



**SAFETY  
RECALL**

**SR23-42**

DATE :	November 2023	SECTION :	06 ELECTRICAL
SUBJECT:	RETIGHTEN POWER RELAY R29 CABLE NUTS		

First Release

11- 30-2023

**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 2PCH33493 <u>RC721472</u> up to 2PCH33493 <u>RC721682</u> incl.
H3-45 VIP motorhomes Model Year: 2023 - 2024	From 2PCVS3498 <u>PC721471</u> up to 2PCVS3492 <u>RC721677</u> incl.
X3-45 coaches Model Year: 2023 - 2024	From 2PCG33498 <u>PC736865</u> up to 2PCG33495 <u>RC736941</u> incl.
X3-45 VIP motorhomes Model Year: 2023 - 2024	From 2PCBS3495 <u>PC736870</u> up to 2PCBS3498 <u>RC736932</u> incl.
X3-45 VIP commercial use Model Year: 2023 - 2024	From 2PCCS3498 <u>PC736866</u> up to 2PCCS3499 <u>RC736958</u> incl.
<p><b>This Safety Recall does not necessarily apply to all the above-mentioned vehicles. Some vehicles may also have been modified before delivery. The owners of the vehicles affected by this recall will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.</b></p>	

**DESCRIPTION**

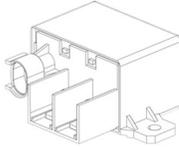
On vehicles affected by this recall, retighten power relay cable nuts. Also, on X3 model vehicles, you may need to replace the power relay if it is damaged.

**MATERIAL FOR H3**

No material is needed for this H3 model safety recall.

## MATERIAL FOR X3

Order kit **SR23-42** which contains the following parts:

Part No.	Description	Qty
563348	POWER RELAY, RECTANGLE 	1
502681	NUT HEX NYRT NX500 M6-1.0 G8 	4
502573	WASHER FLAT SS 6.4 X 12.0 X 1.6 	2
561755	SHRINK TUBING .750po .375 po RED -55C, +135C 	1 FT

### NOTE

*Material can be obtained through regular channels.*

## 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



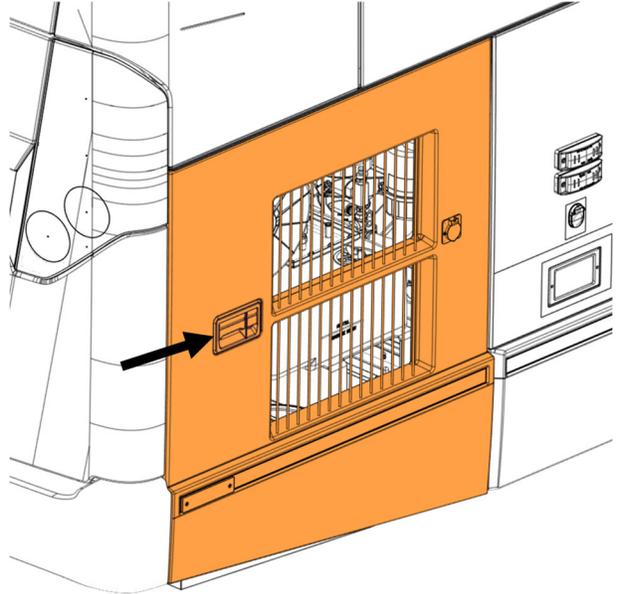
### DANGER

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 Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

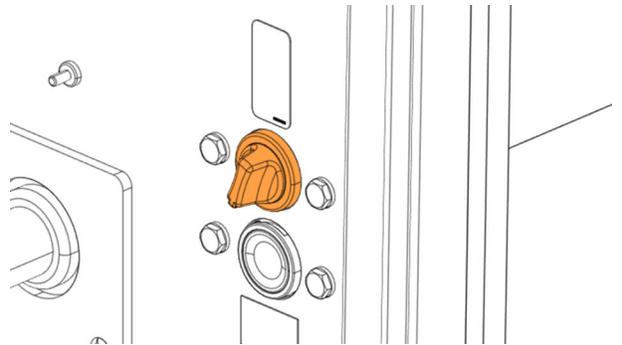
Lockout & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

