

PREVOST

**WARRANTY
BULLETIN**

WB17-04

DATE :	May 2017	SECTION :	06 ELECTRICAL
EXPIRATION:	May 2019		
SUBJECT :	KEYLESS REPLACEMENT		

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 VIP motorhomes Model Year : 2015 - 2017	From 2PCVS3498 <u>FC712929</u> up to 2PCV33494 <u>HC713639</u> incl.
X3-45 VIP motorhomes Model Year : 2015 - 2017	From 2PCBS3491 <u>FC735892</u> up to 2PCBS3498 <u>HC736153</u> incl.
X3-45 VIP commercial use Model Year : 2015 - 2017	From 2PCCS3496 <u>FC735827</u> up to 2PCCS3496 <u>HC736155</u> incl.
<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

On the vehicles affected by this bulletin, the keyless entry system may occasionally fail to unlock the vehicle doors when using either the door keypad or the hand held transmitters (key fobs); therefore it is necessary to replace the keyless control module and the keypad by new units with improved software.

MATERIAL

Order kit **WB17-04** which includes the following parts:

Part No.	Description	Qty
560454	Keyless module (Rev 7G)	1
560455	Keyless keypad (Rev 1D)	1



Other parts that may be required:

Part No.	Description	Qty
504273	Cable ties (small)	6
504637	Cable ties (medium)	6

NOTE
Material can be obtained through regular channels.

PROCEDURE

DANGER

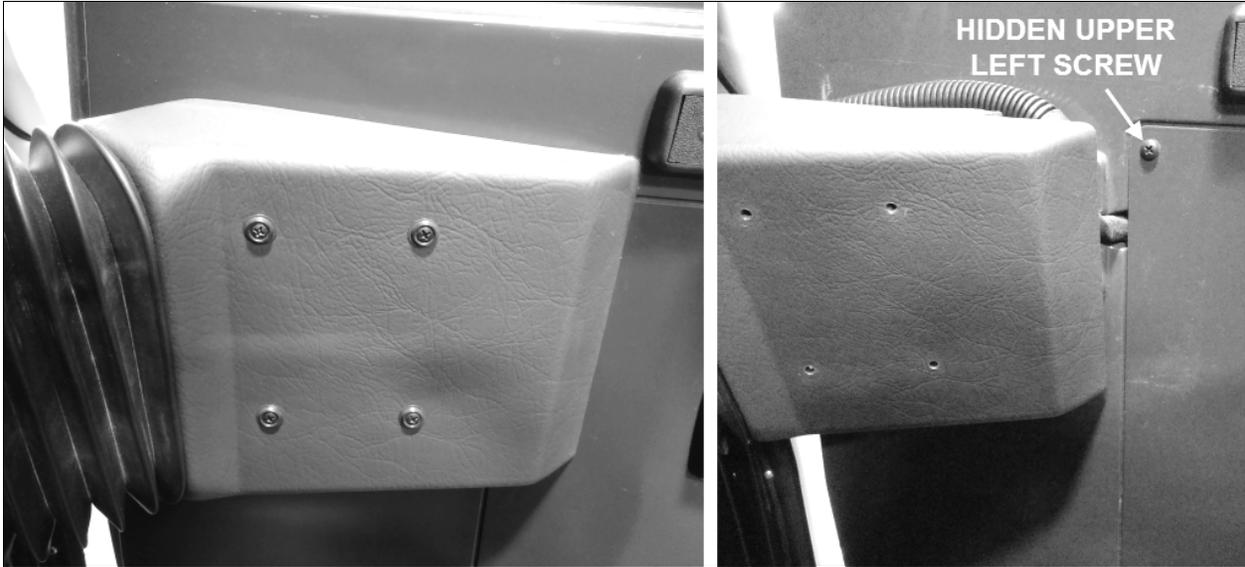
Park vehicle safely, apply parking brake, stop engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button.

PART 1A: H3 VIP SERIES VEHICLES KEYPAD REPLACEMENT

1. Open the door and remove the interior door trim and upholstery as required.

NOTE
Vehicle converter may have installed electronic equipment, lights and/or custom upholstery on the door panel, refer to the converter instruction for proper removal procedure.

