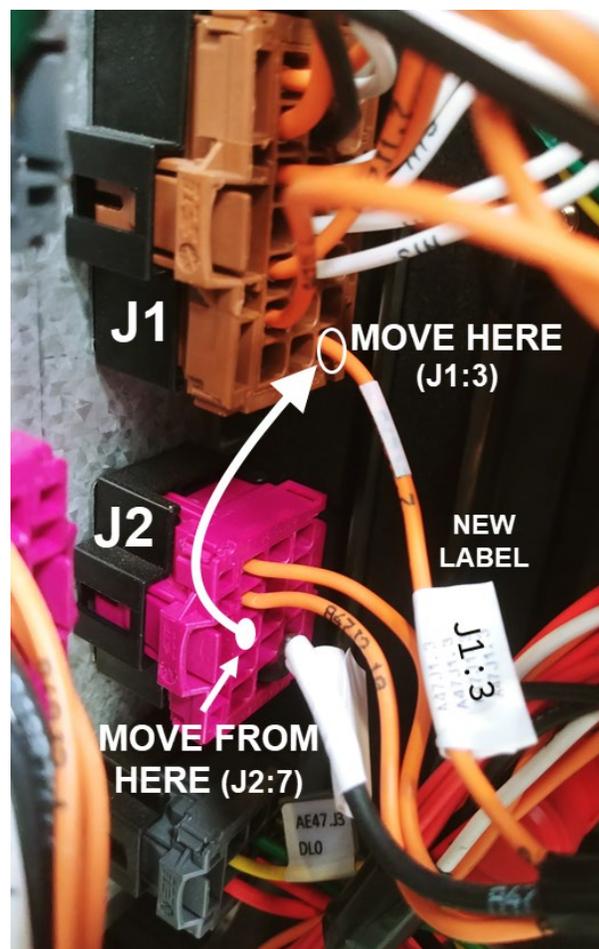
2. Locate the faulty connection.

- Locate the **A47** I/OB module in the compartment as shown.
- On the side of the module, locate the **J1** and **J2** connectors.



3. Reconnect the faulty wire.

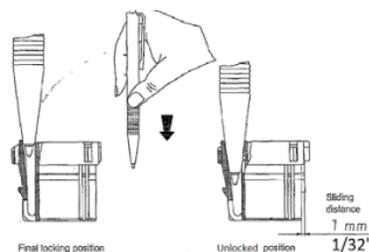
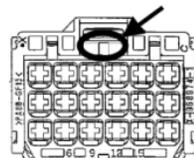
- Locate wire **J2:7** (J2 middle connector)
- Disconnect J2 connector (see note for correct removal procedure)
- Remove the **J2:7** wire using extractor tool **568103** (see note for correct removal procedure).
- Put a label on the wire indicating that it will now be named **J1:3**.
- Reconnect **J2:7** wire into **J1:3** cavity of the J1 (top) connector.
- Reconnect the J2 connector.



**NOTE**

**Unlocking the secondary lock**

To unlock the secondary lock on these housings, a simple solid commercial ball pen is sufficient. The ball pen has to be inserted perpendicularly according the image, between the locking latch of the housing and the secondary lock block. Then it will be pushed with care until the opening is felt (a "click" sound can be heard).



**Extracting the contacts from housings**

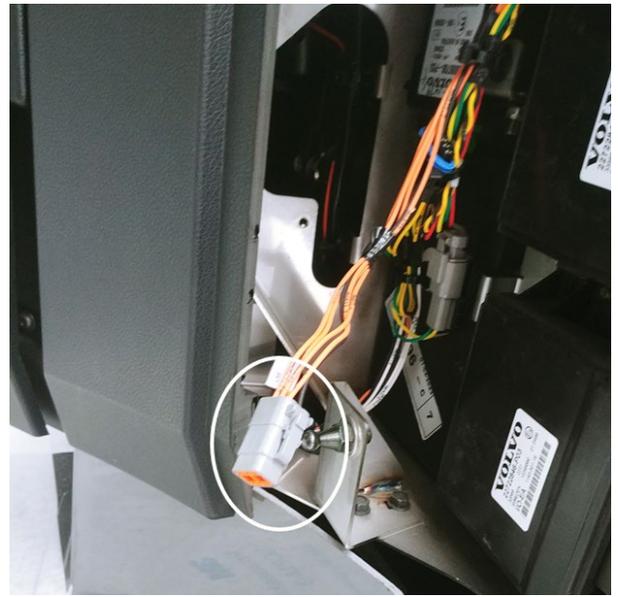
To extract contacts, the secondary lock has to be in the unlock position. The tool has to be inserted from connection side into the cavity of housing up to the stop; the contact will be unlocked thereby. Keep the tool in that position and then take the contact out by pulling on the cable. Note: Do not pull the cable before unlocking the contact; on the other hand by pressing the cable gently against the cable outlet direction the unlocking procedure will be facilitated.