## RETIGHTEN ON H3 MODEL

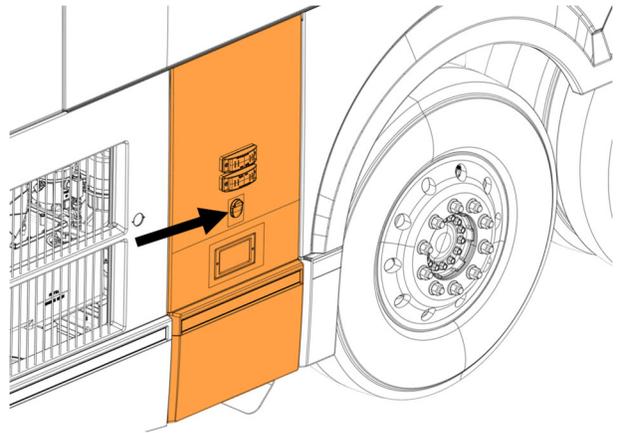
1. Open compressor compartment door.



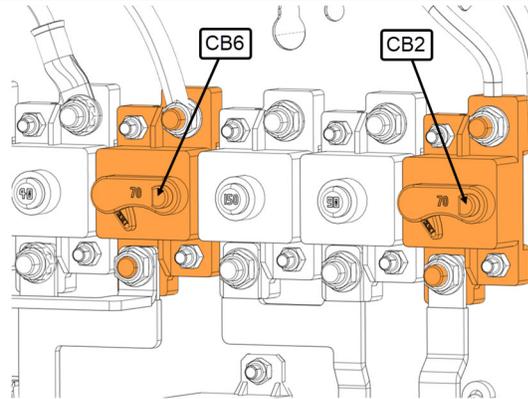
2. Turn off the switch of the main electrical.



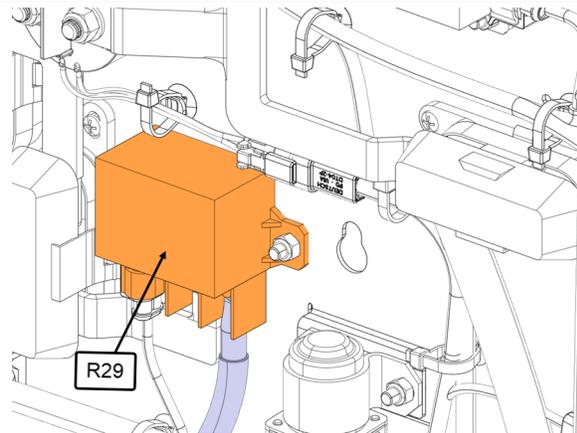
3. Open rear service compartment door on curbside.



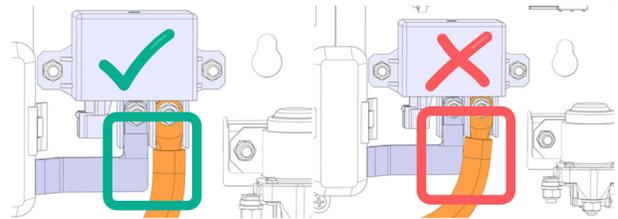
4. Trip main circuit breakers **CB2** & **CB6**.



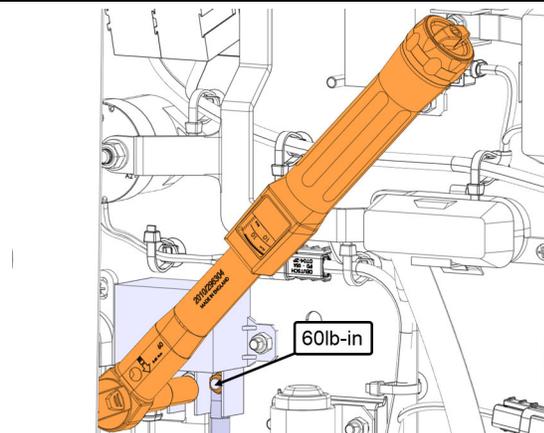
5. Locate the power relay **R29**.



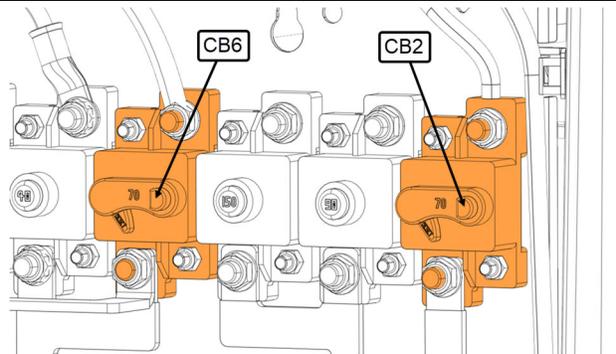
6. Loosen nuts before retightening.  
7. Before to apply the final torque, **verify the cable does not touch the bus bar.**



