

Warranty Bulletin

WB24-88

Date	Expiration	Group	No.	Page
03.2025	03.2026			1(14)

First Release

03-18-2025

DVD PLAYER SOUND QUALITY ISSUE – ADDITION OF A PREAMPLIFIER
9700 (B13R)

MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) INVOLVED

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
Volvo 9700 US/CAN Model Year: 2023 - 2024	3CET2W425P5212542, 3CET2W427P5212543, 3CET2W422P5212546, 3CET2W426P5213019, 3CET2W423P5213026, 3CET2W427P5213028, 3CET2W429P5213029, 3CET2W425P5213125, 3CET2W429P5213127, 3CET2W422R5213733, 3CET2W428R5213641, 3CET2W425R5214956
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 sound quality from the DVD player may be poor. Install a HDMI converter and preamplifier to improve audio performance.

MATERIAL

Order kit **WB24-88** which contains the following parts:

Part No.	Description	Qty
900031	CABLE HDMI E 3'	1
901567	CONVERTER HDMI-COMPOSITE 12/24V	1
901565	HARNESS, AUDIO BETWEEN CONV AND DVD	1
901079	CABLE - DVD POWER ADAPTER	1
7775435	PRE-AMPLIFIER 12/24V	1
7775434	CABLE HDMI-E F TO LOCKING M 14"	1

Warranty Bulletin

WB24-88

Date Expiration Group No. Page
03.2025 03.2026 2(14)

562652	RCA ADAPTOR FEMALE-FEMALE	2
563071	CONNECTOR MINI FIT, SOCKET HOUSING 4C	2
562463	SOCKET TERMINAL MOLEX 24-18 AWG	4
562935	BUTT SPLICE 22-18 AWG	2
504637	CABLE TIE, NYLON	10
5001155	SCREW TP PAN PH N050 #8X3/4	3
502868	SCREW TC TR PH N500 #10-16 X 1/2	4
500855	WASHER FL N500 .188X.438X.049 (M4,#10)	4

PROCEDURE



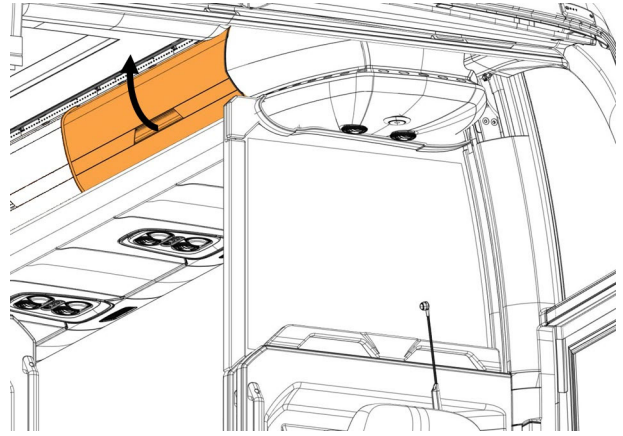
DANGER

Park vehicle safely, apply parking brake, stop the engine. In the battery box, set the battery cut-off switch to the OFF position prior to working on the vehicle.

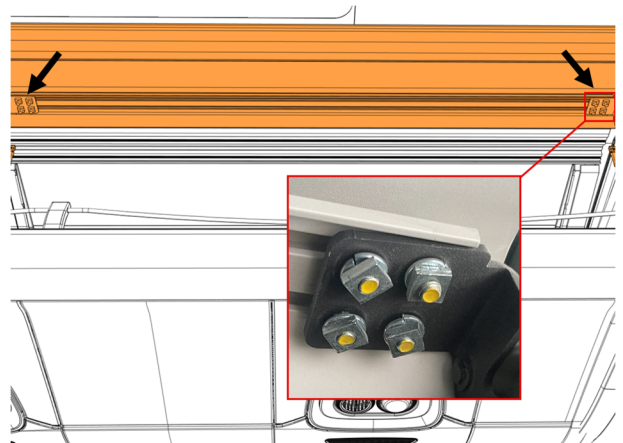
Lockout & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