2. Unscrew the 4 hinge cover screws and slide the cover away to expose the access panel upper left screw.



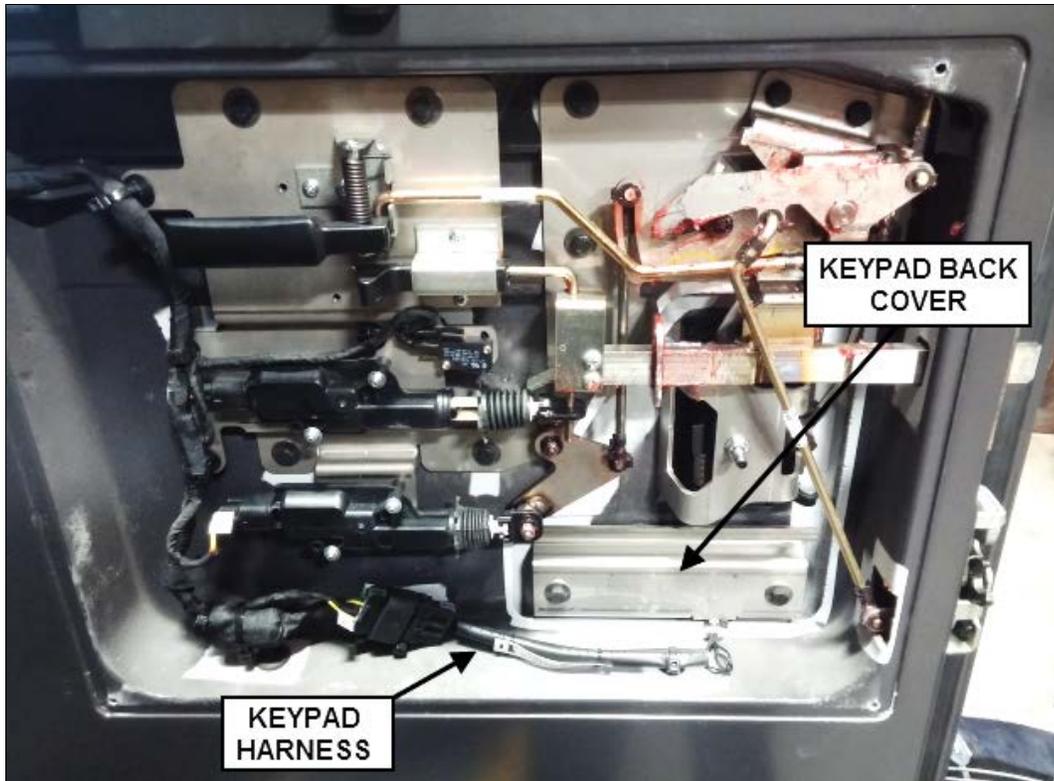
3. Remove the handle back cover (2 screws)

NOTE

To remove the handle back cover the door lock mechanism (latch) must be in the locked position.



4. Remove the access panel (4 screws).



5. Locate the keypad back cover and cut the small cable tie holding the keypad harness to the back cover also cut the cable tie holding the harness to the door frame and the cable tie holding the harness connector to the door frame.



6. Disconnect the keypad from the harness (first unlock the connector by sliding the gray tab up).



7. Remove the 2 screws holding the keypad and back cover to the door.



8. Remove the keypad from the vehicle door.

NOTE

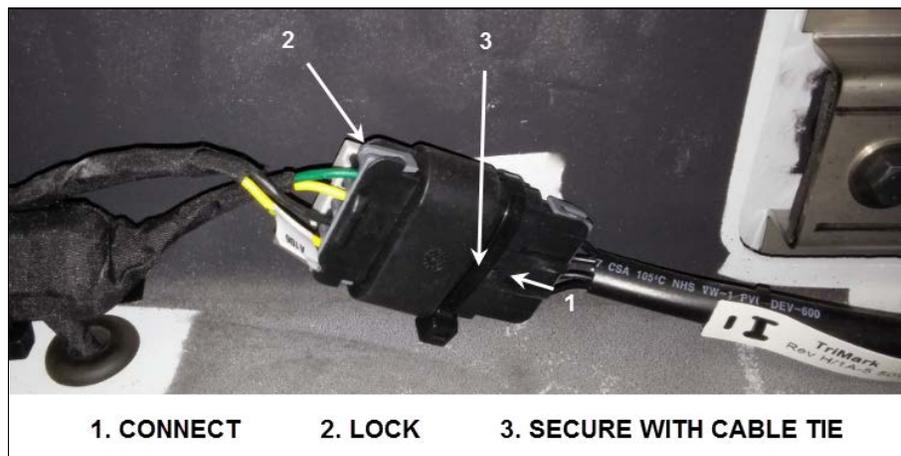
Make sure the keypad back cover seal is still in place and is in good condition. Discard keypad door (exterior) seal.