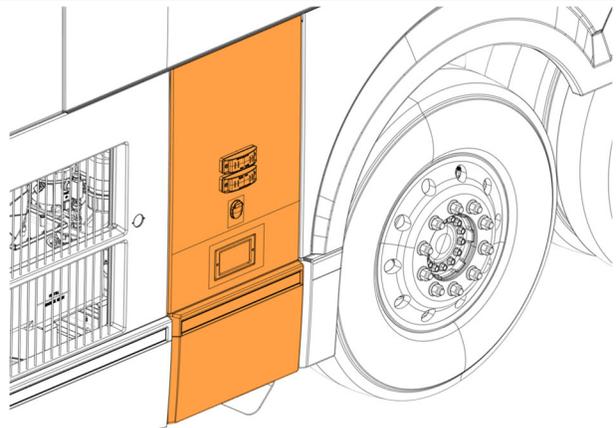
8. Retighten the cable and bus bar nuts to a torque of **60lb-in**.  
9. Applied torque seal on nuts.



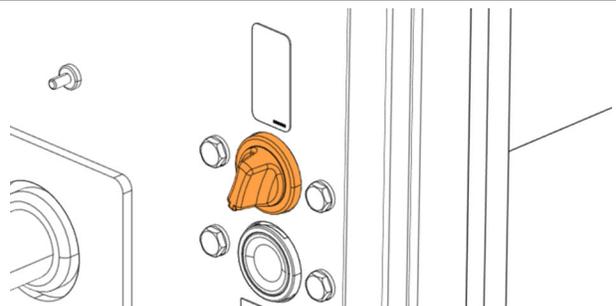
10. Switch on main circuit breakers **CB2** & **CB6**.



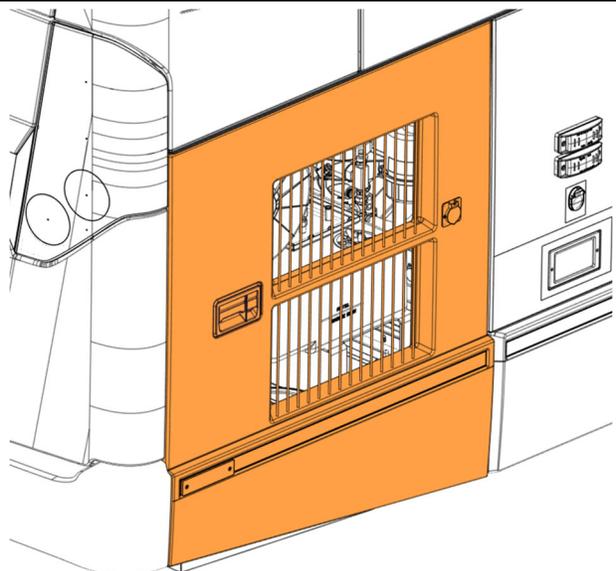
11. Close rear service compartment door.