ADDING PREAMPLIFIER

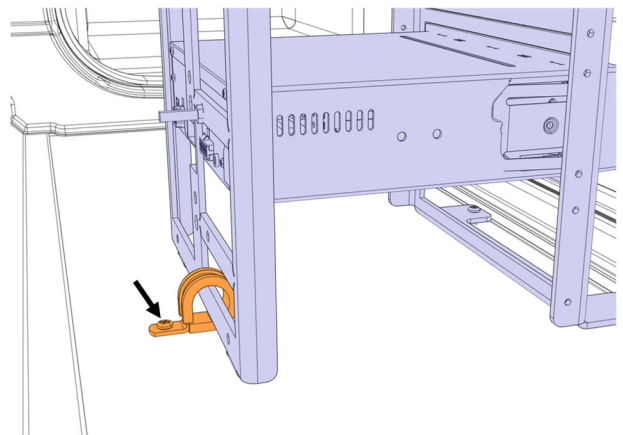
1. Open the first parcel rack on the driver-side.



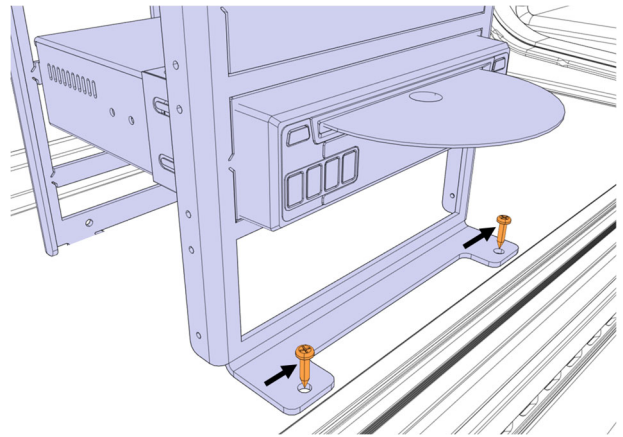
2. Unscrew and remove the parcel rack door.
3. Keep the nuts and washers for reinstall.



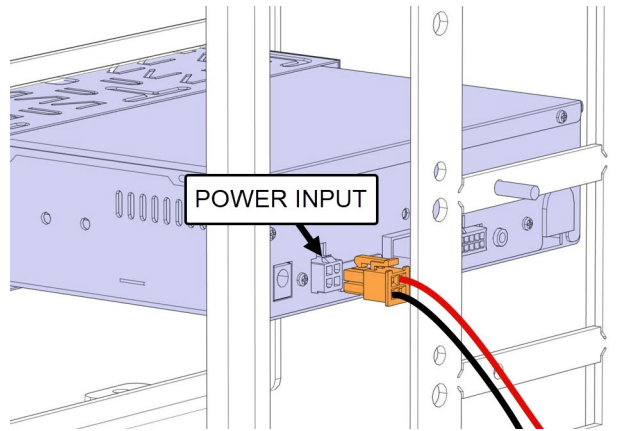
4. Unscrew and remove the p-clamp securing the rear of the DVD player support.
5. Discard the tapping screw and keep the p-clamp for reinstall.



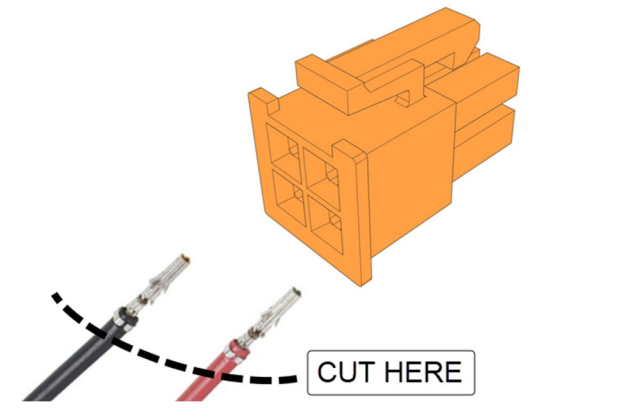
6. Remove and discard the screws (2x) retaining the support front to the parcel rack.