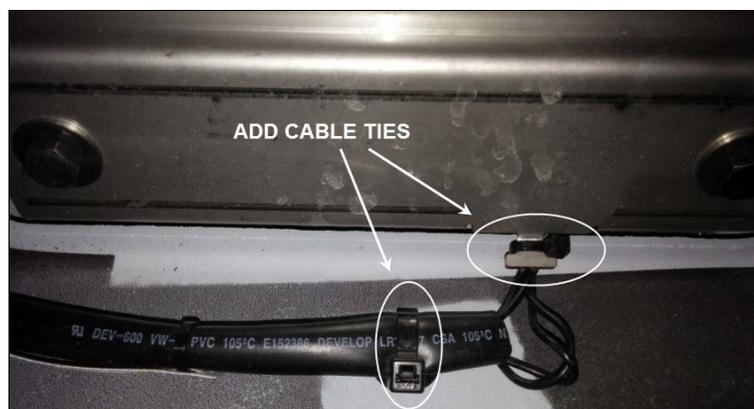
9. Insert the new keypad (revision 1D) through the door opening.



10. Connect the keypad harness to the vehicle harness and lock it in position (grey tab). An audible “beep” sound will be heard when the keypad is reconnected. Secure the connector to the door frame using a medium cable tie.



11. Secure the keypad harness to the vehicle using small and medium cable ties.



12. Take note of the factory six (6) digits authority code on the harness tag).

- Record this code in Prevost files (see **PART 5** of this bulletin, code are vehicle specific)
- New authority code must be given to customer/owner of the vehicle.



13. Reinstall the access panel (4 screws), the handle back cover (door must be in the locked position) and the hinge cover.



PART 1B: X3 VIP SERIES VEHICLES KEYPAD REPLACEMENT

14. Open the door and remove the interior door trim and upholstery as required.

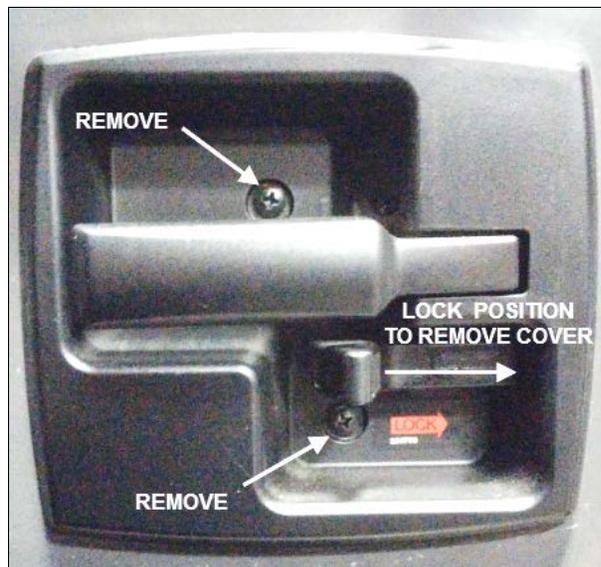
NOTE
<i>Vehicle converter may have installed electronic equipment, lights and custom upholstery on the door panel, refer to the converter instruction for proper removal procedure.</i>

