

PREVOST

WARRANTY BULLETIN

WB18-01A

DATE :	January 2018	SECTION :	18 BODY
EXPIRATION:	January 2020		
SUBJECT :	PARCEL RACK DOORS REINFORCEMENT		

Revision: A

07-18-18

APPLICATION

NOTICE TO SERVICE CENTERS

Verify vehicle eligibility by checking warranty bulletin status with **SAP** or via **ONLINE WARRANTY SYSTEM** available on Service / Warranty tab of Prevost website.

Model	VIN	
H3-41, H3-45 coaches Model Year : 2015 - 2018	From 2PCH33492FC71 <u>2922</u> up to 2PCH33491JC71 <u>3956</u> incl.	
X3-45 coaches Model Year : 2016 - 2018	From 2PCG33494GC73 <u>5910</u> up to 2PCG33496JC73 <u>6239</u> incl.	
	From 4RKG33494G973 <u>7300</u> up to 4RKG33492J973 <u>7433</u> incl.	

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.

DESCRIPTION

On the vehicles affected by this bulletin, it is necessary to add two metal reinforcement plates to all the parcel rack door supports that are holding a door gas shock.

MATERIAL

Order kit # **WB18-01** which includes the following parts:

Part No.	Description	Qty
310056	Door reinforcement plate 1	16
310058	Door reinforcement plate 2	16

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.



WARNING

*Before proceeding with the steps below (reinforcement plates installation), the door support that holds the gas shock must be carefully inspected for cracks. If a crack is identified in the support, the door must be replaced. **DO NOT PROCEED** with the installation of the reinforcing plates on a cracked support.*

SERVICE CENTER and SERVICE TECHNICIAN: Before ordering replacement door(s), refer to SCI18-38 for important information.



1. Open the door and disconnect the gas shock from the door support (use a small screwdriver to lift the retaining clip holding the shock head to the ball stud).



2. Support the door open using a 12 inches (30cm) wood rod or plank (or any available support that will not scratch the door finish).



3. Unscrew and remove the ball stud, washers and nut from the door support (use a deep 13 mm socket and open end wrench).



4. Unlock the door pivot rod using a 2mm hex key (Allen wrench).



5. From inside the adjacent compartment, slowly slide the pivot rod out of the door support using locking pliers (do not mar the rod).



6. Insert the exterior (larger) reinforcing plate and slide back the pivot rod in place (center the rod 50% on each side).



7. Lock the pivot rod in place.

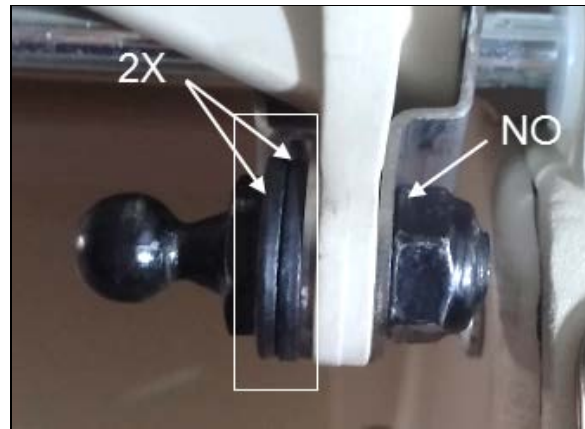


8. Insert the interior (small) reinforcing plate.



9. Reinstall the ball stud. Discard the washer on the nut side - Install both washers on the ball side.

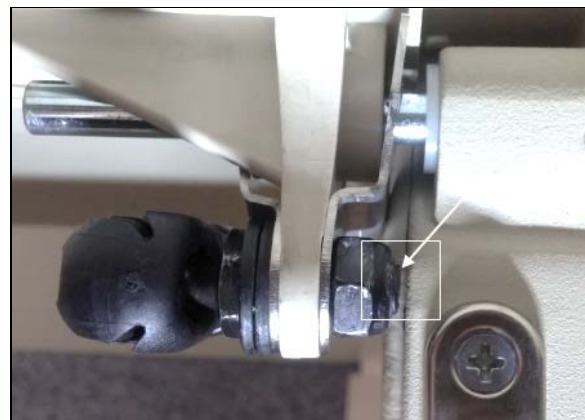
TORQUE BALL STUD TO 30 LB-IN



10. Put back the gas shock into position; make sure the locking clip locks the shock in position.



11. Push the door toward the interior to make sure that there is no interference between the ball stud nut and the parcel rack panel.





12. Check for proper door operation by opening and closing the door a few times, this will self-center the door.

13. Clean the door and surrounding area as required (greasy marks) and proceed to the next door (all vehicle doors must have reinforcing plates installed).



PARTS / WASTE DISPOSAL

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

WARRANTY

This modification is covered by Prevo's normal warranty. We will reimburse you the parts and 15 minutes (0.25 hour) of labor per door upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at www.prevo.com (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin WB18-01".

OTHER

VBC Bulletin	N/A
Fail Code	18.15
Defect Code	09
Syst. Cond	B
Causal Part	314494

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