12. Turn on the switch of the main electrical.

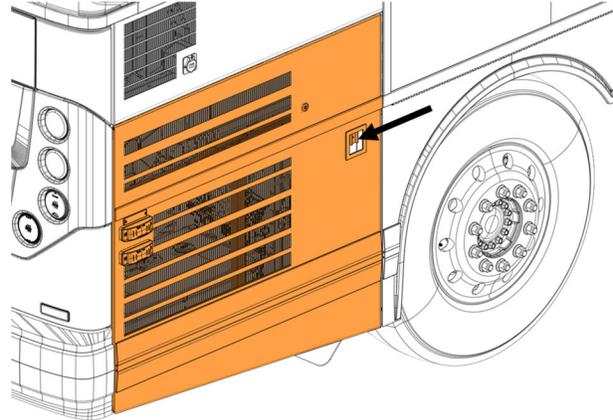


13. Close compressor compartment door.

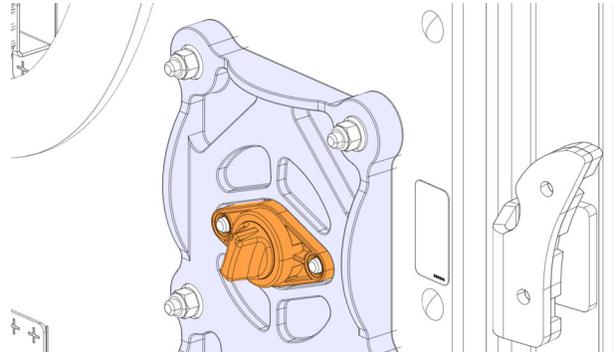


## INSPECTION AND RETIGHTEN ON X3 MODEL

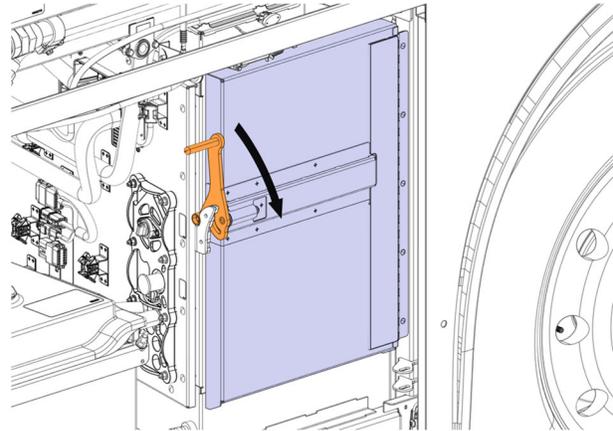
1. Open compressor compartment door.



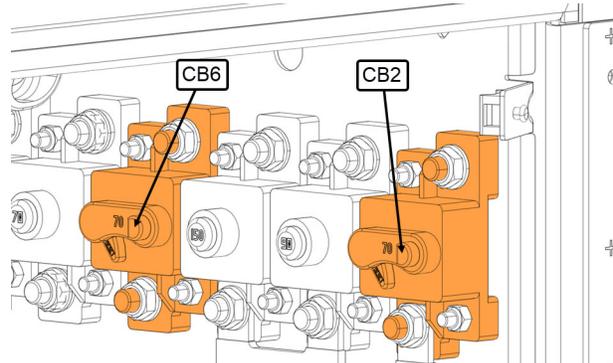
2. Turn off the switch of the main electrical.



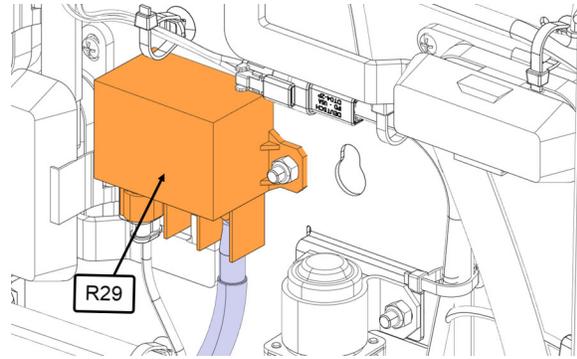
3. Open rear junction box door.



4. Trip main circuit breakers **CB2** & **CB6**.

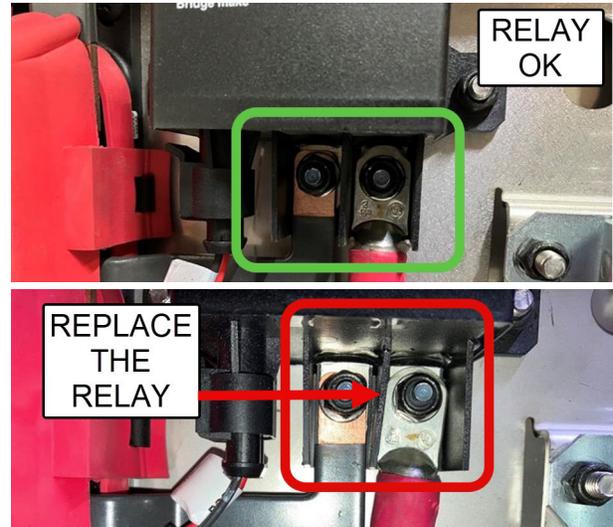


5. Locate the power relay **R29**.



6. Inspect the power relay.

- If the relay connection divider is not damaged, go to the next step.
- If the relay connection divider is damaged see relay replacement section.
- If you do not have a new relay on hand, continue the procedure to ensure the quality of the assembly.



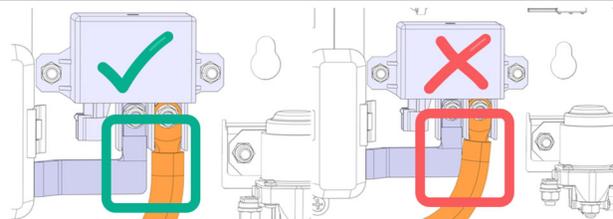
7. Inspect cable shrink tubing.

