



**SAFETY
RECALL**

SR24-04

DATE :	February 2024	SECTION :	06 ELECTRICAL
SUBJECT:	Exterior Lights Control Logic		

First Release

06-02-2024

APPLICATION

NOTICE TO SERVICE CENTERS	
<i>Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of PrevoSt website.</i>	
Model	VIN 
H3-45 coaches Model Year: 2022 - 2023	From 2PCH33493 <u>NC721224</u> up to 2PCH33490 <u>PC721443</u> incl.
H3-45 VIP motorhomes Model Year: 2022	2PCVS3490 <u>NC721283</u>
X3-45 coaches Model Year: 2023 - 2024	From 2PCG33498 <u>PC736753</u> up to 2PCG33493 <u>RC736999</u> incl.
<p>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.</p>	

DESCRIPTION

On vehicles affected by this recall, The exterior lighting system does not comply with the requirements of Canadian Motor Vehicle Safety Standard because the tail lamps are not alight when the driver instrument panel is illuminated and the daytime running lights are in use.

The issue results from a Multiplex software problem, the following vehicle software versions are affected and must be updated:

- H3-45 Vehicle Software 06100123
- H3-45 VIP Vehicle Software 06100122
- X3-45 Vehicle Software 06100124

SPECIAL TOOL REQUIRED TO UPGRADE PROGRAM

Use the following components:

PART NO.	DESCRIPTION	QTY
N/A	LAPTOP	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

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!



MULTIPLEX SOFTWARE UPDATE PROCEDURE FOR PREVOST SERVICE CENTER

1. Update the multiplex software with the latest revision using the usual procedure with VPG.
2. Bulletin is complete.

MINIMUM REVISION NUMBER REQUIRED	
PROGRAM	REVISION
06100122	P41
06100123	P37
06100124	P39

MULTIPLEX SOFTWARE UPDATE PROCEDURE FOR CUSTOMERS

 **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.

NOTE

*Some customers make the vehicle program update by their own, **but it is recommended to let a Prevost service center to make the work.***

For customers wanting to proceed on their own, move to next steps.

VERIFICATION OF THE VEHICLE PROGRAM REVISION NUMBER

1. Check the vehicle program revision number with the Driver Information Display (DID) in the dash.
2. Select the Diagnostics menu.

