

Date	Expiration	Group	No.	Page
07.2010	07.2012	293	004	1(3)

VOLVO D13 ENGINE - NEW EGR MIXER INLET TUBE  
 (Ref.: FSB 293-004)  
 9700 (B13R)

**VEHICLES' SERIAL NUMBERS INVOLVED**

VIN		
<b>Volvo 9700</b>  <b>Model Year: 2009</b>	3CET2M627 <u>95127142</u>	3CET2M622 <u>95127372</u>
	3CET2M629 <u>95127143</u>	3CET2M624 <u>95127521</u>
	3CET2M620 <u>95127144</u>	3CET2M629 <u>95129166</u>
	3CET2M620 <u>95127371</u>	3CET2M620 <u>95129167</u>

**DESCRIPTION**

The vehicles mentioned above may experience premature failure of the EGR mixer inlet tube. This failure is thought to be caused by failure at the brazed joint between the inner portion of the tube to the mounting flange. If the brazed joint fails, the inner portion of the tube will fall into the EGR mixer chamber and then into the intake manifold. The pieces of the mixer inlet tube may cause failure of the turbocharger and catastrophic engine failures. A redesigned single piece mixer inlet tube was introduced in production on engine serial number 921589. On vehicles equipped with Volvo engines built before engine serial number 921589, the EGR mixer inlet tube must be removed and inspected. At the next scheduled vehicle service, if the engine is equipped with the previous style brazed-end tube, the tube must be replaced with the redesigned single piece tube.

Additionally, if the tube end has broken-off and slid down into the intake manifold, additional components may be damaged and require replacement.

Please contact your Prevest Service Center or Authorized Service Provider for additional information and to schedule an appointment at your earliest convenience. Please mention Warranty Bulletin WB10-54. A complete list of the Prevest service points is available on [www.prevestcar.com/network](http://www.prevestcar.com/network).

**Prevest Action Service System (PASS) 1 800 463-7738**

Date	Expiration	Group	No.	Page
07.2010	07.2012	293	004	2(3)

<b>Regional Service Managers</b>		
Brian Godfroid	Washington State, British Columbia, Alberta, Saskatchewan, Manitoba	1 866 770-8892
Tommy Nolet	New York State, Connecticut, Massachusetts, Vermont, New Hampshire, Rhode Island	1 800 65-PREVO (77386)
Dave Langlois	Delaware, Maryland, Washington DC, Virginia, West Virginia, North Carolina, Michigan, Pennsylvania, New Jersey, Ohio, Kentucky	1 866-95-PREVO (77386)
Kevin Laughlin	Missouri, Illinois, Minnesota, Wisconsin, Iowa, Tennessee, Kansas, Indiana,	1 800 38-PREVO (77386)
James Malcomb	Mississippi, Oklahoma, Texas, Louisiana, Arkansas, Alaska	1 800 83-PREVO (77386)
Tom Munds	Utah, Arizona, Colorado, New Mexico, Nebraska, Idaho, Montana, North Dakota, South Dakota, Wyoming	1 877 55-PREVO (77386)
Fernando Martinez	California, Nevada, Oregon	1 800 95-PREVO (77386)
Bryan Joy	Florida, Georgia, Alabama, South-Carolina	1 866 61-PREVO (77386)
Jean Ruel	Quebec, New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island, Maine	1 800 380-7738
Sylvain St-Amant	Ontario, Quebec	1 888 634-5171
Bill Jensen	Hawaii, Motor Home and shell division	1 800 99-PREVO (77386)

<b>Prevost Service Centers</b>		
Quebec	850, chemin Olivier Saint-Nicolas, Quebec G7A 2N1	Toll free phone: 1-866-870-2046 Tel.: 1-418-831-2046
British Columbia	6537 River Road Delta, BC V4K 5B9	Tel.: 1-604-940-3306
New Jersey	201 South Avenue South Plainfield, New Jersey 07080	Toll free phone: 1-800-223-0830 Tel.: 1-908-222-7211
Florida	6931 Business Park Blvd. North Jacksonville, Florida 32256	Toll free phone: 1-800-874-7740 Tel.: 1-904-886-4555
Tennessee	800 South Cartwright Street Goodlettsville, Tennessee 37072	Toll free phone: 1-877-299-8881 Tel.: 1-615-299-8881
Texas	15200 Frye Road Fort Worth, Texas 76155-2702	Toll free phone: 1-866-773-8678 Tel.: 1-817-685-0250
California	3384 De Forest Circle Mira Loma, California 91752	Toll free phone: 1-800-421-9958 Tel.: 1-951-360-2550

Date	Expiration	Group	No.	Page
07.2010	07.2012	293	004	3(3)

<b>Prevost Parts Customer Service</b>		
US Prevost Parts Customer Service	2200 Point Blvd., Suite 100 Elgin, Illinois 60123	Toll free phone: 1-800-621-5519 Coach Tel.: 1-847-844-7680
Prevost Canadian Parts Customer Service	2955-A, avenue Watt Quebec, Quebec G1X 3W1	Toll free phone: 1-800-463-8876 Phone: 1-418-653-0948 Parts

**PROCEDURE**

Service technicians, for the complete procedure, refer to Volvo document **FSB293-004, New EGR Mixer Inlet Tube** available on Impact. Select PREVH in Model field if B13R shows no results.

**ESTIMATED TIME**

The estimated time required to perform this warranty bulletin is approximately 0.6 hours. As a matter of normal service process, your Prevost Service Center or Authorized Service Provider will also check for other repair measures which might be applicable to your vehicle and this may increase the required total service time.

**WARRANTY**

This modification is covered by Prevost's normal warranty and will be performed at no charge.

Please contact your Prevost Service Center or your Prevost Certified Service Providers for additional information and to schedule an appointment at your earliest convenience. Please mention WB10-54.

**Parts disposal:**

Return replaced parts to Prevost with A.F.A. for full reimbursement. Please, specify warranty bulletin WB10-54.

**TELL US WHAT YOU THINK!**

We are interested in hearing your comments or suggestions regarding this bulletin. Please e-mail them to: [TechnicalPublications@volvo.com](mailto:TechnicalPublications@volvo.com)

Volvo Bus engages in a continuous program of testing and evaluating to provide the best possible product. Volvo Bus, however, is not committed to, or liable for updating existing products.