15. Unscrew the 4 upper hinge cover screws and slide the cover away. Also remove the door grab handle (upper right)



16. Remove the handle back cover (2 screws)

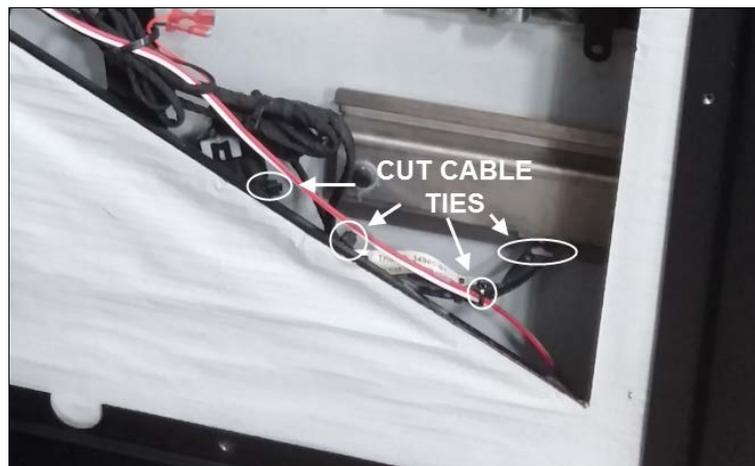
NOTE
<i>To remove the handle back cover the door lock mechanism (latch) must be in the locked position.</i>



17. Remove the access panel 9 screws (rubber caps may have been installed to cover screws). With the access panel out of the way, remove the inside dust cover (2 screws) to access the lock mechanism.



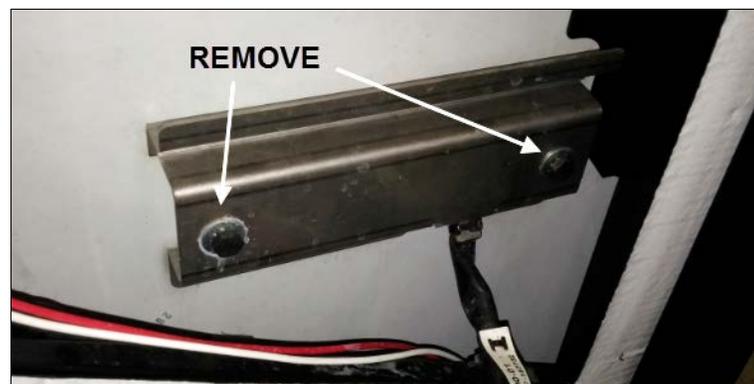
18. Locate the keypad back cover and cut the small cable tie holding the keypad harness to the back cover, also cut all cable ties holding the keypad harness and connector to the door frame/harness.



19. Disconnect the keypad from the harness (first unlock the connector by sliding the gray tab up).



20. Remove the 2 screws holding the keypad and back cover to the door.



21. Remove the keypad from the vehicle door.

NOTE

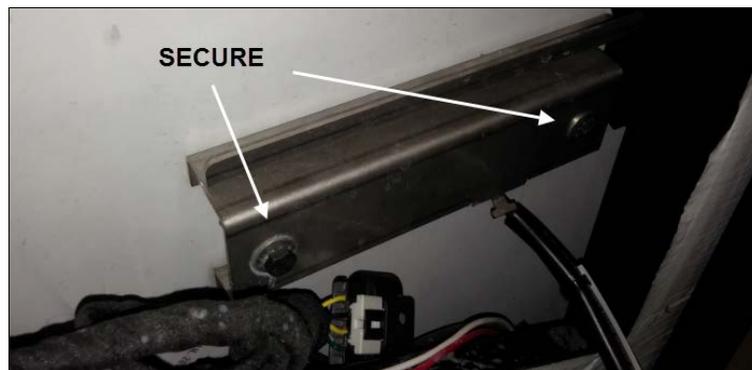
Make sure the keypad back cover seal is still in place and is in good condition. Discard keypad door (exterior) seal.