If shrink tubing of the cable is damaged, replace it with a new shrink tubing 561755.



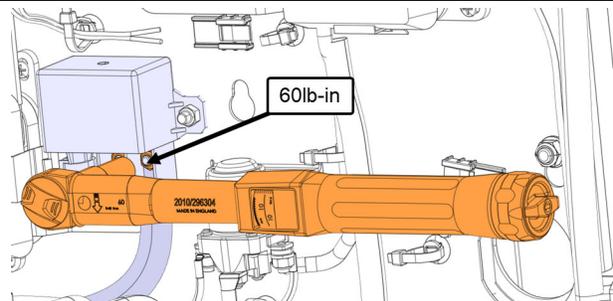
8. Loosen nuts before retightening.

9. Before to apply the final torque, **verify the cable does not touch the bus bar.**

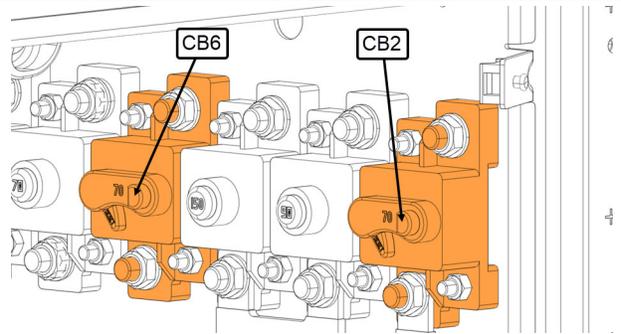


10. Retighten the cable and bus bar nuts to a torque of **60lb-in.**

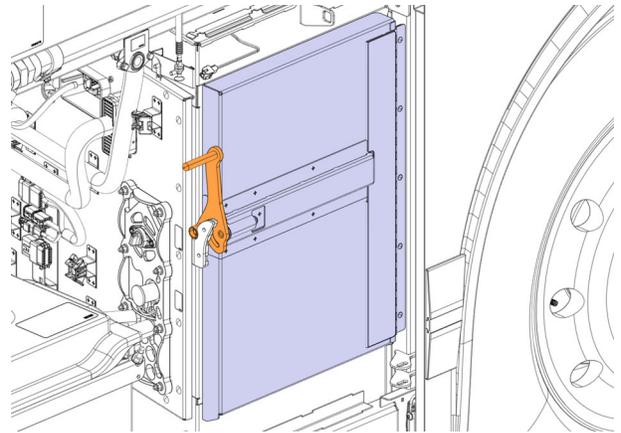
11. Applied torque seal on nuts.



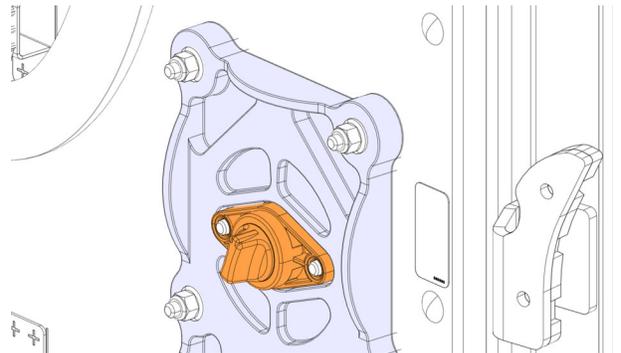
12. Switch on main circuit breakers **CB2** & **CB6**.



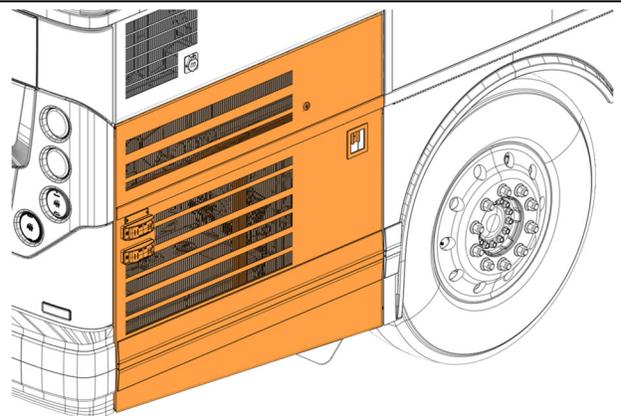
14. Close rear junction box door.