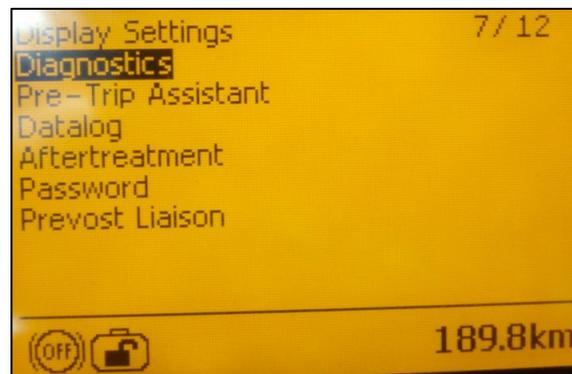


Figure 1

3. Select Part Number menu.

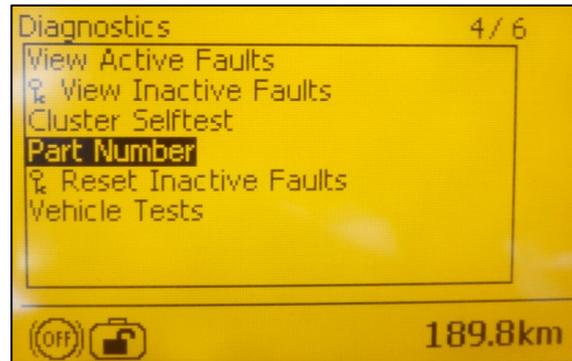


Figure 2

4. Select Electrical System menu.

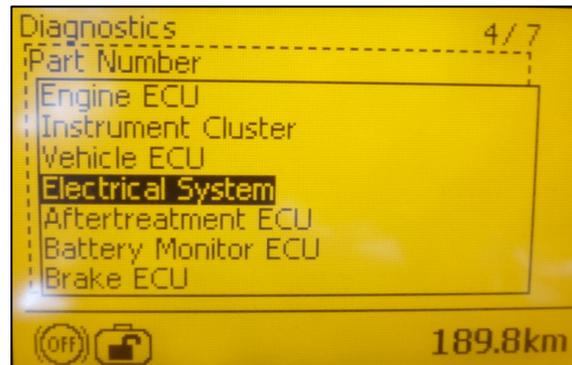


Figure 3

5. The DID shows the software number (program number) and the actual revision number just after the "P" letter for the vehicle.
6. Note the program number and the revision number.

NOTE
The vehicle program number start with "06"

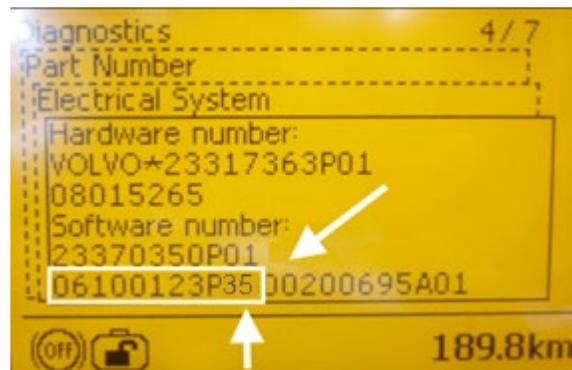


Figure 4

7. Table 1 shows the minimum revision number needed, according to the program number.
8. Compare the vehicle program number and revision number shown in the DID with the corresponding numbers in Table 1.
9. If the vehicle has the program revision number shown in Table 1 or a higher number, the bulletin is complete.
10. If you need your vehicle program to be upgraded, move next section of the bulletin.

MINIMUM REVISION NUMBER REQUIRED	
PROGRAM	REVISION
06100122	P41
06100123	P37
06100124	P39

Table 1

VEHICLE PROGRAM UPGRADE

11. If a program upgrade on the vehicle is needed, make an appointment in a Prevest Service Center, or contact a Prevest Service representative.
12. If you have the special tools required and you want to process the vehicle program upgrade on your own, you will need the vehicle last version program file. Contact your Prevest Service representative to obtain the latest vehicle program.

NOTE to Prevest Service representative

- a) Generate the program with VPG 3.0.
- b) Close VPG.
- c) Go to C:\Program Files (x86) \VpgApp\MUX_Local_V2\GenProgD)
- d) Identify the VIN software. Example: MP_00231308A04 = N-1308.
2 options are available:
 - *Option 1:* Use the generation without extension (MP_00231308A04) to be programmed with Maidcom 2v3.18. Easy to transfer via email but customer must have Maidcom.
 - *Option 2:* Use the generation with .exe extension (MP_00231308A04.exe). This version does not require Maidcom but cannot be transferred via email.

NOTE

Please take note that steps 13 to 44 are only to program using Option 2.
For option 1 contact your CSM for instruction.

13. Connect the vehicle to a battery charger.
14. Turn the ignition to "ON" position.
15. Activate the Hazard flashers.
16. Locate the RS232 serial port into the front service compartment.