22. Insert the new keypad (revision 1D) through the door opening.



23. Position the back cover and secure the cover and keypad to the door (2 hex bolts).

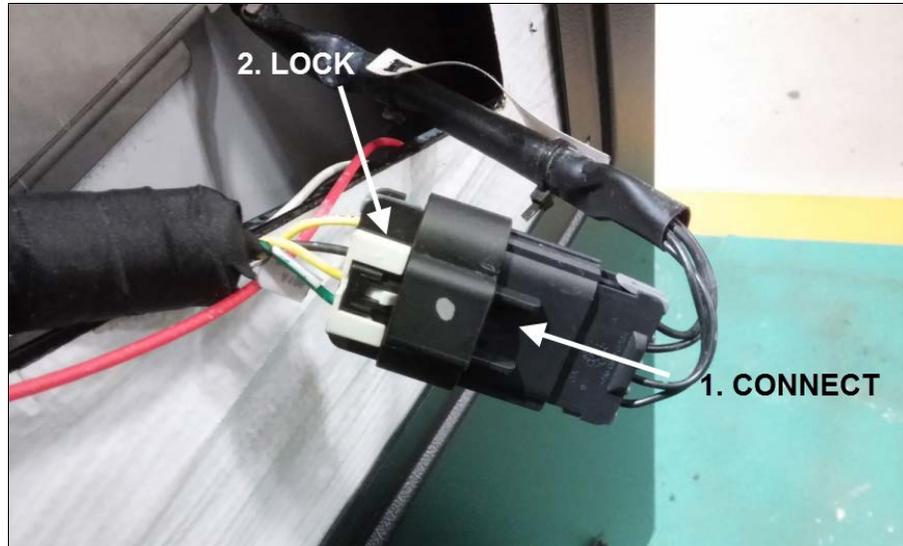


24. Take note of the factory six (6) digits authority code on the harness tag).

- Record this code in Prevost files (see **PART 5** of this bulletin, code are vehicle specific)
- New authority code must be given to customer/owner of the vehicle.



25. Connect the keypad harness to the vehicle harness and lock it in position (grey tab). An audible “beep” sound will be heard when the keypad is reconnected.



26. Secure the keypad harness to the back cover tab using a small cable tie; also secure the keypad harness to the door frame using a medium cable tie.

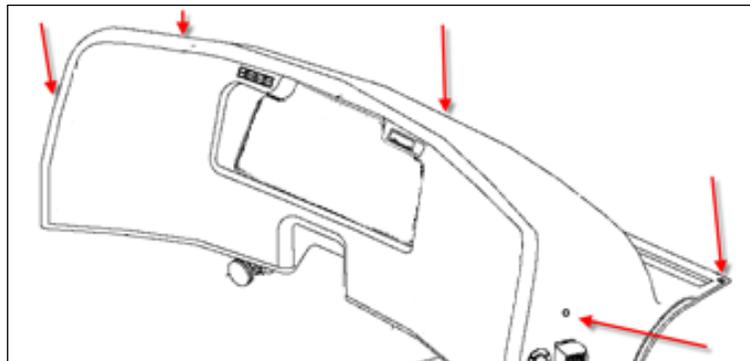


27. Reinstall the dust panel (2 screws), the access panel (9 screws), the handle back cover (door must be in the locked position), the grab handle and the hinge cover.

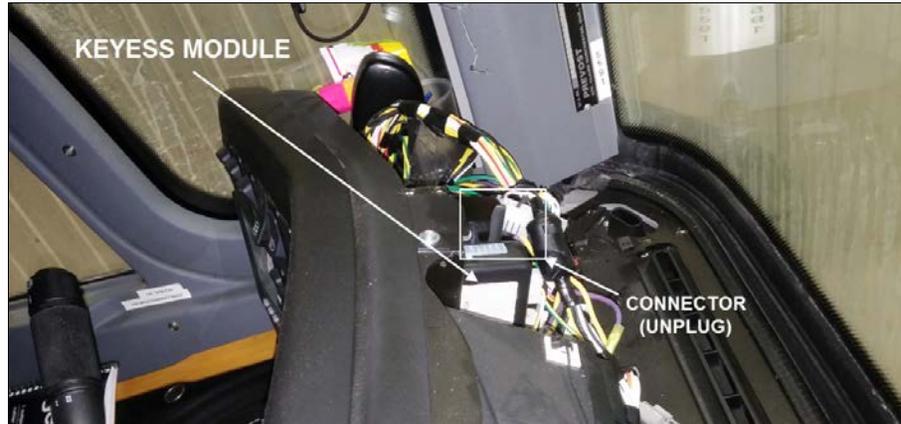


PART 2: H3 & X3 VIP KEYLESS MODULE REPLACEMENT AND HANDHELD TRANSMITTERS (FOB) PROGRAMMING

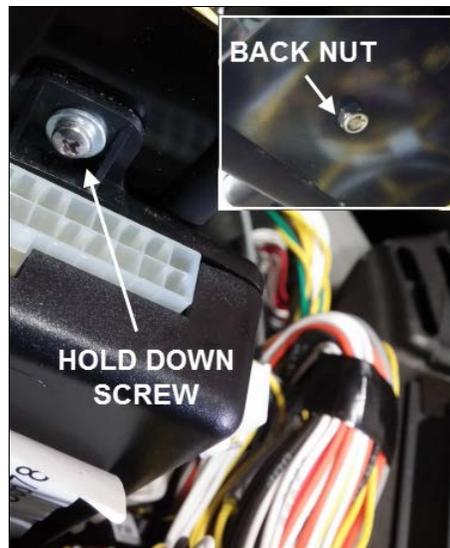
1. Remove the dash cover (Remove Phillips head screws 5X) and unplug the led connector.