15. Turn on the switch of the main electrical.

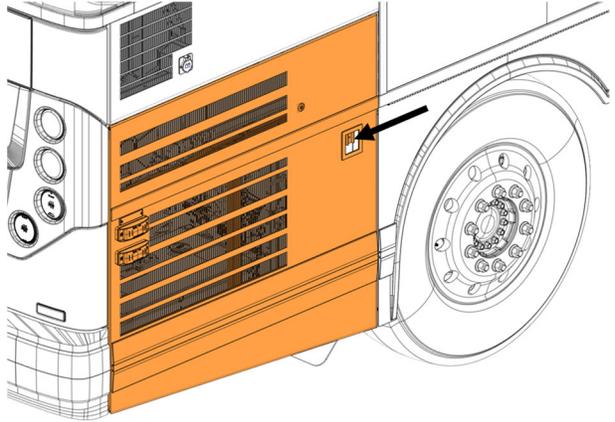


16. Close compressor compartment door.

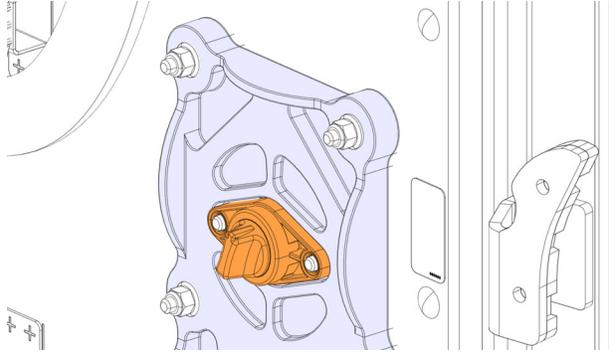


## RELAY REPLACEMENT ON X3 MODEL

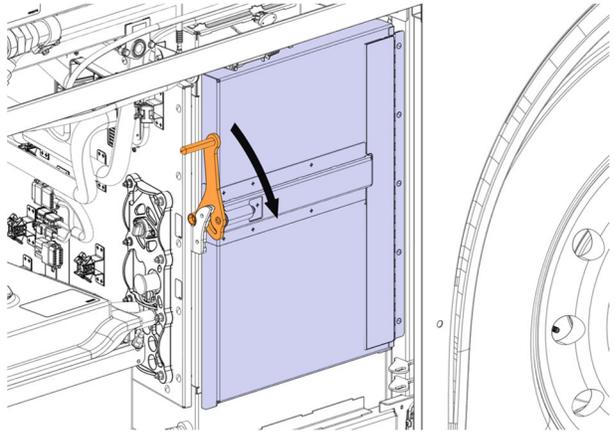
1. Open compressor compartment door.



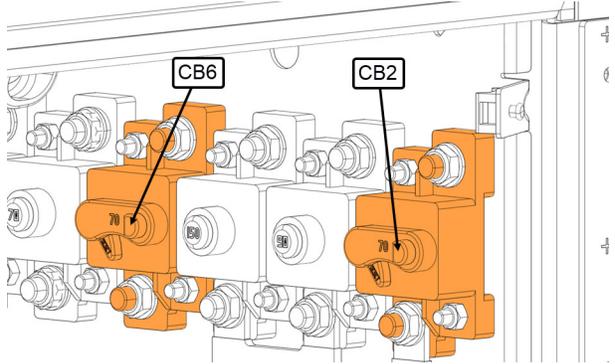
2. Turn off the switch of the main electrical.



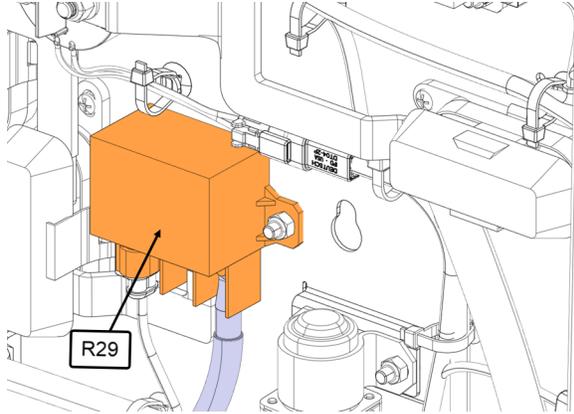
3. Open rear junction box door.