EXTRACTOR/TOOL: Prevost 568103

4. Reinstall the entrance panel.

- Reconnect the panel harness
- Reinsert the top part (hooks)
- Snap back the lower part.



## IMPORTANT

If the bulletin is performed by a Prevest Service Center, use computer and VPG software for the program revision number upgrade.

If the vehicle operator is having the equipment required to proceed to the vehicle programming, the operator must contact a Prevest Service representative to have the vehicle program update file sent to him. Refer the representative to procedure shown in bulletin **SCI19-20**, explaining how to send the file.

## PART 2 : REPROGRAMMING THE VEHICLE

1. Connect to vehicle and enter vehicle short VIN (click "SEARCH") (1)
2. Make sure the vehicle is using an older program number (other than 06100191.P01 for H3-45 and 06100192.P01 for H3-45 VIP). (2)
3. Click on the blue square to check new available program. (3)

The screenshot shows the software interface for vehicle programming. At the top, there is a search bar with "Vehicle ID#: R-1453" and a "Search" button. A red box highlights the search bar and button, with a red arrow pointing to the "Search" button labeled "1". Below the search bar, there is a message: "Messages: \*\*\* Other version of programs available \*\*\*".

The interface has several tabs: "General", "Vehicle Parameters", "Program Generation", and "Transfer to the Vehicle". The "Program Generation" tab is active.

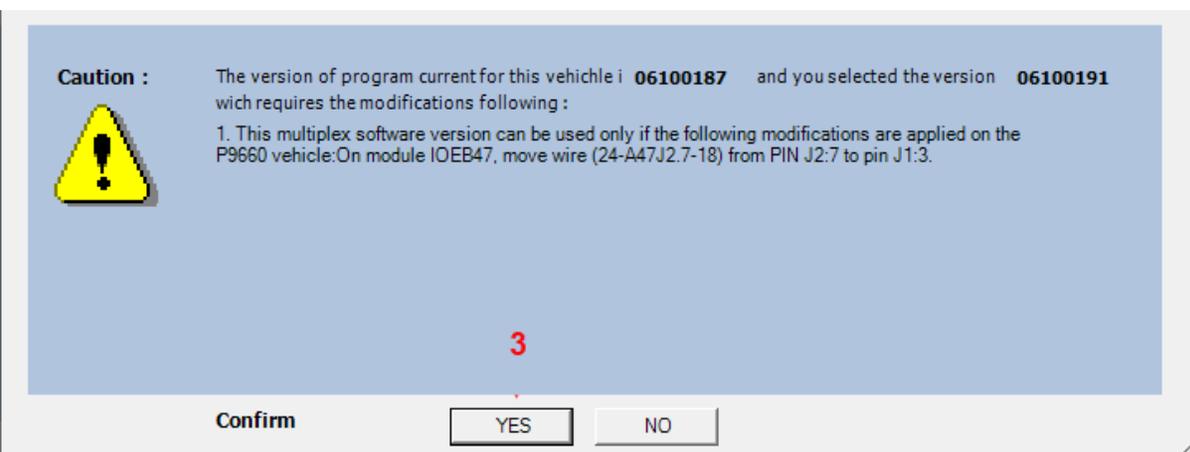
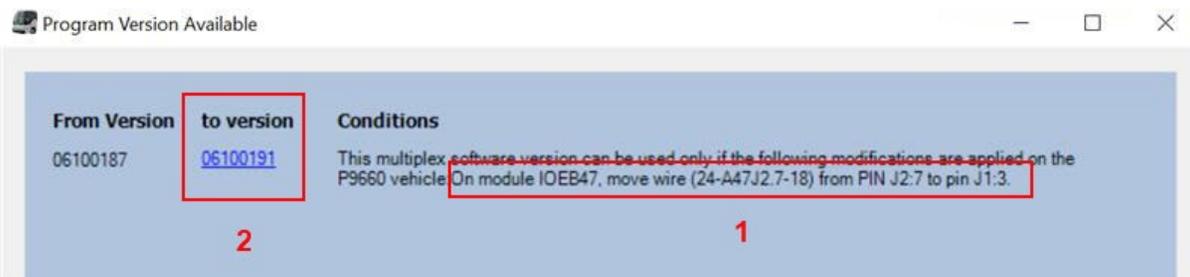
Below the tabs, there is a "Next >>" button. The main content area is divided into sections:

- Vehicle Info:** VIN #: 2PCH3349XRC721453, Vehicle Type: H345, Status: In Service, Production Date: 2022/12/05. Software ID as shown in the Vehicle MCD: MID 188 SW ID 23370350P01\*06100187 P12\*00271453A06\*.
- Vehicle Events Data:** A table with three columns: "Current Data", "Last Generation", and "Last Transfer".

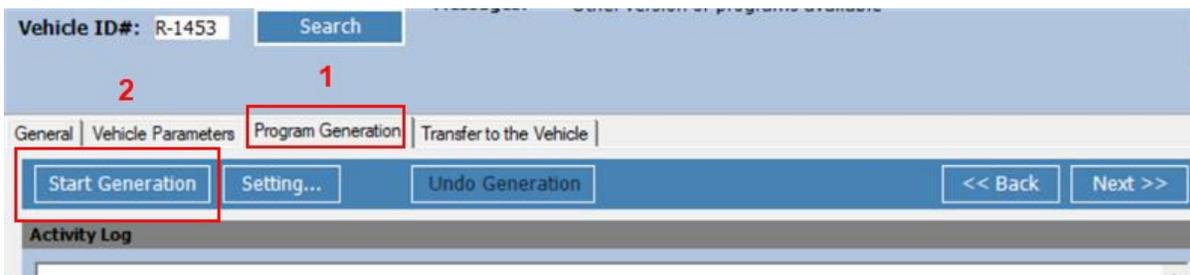
	Current Data	Last Generation	Last Transfer
User name:	Jean Ruel (Aftermarket product expe	CS-FP-S-PCID2466 (Electricien Produ	CS-FP-S-PCID2466 (Electricien Produ
Date/hour:	2023/04/03 14:36:02	2023/03/20 13:30:07	2023/03/20 13:38:54
Parameters:	00271453 Rev:A06	00271453 Rev:A06	00271453 Rev:A06
Program/Date:	06100187 Rev:P12 2023-02-28	06100187 Rev:P12 2023-02-28	06100187 Rev:P12 2023-02-28
Description:	Production		

Red arrows point to the "Program/Date" field in the "Current Data" column (labeled "3") and the "Description" field (labeled "2").

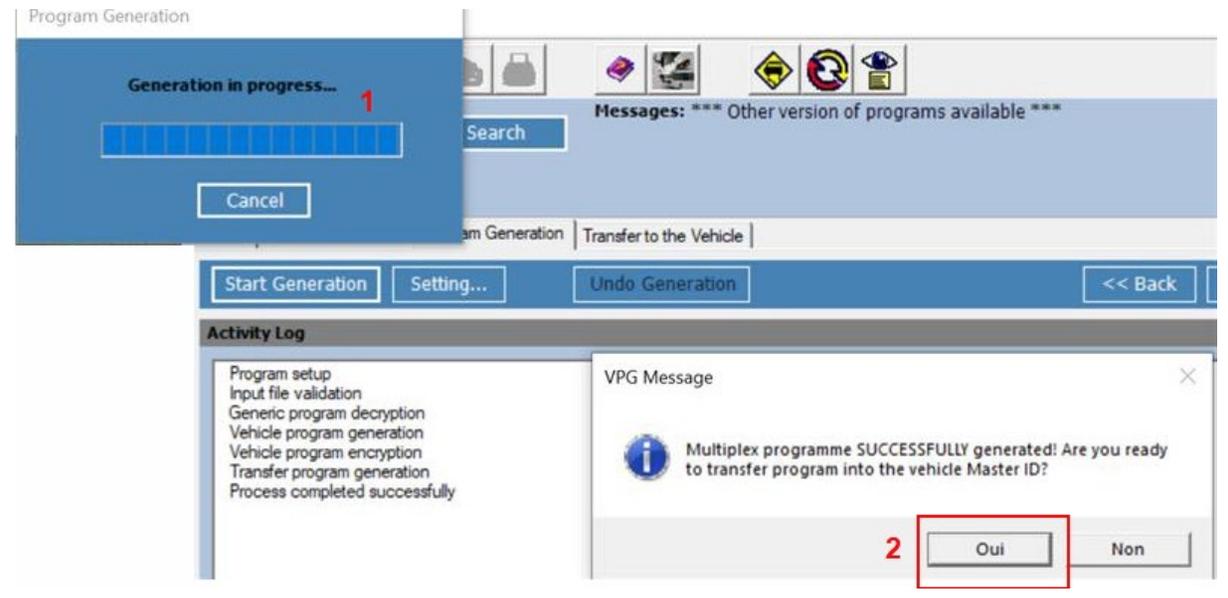
4. Take note of the condition; make sure Part 1 of the bulletin was done before reprogramming the vehicle. (1)
5. Make sure the new program is available (06100191.P01 for H3-45 and 06100192.P01 for H3-45 VIP). Click on the program. (2)
6. Confirm that Part one was done. (3)



