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VOLVO 9700 • ENGINE CONTROL MODULE (ECM) AND AFTERTREATMENT CONTROL MODULE (ACM) SOFTWARE UPDATE (Ref.: SP 284-033) 9700 (B13R)

REVISION : B THIS WARRANTY BULLETIN SUPERSEDES PREVIOUS VERSION.
Modification of VBC Bulletin #.

VEHICLE SERIAL NUMBERS INVOLVED

NOTICE TO SERVICE CENTERS

Verify vehicle eligibility by checking warranty bulletin status with **SAP** or **Vehicle Warranty Information** tool found on Prevost–Systems tab of the Volvo Trucks Dealer Portal

VIN			
VOLVO 9700 2009 - 2011	VOLVO 9700 2011	VOLVO 9700 2011	VOLVO 9700 2011
3CET2M6299512 7143	3CET2S228B514 3804	3CET2S222B514 5726	3CET2S227B514 6466
3CET2M6229512 7372	3CET2S222XB514 3805	3CET2S224B514 5727	3CET2S225B514 7664
3CET2S220A513 5856	3CET2S221B514 3806	3CET2S226B514 5728	3CET2S227B514 8248
3CET2S229A513 9243	3CET2S223B514 3807	3CET2S228B514 5729	3CET2S229B514 8249
3CET2S225B514 8247	3CET2S224B514 3914	3CET2S224B514 5730	3CET2S229B514 8252
3CET2S225B514 8250	3CET2S226B514 3915	3CET2S220B514 5918	3CET2S220B514 8253
3CET2S222B514 8657	3CET2S228B514 3916	3CET2S222B514 5919	3CET2S224B514 8434
3CET2S229B514 5921	3CET2S22XB514 3917	3CET2S229B514 5920	3CET2S226B514 8435
3CET2S221B514 2235	3CET2S221B514 3918	3CET2S220B514 5921	3CET2S226B514 8659
3CET2S223B514 2236	3CET2S223B514 3919	3CET2S222B514 5922	3CET2S222B514 8853
3CET2S225B514 2237	3CET2S22XB514 3920	3CET2S224B514 5923	3CET2S224B514 8854
3CET2S227B514 2238	3CET2S221B514 3921	3CET2S226B514 5924	3CET2S226B514 8855
3CET2S229B514 2239	3CET2S223B514 3922	3CET2S228B514 5925	3CET2S228B514 8856
3CET2S220B514 3800	3CET2S225B514 3923	3CET2S22XB514 5926	3CET2S22XB514 8857
3CET2S222B514 3801	3CET2S227B514 3924	3CET2S228B514 6461	
3CET2S224B514 3802	3CET2S229B514 3925	3CET2S22XB514 6462	
3CET2S226B514 3803	3CET2S220B514 5725	3CET2S223B514 6464	

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DESCRIPTION

On the vehicles involved, an important engine software update must be performed as soon as possible. The intent of this warranty bulletin is to ensure that certain Volvo D13 US10 version engine aftertreatment control modules (ACM) and engine control modules (ECM) receive the latest software upgrades which include the following customer enhancements:

- Improvement of fault lamp strategies.
- Inducement exit through stationary regeneration.
- Engine oil thermal control change for oil temperature reduction.
- Reduction in EGR differential pressure sensor port blocking.
- Updates to flash memory to prevent engine ECM lockup.

Please contact your Prevest Service Center or Authorized Service Provider for additional information and to schedule an appointment at your earliest convenience.

The complete list of the Prevest service points is available on Prevest web site www.prevestcar.com under **Service** tab and then **Service Network**.

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

PROCEDURE

Service technicians, for the complete procedure, refer to *Service Center Information* **SCI11-66** available on:

- 1) Prevest service portal under **Service/Service Tips/Technical Publications/A. Service Center Information (SCI) Information Centres de Service (ICS)**
or
- 2) Volvo's « TRUCKS DEALER PORTAL » under **Prevest > publications > service**

WARRANTY

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

The working time required to perform this warranty bulletin is approximately 1 hour. As a matter of normal service process, your Prevest Service Center or Prevest Certified Service Provider will also check for other repair measures or outstanding warranty bulletins which might be applicable to your vehicle and this may increase the required working time.

Please contact your Prevest Service Center or your Prevest Certified Service Providers for additional information and to schedule an appointment at your earliest convenience. Please mention WB11-66.

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OTHER

VBC Bulletin	S8746
Fail Code	01.00-2
Defect Code	49
System Condition	B
Causal Part	3092091

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

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.

Regional Service Managers

Brian Godfroid	Alberta, British Columbia, Manitoba, Montana, Saskatchewan, Washington State	1 866 770-8892
Tommy Nolet	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Upstate New York, Vermont	1 800 65-PREVO (77386)
Dennis Orner	Delaware, Maryland, New Jersey, Michigan, Ohio, Pennsylvania, Virginia, Washington DC, West Virginia,	1 855-752-9305
Kevin Laughlin	Illinois, Indiana, Iowa, Kentucky, Minnesota, Missouri, Tennessee, Wisconsin	1 800 38-PREVO (77386)
James Malcomb	Alaska, Arkansas, Kansas, Louisiana, Oklahoma, Texas	1 800 83-PREVO (77386)
Jacob Mushaney	Arizona, Idaho, Montana, Nebraska, North Dakota, South Dakota, Oregon, Utah, Wyoming	1 800 524-8770
Fernando Martinez	California, Nevada, Spanish Customers	1 800 95-PREVO (77386)
Tom Munds	Colorado, New Mexico	1 877 55- PREVO (77386)
Bryan Joy	Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina	1 866 61-PREVO (77386)
Jean Ruel	New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island, Quebec	1 800 380-7738
Sylvain St-Amant	Ontario	1 888 634-5171
Bill Jensen	Hawaii, Motor Home and shell division	1 800 99-PREVO (77386)

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Prevost Service Centers		
Quebec	850, chemin Olivier Saint-Nicolas, Quebec G7A 2N1	Toll free phone: 1-866-870-2046 Tel.: 1-418-831-2046 Fax: 1-418-831-7432
British Columbia	6537 River Road Delta, CB V4K 5B9	Tel.: 1-604-940-3306 Fax: 1-604-940-3384
New Jersey	201 South Avenue South Plainfield, New Jersey 07080	Toll free phone: 1-800-223-0830 Tel.: 1-908-222-7211 Fax: 1-908-222-7304
Florida	6931 Business Park Blvd. North Jacksonville, Florida 32256	Toll free phone: 1-800-874-7740 Tel.: 1-904-886-4555 Fax: 1-904-886-0092 Administration Fax: 1-904-886-0093 Parts
Tennessee	800 South Cartwright Street Goodlettsville, Tennessee 37072	Toll free phone: 1-877-299-8881 Tel.: 1-615-299-8881 Fax: 1-615-299-8816
Texas	15200 Frye Road Fort Worth, Texas 76155-2702	Toll free phone: 1-866-773-8678 Tel.: 1-817-685-0250 Fax: 1-817-685-0460
California	3384 De Forest Circle Mira Loma, California 91752	Toll free phone: 1-800-421-9958 Tel.: 1-951-360-2550 Fax: 1-951-360-2560 Administration Fax: 1-951-360-2565 Parts