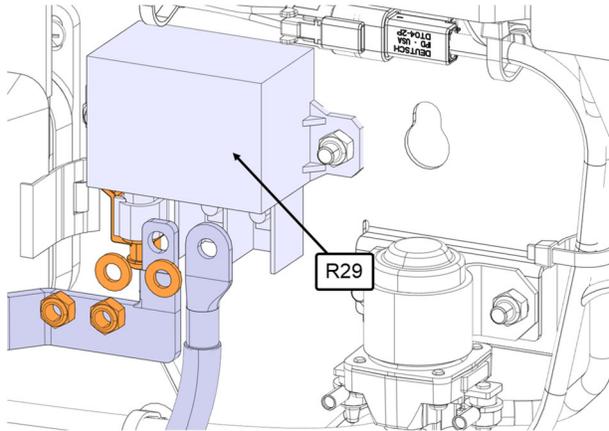
4. Trip main circuit breakers **CB2** & **CB6**.



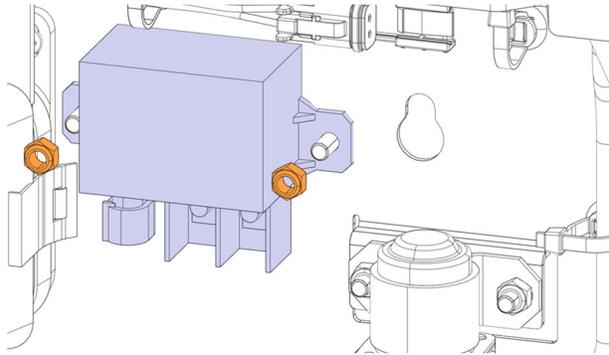
5. Locate the power relay **R29**.



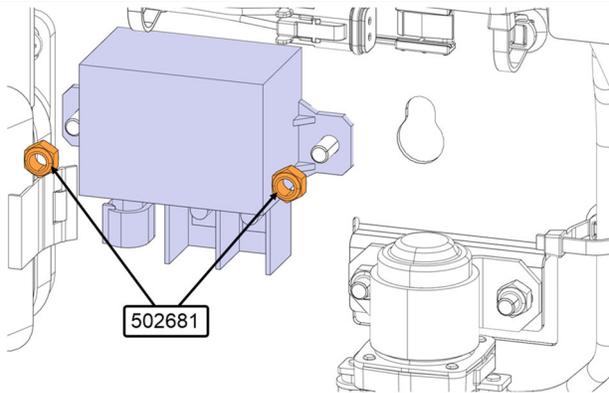
6. Unplug connector **R29** and unscrew nuts and washers that fix the bus bar and the cable.  
7. Discard nuts and washers.



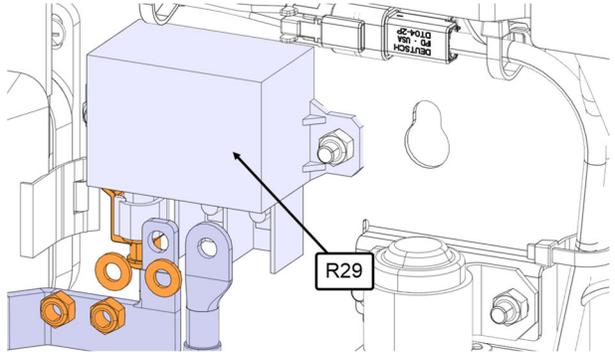
8. Unscrew nuts that fasten the relay.  
9. Discard nuts.



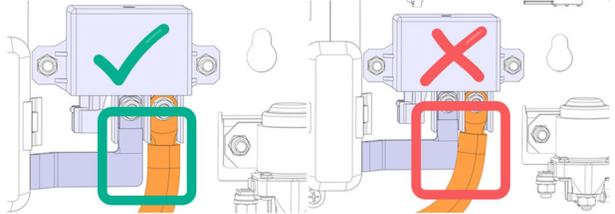
10. Install the new power relay 563348 with nuts 502681 (2x) and torque to **7lb-ft**.



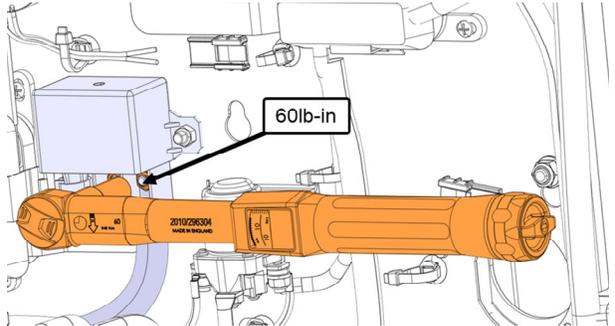
11. Plug connector **R29** and fasten the bus bar and the cable to the power relay with nuts 502681 (2x) and flat washers 502573 (2x).



