

**PREVOST**

**WARRANTY BULLETIN**

**WB19-40**

|             |  |           |         |
|-------------|--|-----------|---------|
| DATE :      | November 2019                          | SECTION : | 18 BODY |
| EXPIRATION: | November 2021                          |           |         |
| SUBJECT :   | <b>AWNING WINDOW MOTOR REPLACEMENT</b> |           |         |

First Release

11-11-2019

**APPLICATION**

**NOTICE TO SERVICE CENTERS**

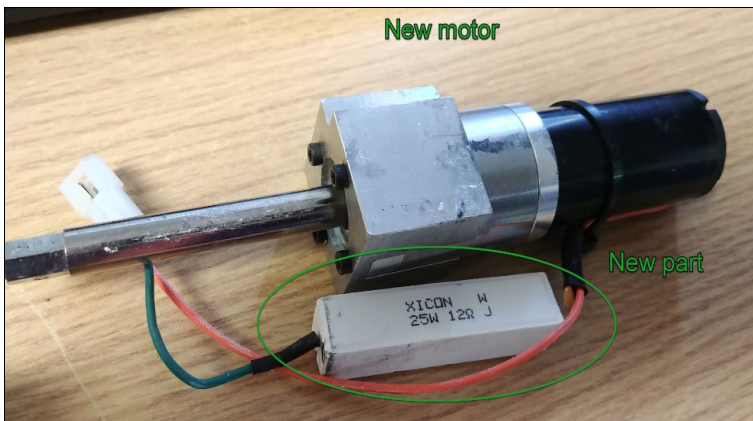
*Verify vehicle eligibility by checking warranty bulletin status with **SAP** or via **ONLINE WARRANTY SYSTEM** available on Service / Warranty tab of Prevost website.*

| Model  | VIN  |
|--|--|
| H3-45 VIP motorhomes<br>Model Year : 2019 - 2020 | From 2PCVS3491 <u>KC720543</u> up to 2PCVS3492 <u>LC720892</u> incl. |
| X3-45 VIP motorhomes<br>Model Year : 2019        | 2PCBS3491 <u>KC736437</u>  |
| X3-45 VIP commercial use<br>Model Year : 2019    | 2PCC3349X <u>KC736454</u> & 2PCBS3490 <u>KC736462</u>                |

**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, the awning windows motors must be replaced by improved design units with inline ceramic resistors.



## MATERIAL

Order kit # WB19-40 which includes the following parts:

| Part No. | Description             | Qty |
|----------|-------------------------|-----|
| 790619   | MOTOR ASSY WITH SUPPORT | 4   |

### *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. On the Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

Lock out & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

1. Remove the old window motor.

### **NOTE**

*The motor is located at the bottom of the window frame (opening section of the window) and is connected to the window actuating arm.*

- Remove the bottom window cover to access the motor (four top screws & four bottom screws - Figure 1).
- Disconnect the motor (2 PIN connector – Figure 2).
- Remove the window arm stop screw located on the lower part of the vehicle window frame (arm rail on the fixed part of the window frame – Figure 1).
- Disengage the arm roller from the vehicle frame (rotate down to unhinge).
- Rotate the arm to access the set screw holding it to the motor shaft – Figure 3.
- Loosen the arm set screw & pull the arm off the motor shaft.
- Remove the two bottom screws securing the motor to the window frame – Figure 3.
- Remove the old motor.

2. Install the new motor with inline ceramic resistor.

- Position the new motor (with inline ceramic resistor) and secure to the frame using the previously removed bottom screws.
- Install the arm on the hex tip of the new motor.
- Secure the arm to the shaft (set screw).
- Rotate the arm and insert the roller in the vehicle frame rail (move up).
- Reinstall the arm stop screw at the bottom of the rail.
- Connect the new motor (make sure the resistor will clear frame and cover).
- Reinstall the window bottom cover (top & bottom screws).
- Reconnect the vehicle power supply & cycle (open/close) the window at least 5 times to confirm proper function.