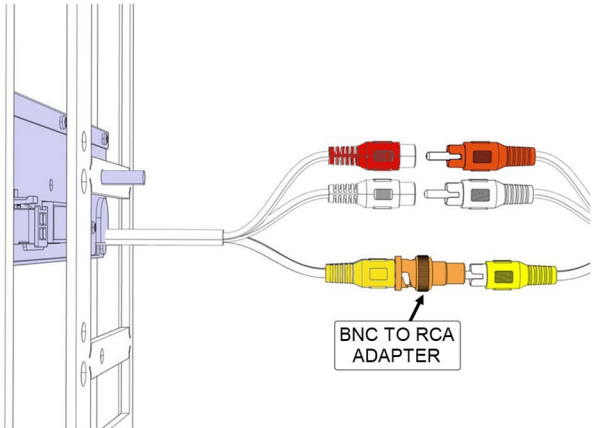
7. Unplug the power connector at the rear of the DVD player.



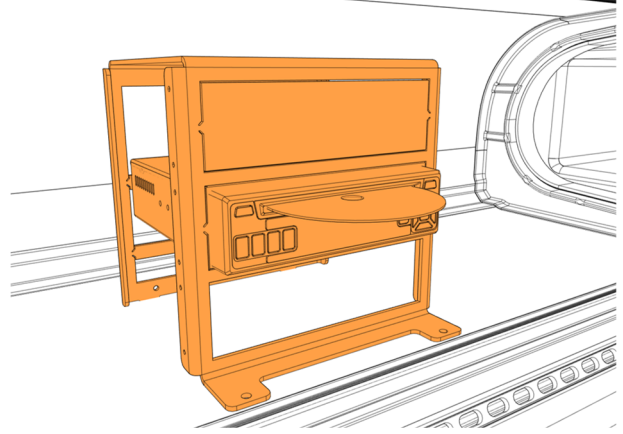
8. Extract the power and ground wires from the connector.
9. Cut the terminals and strip the wire ends.



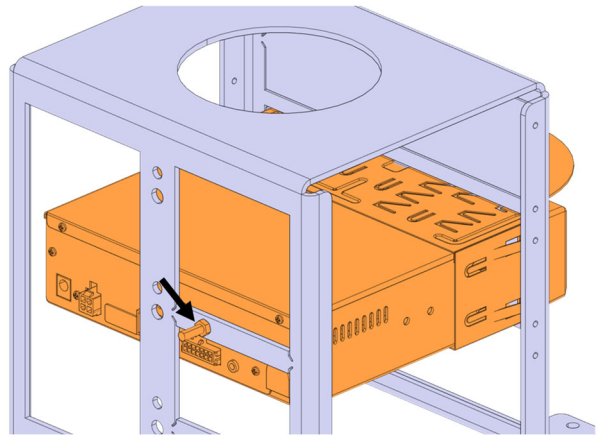
10. Disconnect the red, white, and yellow RCA cable connectors from the A/V outputs on the DVD player.
11. Remove the BNC to RCA adapter and keep it for reinstall.



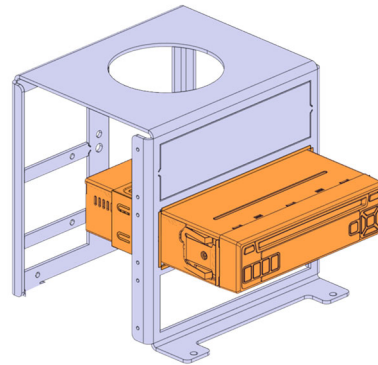
12. Take the support with the DVD player out of the parcel rack.