2. Locate the Keyless module (left end of the cluster) and disconnect the large upper connector from the module; this will expose the module hold down screw.



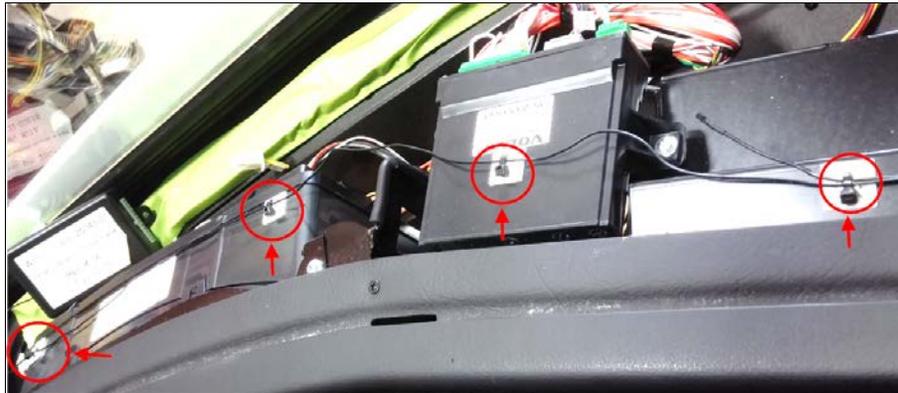
3. Unscrew the hold down screw (beware not to lose the small backing nut).



4. Remove the module from the bracket (lift up to free the lower module tab) and disconnect the module lateral connectors.



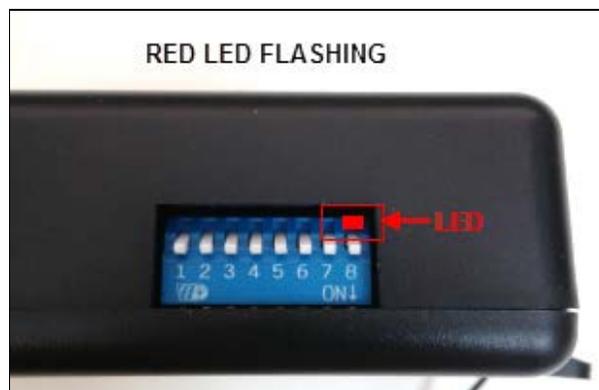
5. Cut the four cable ties holding the antenna wire to the dash frame and remove the module from the vehicle.



6. Set the vehicle main 12V breaker (engine compartment) to the "OFF" position.
7. Move all new module DIP switches to the "ON" position (make sure module revision is 7G).



8. Connect the module upper (large) connector.
9. Set the vehicle 12V breaker to the "ON" position (a red LED will start to flash above the # 8 DIP switch).



10. Press the first handheld transmitter “lock” button for 5 seconds (module red LED will start to flash rapidly, confirming that the transmitter is programmed).

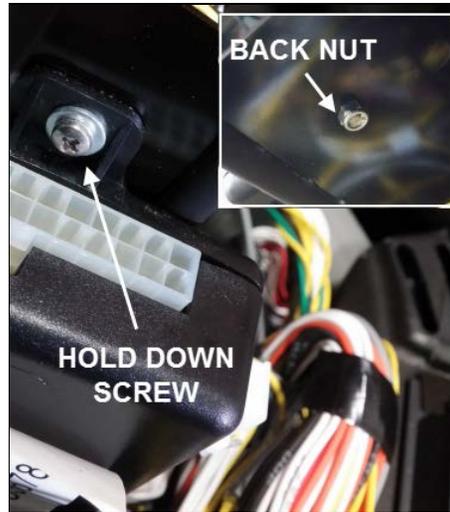


11. Repeat the action (press lock button) for each transmitter to be programmed (up to 20 transmitters can be programmed).
12. Once all the transmitters have been programmed, set the 12V breaker to the “OFF” position again.
13. Set back the module 8 DIP switches to their initial position as shown in the picture below; *do not use/try any other switch configuration.*