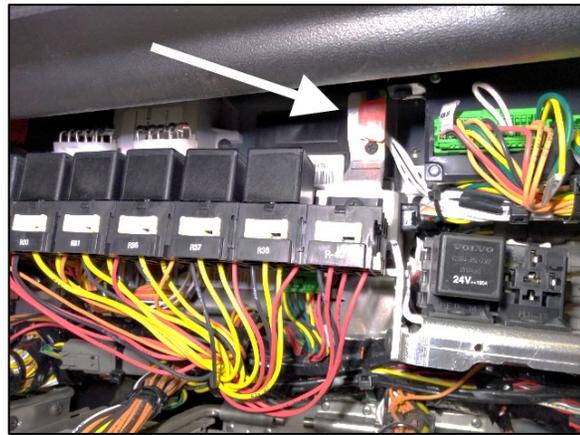


Figure 5

17. Remove the cap and keep in a safe place.
18. Connect the computer on the vehicle into the RS232 port.
19. Open the computer management application on your computer.
20. Right click on "My Computer" on the desk and click on Manage menu.

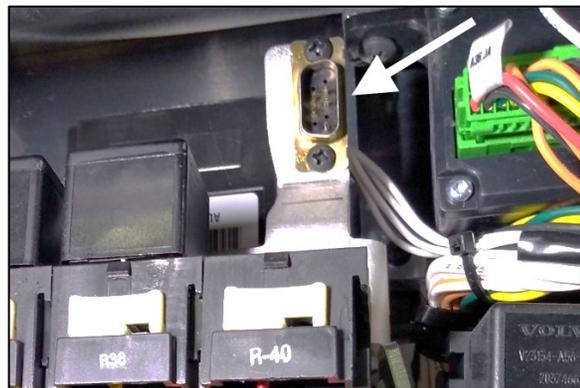


Figure 6

21. Click on 'Device manager'.
22. Expand the ports list.
23. Check the COM port number and note the number.

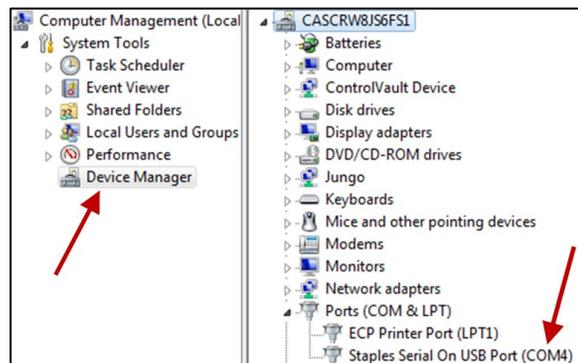


Figure 7

24. Double click on "COM" element to open the properties dialog box.
25. Click on "Port Setting" tab.
26. Select 115200 for the Bits per second.
27. Select Hardware for the Row control.
28. Click "OK".

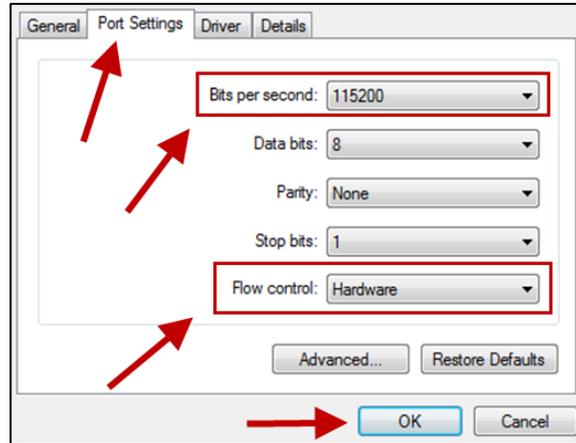


Figure 8

29. Make sure you have the vehicle program update, supplied by the Prevost service center, on your computer.
30. Rename the file and remove the last digits ".txt". Keep only the extension ".exe"



NOTE
The name of the file that you received should match with the VIN of the vehicle you are about to update. It should look like this example: MP_00141224A06.exe.txt. The four numbers before the last letter are the last 4 numbers of the VIN (short VIN).

31. Launch the vehicle program (double click on the file name or right click on the file name and select Open).
32. Select the port number noted before.
33. Click "Continue" button.



Figure 9

34. Select the destination of the backup file that will be generated with the update processing.
35. Click on "Continue" button.

