

# PREVOST

## WARRANTY BULLETIN


**WB18-04**

DATE :	September 2018	SECTION :	06 ELECTRICAL
EXPIRATION:	September 2020		
SUBJECT :	<b>SOFTWARE UPDATE, EMS &amp; ACM, GHG14 &amp; UP</b>		

First Release

2018-09-07

### APPLICATION

<b>NOTICE TO SERVICE CENTERS</b>	
<i>Verify vehicle eligibility by checking warranty bulletin status with <b>SAP</b> or via <b>ONLINE WARRANTY SYSTEM</b> available on Service / Warranty tab of Prevost website.</i>	
Model	VIN 
H3-41, H3-45 coaches Model Year : 2014 - 2019	From 2PCH33498 <u>EC712602</u> up to 2PCH33495 <u>KC710379</u> incl.
H3-45 VIP motorhomes Model Year : 2014 - 2019	From 2PCVS3491 <u>EC712608</u> up to 2PCVS3496 <u>KC710378</u> incl.
X3-45 coaches Model Year : 2014 - 2019	Built in Canada From 2PCG33496 <u>EC735629</u> up to 2PCG33494 <u>KC736368</u> incl.
	US Built From 4RKG33499 <u>G9737275</u> up to 4RKG33499 <u>J9737512</u> incl.
X3-45 VIP commercial use Model Year : 2014 - 2019	From 2PCC33490 <u>EC735625</u> up to 2PCC33497 <u>KC736363</u> incl.
X3-45 VIP motorhomes Model Year : 2015 - 2019	From 2PCBS3499 <u>EC735587</u> up to 2PCBS349X <u>KC736355</u> incl.
X3-45 Commuter Model Year : 2017 - 2019	From 4RKJ33498 <u>H9737386</u> up to 4RKJ33497 <u>K9737547</u> incl.
<b>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.</b>	


## DESCRIPTION

On the vehicles affected by this bulletin, update EMS and ACM software to the latest version available. This update must be carried out by a qualified technician with a laptop having access to the Volvo systems. As soon as possible, make an appointment with your nearest Prevest Service Center or contact your service manager to carry out the update.

## MATERIAL

No material is required for this bulletin.

## PROCEDURE

 <b>DANGER</b>
Park vehicle safely, apply parking brake, stop engine.

1. Connect Premium Tech Tool (PTT) to the vehicle diagnostics connector (OBD). Connect the PC to a functional LAN or WiFi connection *and* a power source.
2. Turn the vehicle ignition switch to "ON". Activate hazards lights (4 way) to keep vehicle active.
3. Using PTT, update EMS and ACM software following the instructions provided in the Field Service Bulletins (FSB) below, available in Volvo Impact.

**Note:** *The Engine Serial Number range on the Impact FSB's below may not include some pre-production vehicles and vehicles close to the production cut-in of the new software. The software update also applies to these specific vehicles. They are included in this Prevest bulletin.*

Engine emissions variant	Bulletin	Impact Identity
GHG14	FSB 284-068	142755330
OBD15	FSB 284-064	142066982
OBD16	FSB 284-065	142067258
GHG17 <i>and</i> OBD18	FSB 284-069	142775412

## PARTS / WASTE DISPOSAL

Discard waste according to applicable environmental regulations (Municipal/State[Prov.]/ Federal)
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## WARRANTY

This modification is covered by Prevest's normal warranty. We will reimburse 30 minutes (0.5h) of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at [www.prevestcar.com](http://www.prevestcar.com) (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin WB18-04".

## OTHER

VBC Bulletin	N/A
Fail Code	06.27-2
Defect Code	49
Syst. Cond	B
Causal Part	3092091

Access all our Service Bulletins on  
<http://techpub.prevestcar.com/en/>  
or scan the QR-Code with your smart phone.



**Are you a Vehicle owner?** E-mail us at [technicalpublications\\_prev@volvo.com](mailto:technicalpublications_prev@volvo.com) and type "ADD" in the subject to receive warranty bulletins applicable to your vehicle(s) by e-mail.