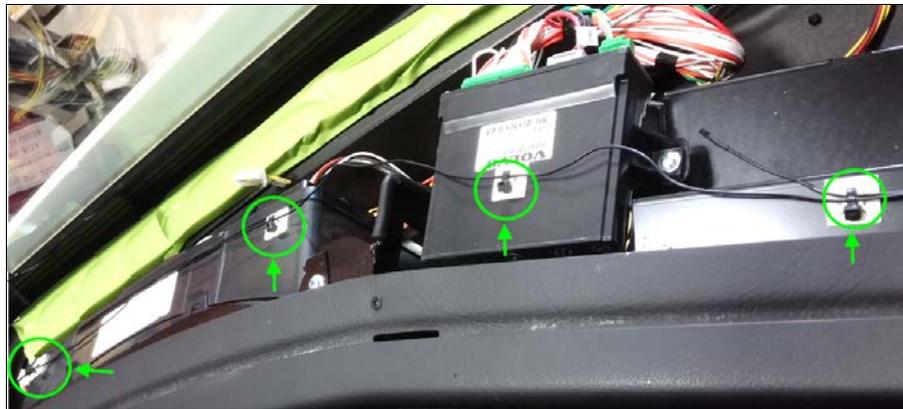


14. Connect the lateral connectors to the new module.

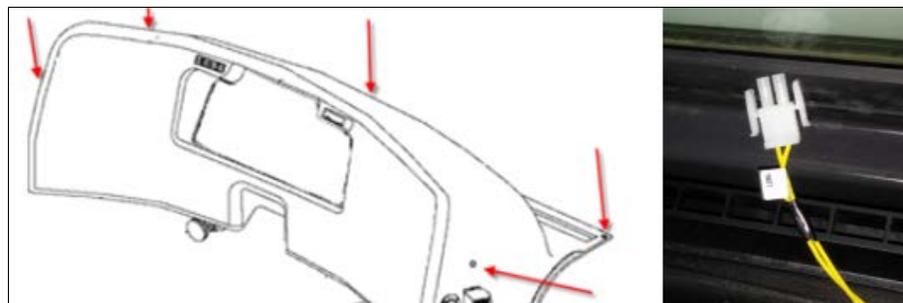
15. Install the module on the bracket, the lower tab must enter the bracket square opening (antenna wire pointing down). Secure the module to the bracket with the hold down screw and nut previously removed (disconnect top connector as necessary).



16. Route the antenna wire along the dash frame (follow original routing) and secure the antenna wire to the original supports using cable ties.



17. Reinstall the dash cover (do not forget to connect the led lamp).



18. Put back the 12V breaker to the "ON" position.

PART 3 : INITIALIZING THE KEYPAD MEMORY BANK

To initialise a new keypad and ensure that the 40 codes memory bank is empty, perform the following steps before adding any new personal codes.

<p>1. Press and hold the 5/6 key for five seconds (keypad will start to beep and flash).</p>	
<p>2. Enter the vehicle six (6) digits authority code. (2 second beep indicates incorrect authority code)</p>	
<p>3. Press the 3/4 key (a short beep will be heard, validating the action).</p>	
<p>4. Press the 1/2 and the 9/0 keys simultaneously (a confirmation double beep will be heard).</p>	
<p>5. Re-enter the authority code to confirm the action (four confirmation beeps will be heard).</p>	

NOTE
If the keypad was previously reinitialized and the data bank is already empty, a long beep will be heard.

PART 4 : ADDING PERSONNAL CODE(S)

It is possible to program up to 40 four (4) digits personal access codes to unlock the entrance door and compartments. Enter at least one customer personal code and verify that the new keyless module & keypad are operating normally.

<p>1. Press and hold the 5/6 key for five seconds (keypad will start to beep and flash).</p>	
<p>2. Enter the vehicle six (6) digits authority code. (2 second beep indicates incorrect authority code)</p>	
<p>3. Press the 1/2 key (a short beep will be heard, validating the action).</p>	
<p>4. Enter the chosen personal code (three confirmation beeps will be heard).</p>	
<p>5. Re-enter the code to confirm the entry (four confirmation beeps will be heard).</p>	

<p>NOTE</p>
<ul style="list-style-type: none"> - Press the 1/2 key and repeat the last two steps to enter additional codes. - At any time, press the 9/0 key to exit programming mode.