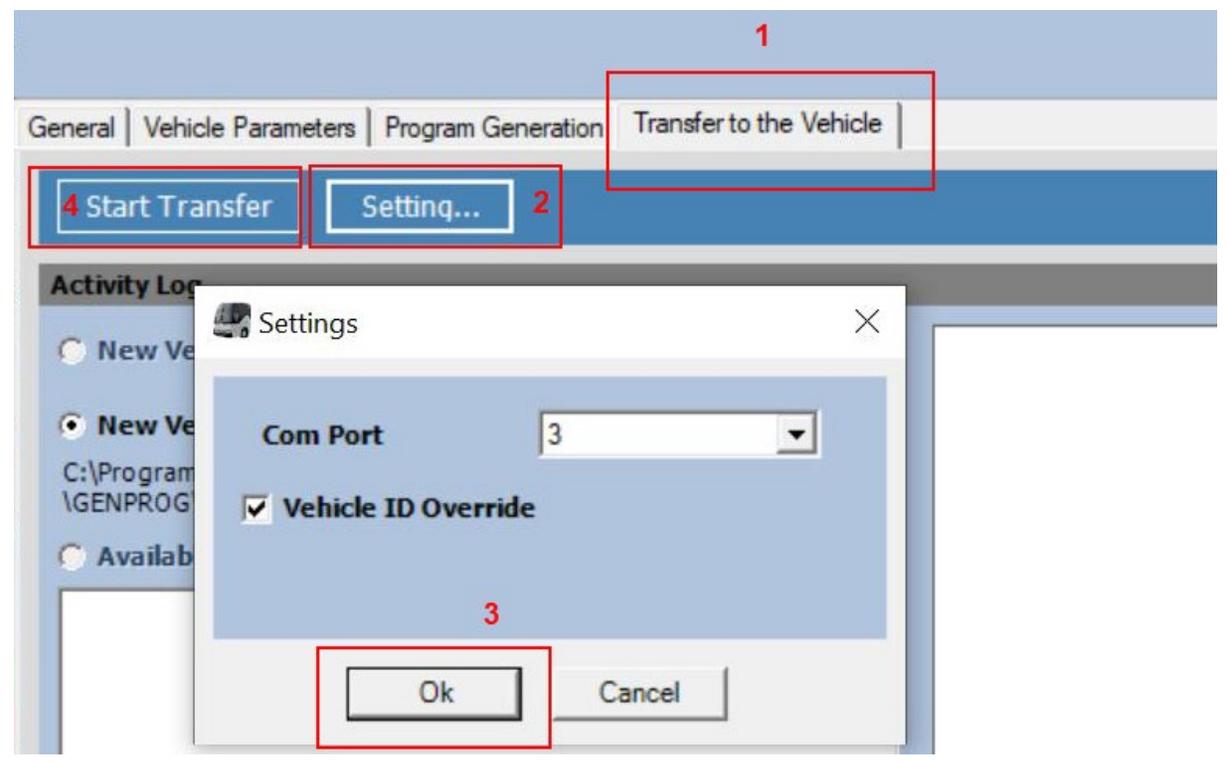
7. Go to program generation menu. (1)
8. Click start generation. (2)



9. Let generation finish.(1)
10. Click yes/oui to start transfer to vehicle.(2)



11. Go to transfer menu. (1)
12. Click Setting. (2)
13. Choose the correct port for your laptop and click OK. (3)
14. Start the transfer. (4)



## WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you one hour (1.0) of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at [www.prevostcar.com](http://www.prevostcar.com) (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin WB23-11".

## OTHER

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

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<http://techpub.prevostcar.com/en/>  
or scan the QR-Code with your smart phone.



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