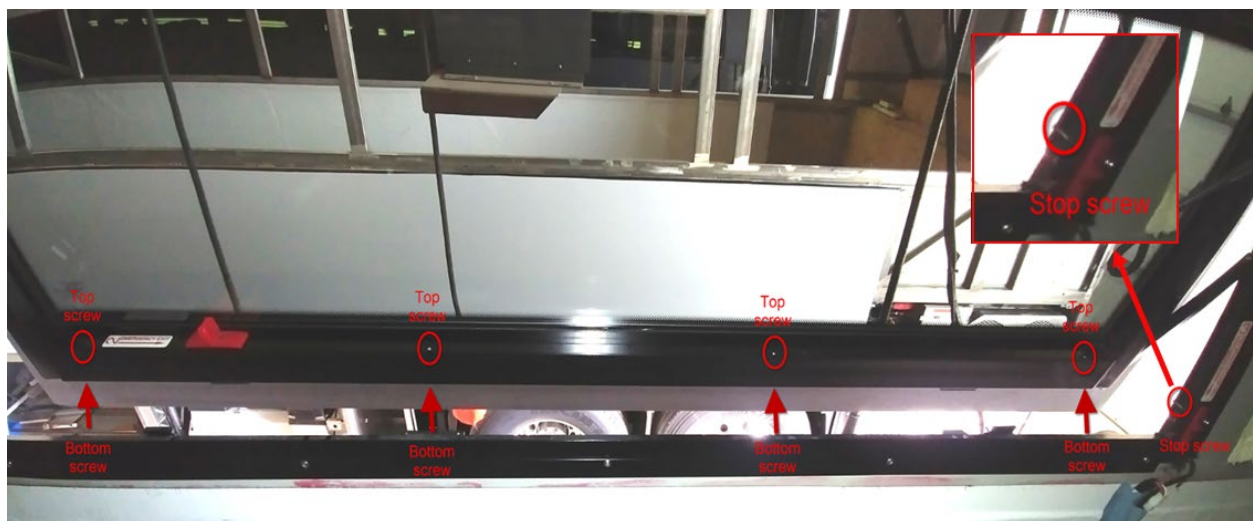


FIGURE 1: COVER (4 TOP & 4 BOTTOM) AND RAIL STOP SCREWS

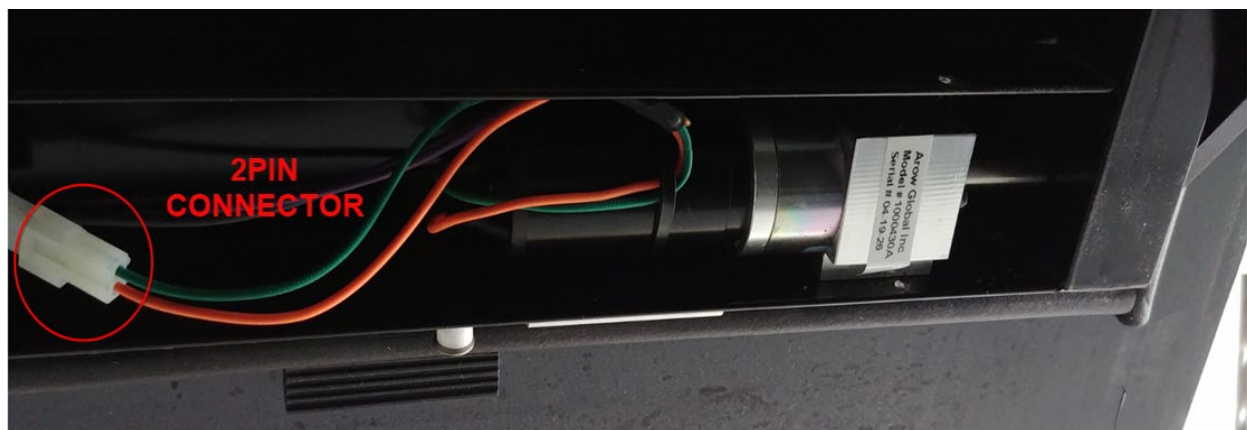


FIGURE 2: MOTOR CONNECTOR

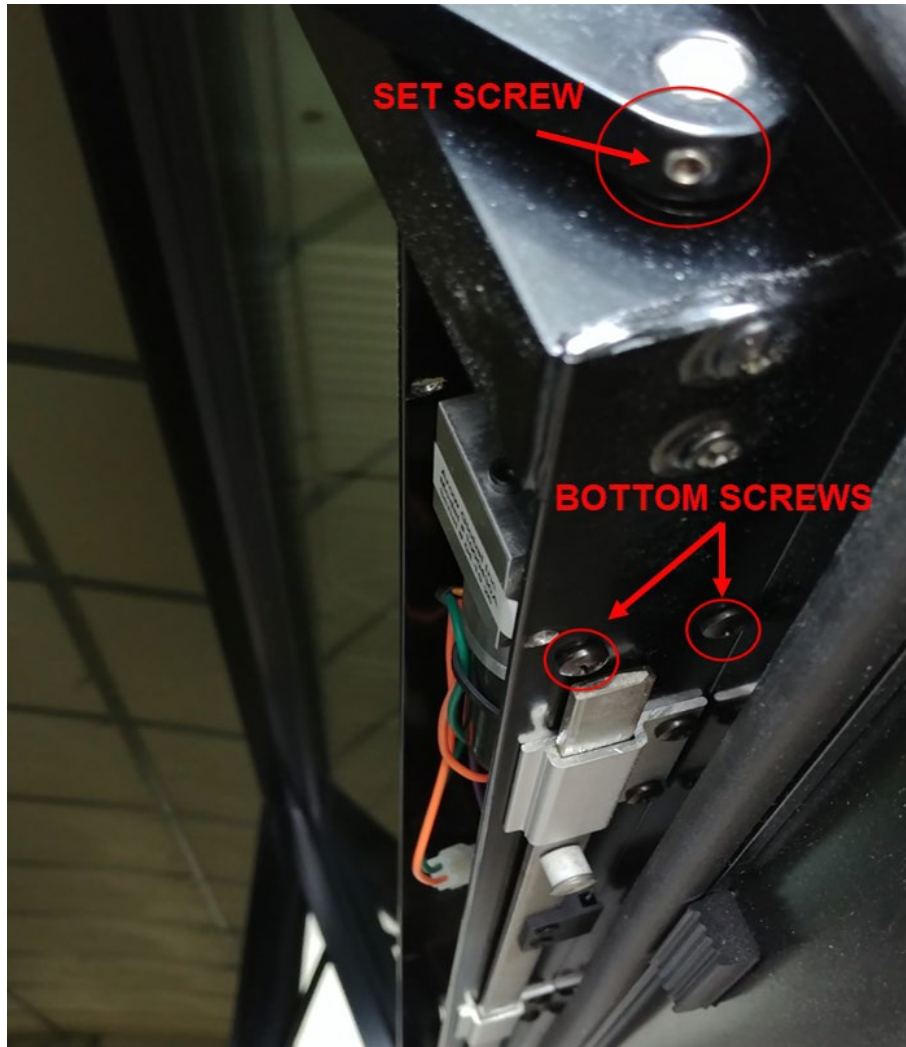


FIGURE 3 : ARM SET SCREW (TO MOTOR SHAFT) & MOTOR BOTTOM SCREWS (2X)

## 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.

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

## WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you the parts and 1 1/2 hour(s) (1.5) of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at [www.prevostcar.com](http://www.prevostcar.com) (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin WB19-40".

## OTHER

|              |        |
|--------------|--------|
| VBC Bulletin | N/A    |
| Fail Code    | 18.07  |
| Defect Code  | 09     |
| Syst. Cond   | B      |
| Causal Part  | 790619 |

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