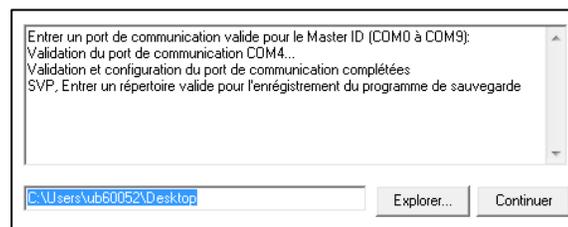


Figure 10

36. Program processes.

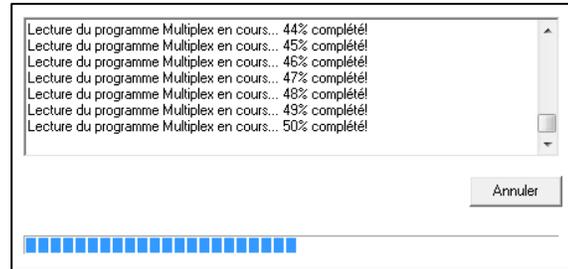


Figure 11

37. Wait until you get the message "TRANSFER COMPLETED".

38. Click "Finish" button.

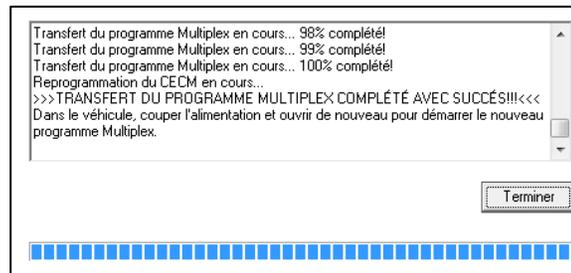


Figure 12

39. Disconnect the computer.

40. From the rear electrical compartment, trip circuit breaker CB6 and reset after 5 seconds.

41. The system needs some time to complete the update. Wait until the head lights shut down or until you have access to information on the DID.

42. Check in the DID the Software number (program number) and compare again with the table 1.

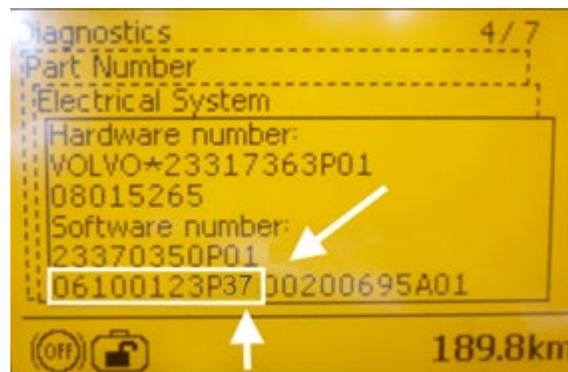


Figure 13

43. Reinstall the RS232 serial port cap.

44. Bulletin is complete.

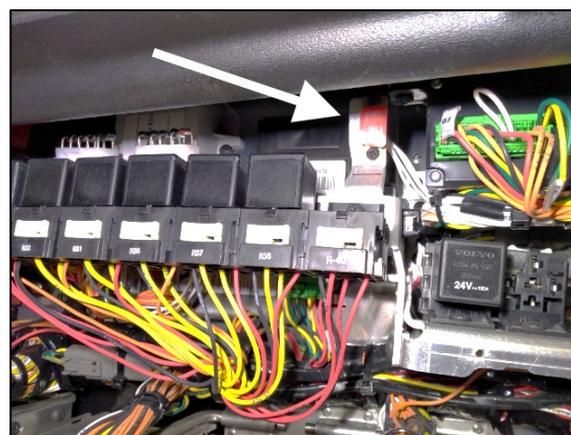


Figure 14

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 3/4 hour(s) (0.75) of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall OBSR24-04".

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 or by fax at 418-831-9301.

OTHER

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

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 and type "ADD" in the subject to receive our warranty bulletins by e-mail.