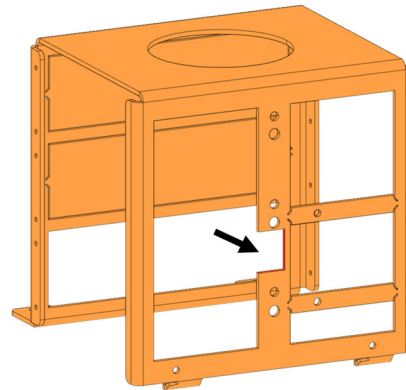
13. Unscrew the nut and washer securing the DVD player to the support.
14. Keep the hardware for reinstall.



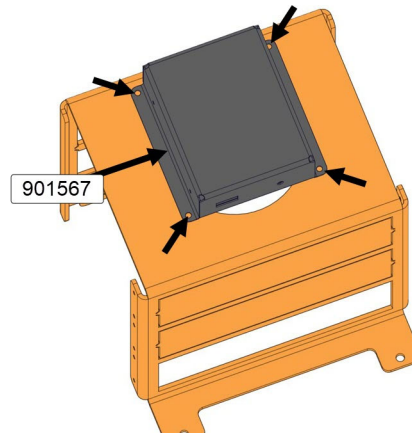
15. Remove the DVD player from the support.



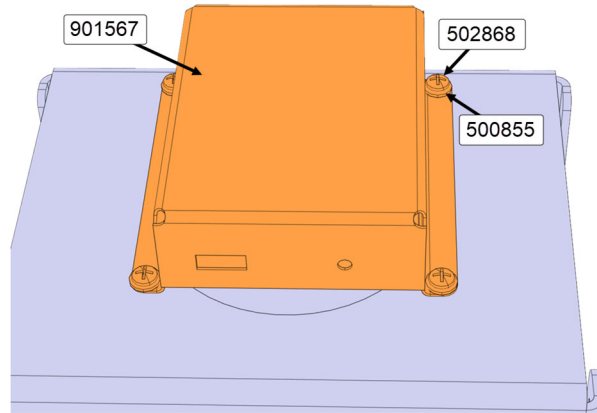
16. Make a rectangular cut at the back plate of the support to accommodate the HDMI cable connection.



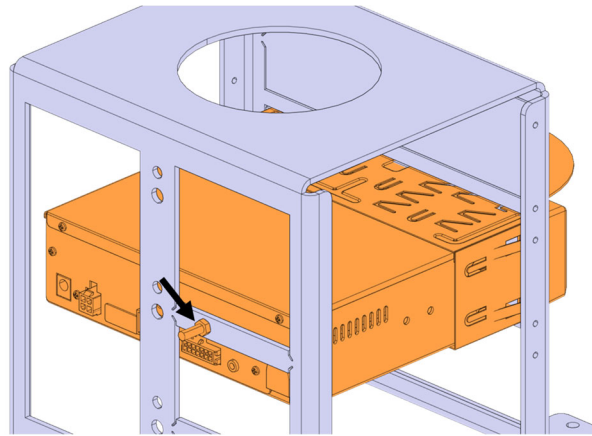
17. Drill four (4) holes of 9/64-inch diameter at the top of the support for the HDMI converter 901567.



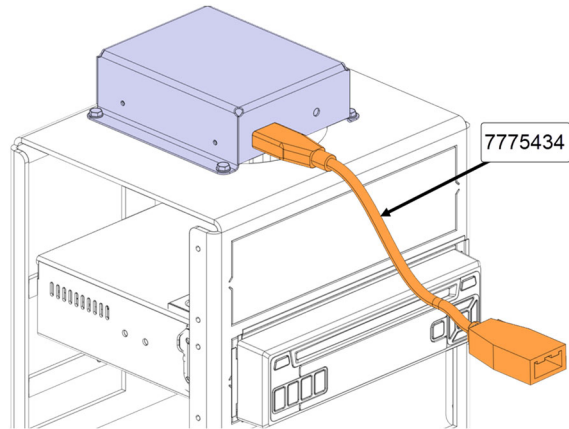
18. Install the HDMI converter 901567 on the top of the support. Face the HDMI input port towards the front of DVD player.
19. Fasten the HDMI converter with washers (4x) 500855 and screws (4x) 502868.