PART 5 : UPDATING PREVOST RECORDS (new authority code listing)

Each keyless keypad is supplied with a preprogrammed 6 digits Authority code, this code is written on the lower right corner of the keypad harness tag. This Authority code is used to add or delete personal access codes and to add or replace transmitters.

When replacing the vehicle keypad, it is important to take note of this code before reinstalling the door access panel. Once the replacement is completed, the new code *must be given to the owner* of the vehicle and the *Prevost file where all vehicle authority codes are stored must be updated*.

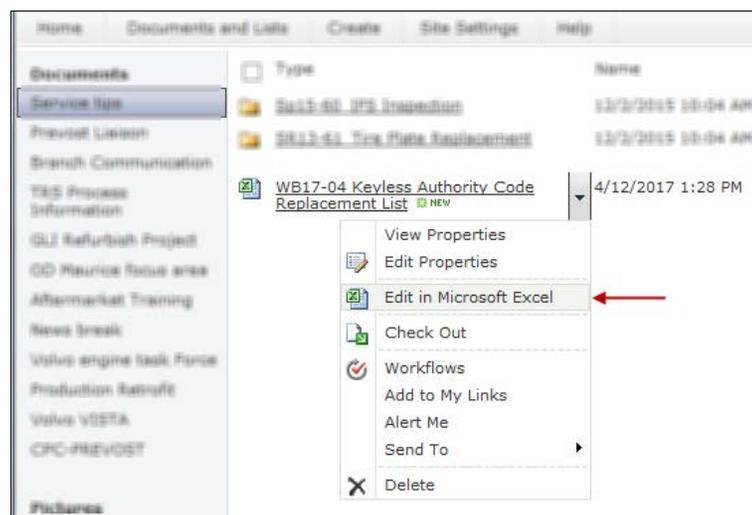
To update the file, a special list has been created with a VIN listing of all WB17-04 applicable vehicles.

Service Centers only need to write the new information in this list; dedicated Prevost staff will use it to update the file in our system.

Instructions are available below:



1. Follow this link to access the authority code update list: [Authority code update list location](#)
2. Open Excel file named: *WB17-04 Keyless Authority Code Replacement List* using "Edit in Microsoft Excel" in the drop down menu.



NOTE

File must be opened using **Internet Explorer**; Google Chrome will not permit editing of the file.

- Locate the vehicle in the VIN column (“A” or “B”) and enter the new code in column the NEW CODE column “C” (in green). Also enter the date and name (or initials) of the person who proceeded to the keyless replacement.

	A	B	C	D	E
1	Vehicle Identification Numb	Short VII	NEW CODE	Date (DD/MM/YYYY)	Done by
2	2PCVS3498FC712929	F-2929			
3	2PCVS3497FC712937	F-2937			
4	2PCVS3499FC712941	F-2941			
5	2PCV3349XFC712945	F-2945			
6	2PCVS349XFC712950	F-2950			
7	2PCVS3497FC712954	F-2954			
8	2PCV33496FC712960	F-2960			
9	2PCVS3493FC712966	F-29XX	123456	18/04/2017	MG
10	2PCVS3499FC712972	F-2972			
11	2PCVS3498FC712980	F-2980			
12	2PCVS3499FC712986	F-2986			
13	2PCV33495FC712984	F-2984			

- Save and exit the file once completed.

PARTS / WASTE DISPOSAL

All replaced parts must be returned to Prevost according to the Return Shipping Instructions available on <https://www.prevostcar.com/content/warranty-documents> for full reimbursement. A copy of the warranty claim form must be enclosed with the shipment.

WARRANTY

This modification is covered by Prevost’s normal warranty. We will reimburse you the parts and 1 1/4 hour(s) (1.25) of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under Service \ Warranty section). Use Claim Type: “Bulletin/Recall” and select “Warranty Bulletin WB17-04”.

OTHER

VBC Bulletin	N/A
Fail Code	06.27
Defect Code	09
Syst. Cond	B
Causal Part	565986

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