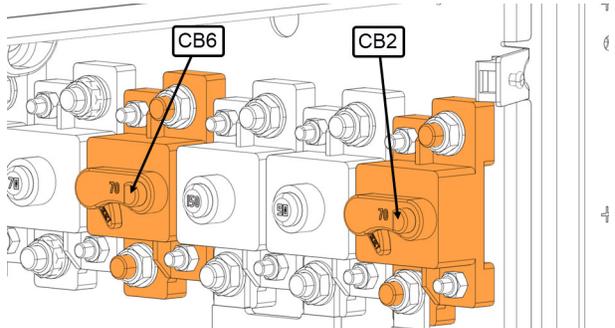
12. Before to apply the final torque, **verify the cable does not touch the bus bar.**



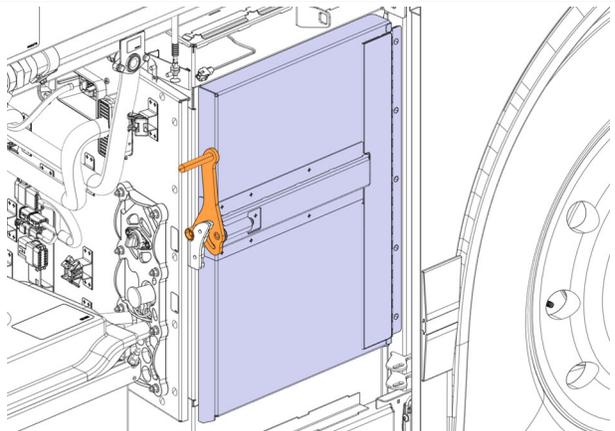
13. Tighten nuts to a torque of **60lb-in.**  
14. Apply torque seal on nuts.



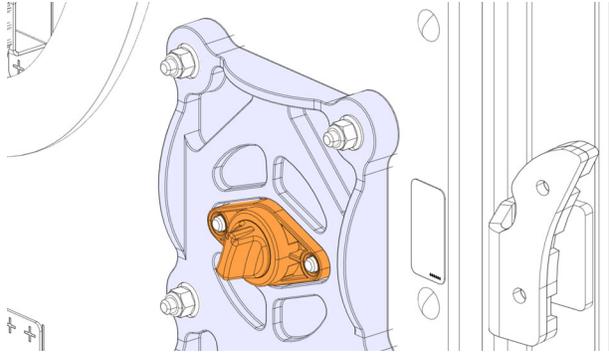
15. Switch on main circuit breakers **CB2 & CB6.**



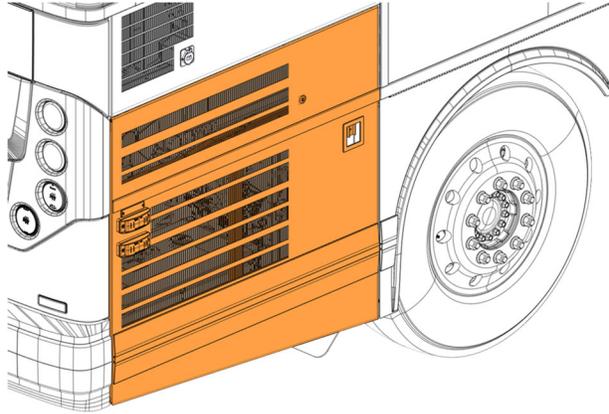
17. Close rear junction box door.



18. Turn on the switch of the main electrical.



19. Close compressor compartment door.



## PARTS DISPOSITION

DO NOT RETURN THE REPLACED PARTS. Discard waste according to applicable environmental regulations (Municipal/State [Prov.]/ Federal)

## WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and labor as follows upon receipt of a completed A.F.A. 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 "Safety Recall SR23-42".

Retighten on H3 model only:

¼ hour (0.25) of labor

Inspection and retighten on X3 model only:

¼ hour (0.25) of labor

Inspection and retighten and relay replacement on X3 model only:

½ hour (0.5) of labor

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at [prevost.warranty@volvo.com](mailto:prevost.warranty@volvo.com) or by fax at 418-831-9301.

## OTHER

VBC Bulletin	N/A
Fail Code	06.09
Defect Code	09
Syst.Cond	R
Causal Part	563348

Access all our Service Bulletins on <http://techpub.prevostcar.com/en/> or scan the QR-Code with your smart phone.  
E-mail us at [technicalpublications\\_prev@volvo.com](mailto:technicalpublications_prev@volvo.com) and type "ADD" in the subject to receive our warranty bulletins by e-mail.