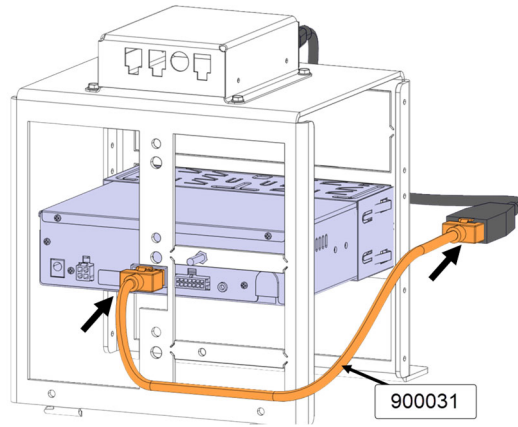
20. Reinstall the DVD player on the support and fasten with washer and nut.



21. Connect cable 7775434 to the HDMI converter input.



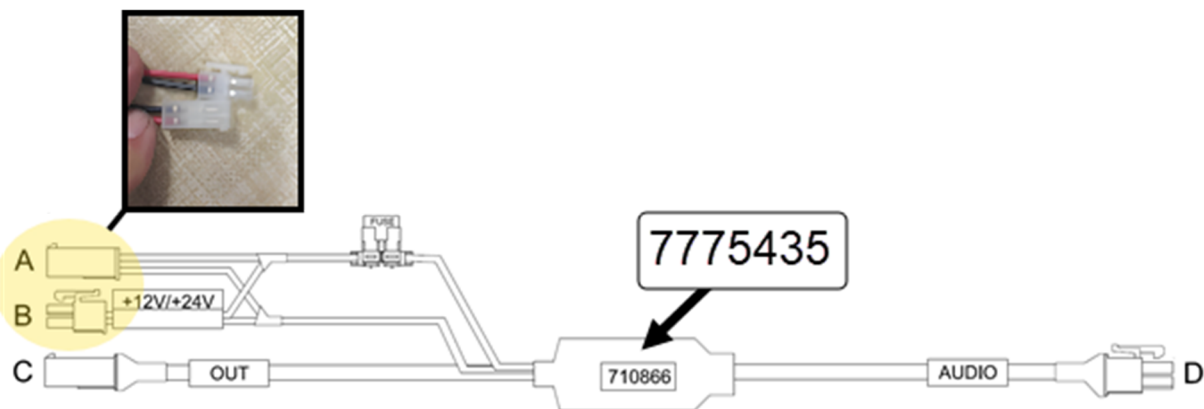
22. Plug one end of HDMI cable 900031 to the HDMI output of the DVD player and connect the other end to cable 7775434.



23. Secure the cables with cable-ties (2x) 504637.



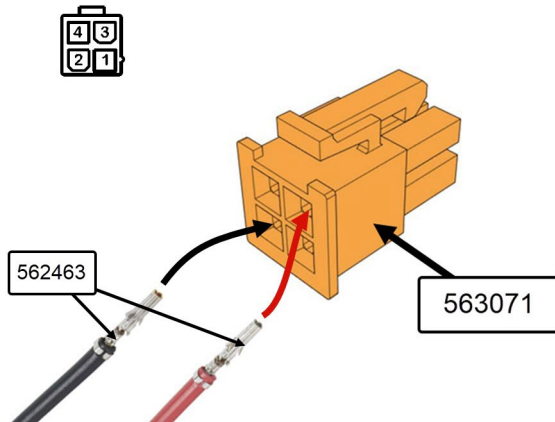
24. Remove the 2-pin power connector A of the pre-amplifier 7775435, to replace it with a 4-pin connector.



- Strip the ends of the two (2) wires that were connected to connector A.
- Crimp a terminal 562463 on each wire.
- Insert the red and black wires into the new 4-pin connector 563071.
- Repeat the steps 24 to 27 to replace connector B of preamplifier 7775435.

NOTE

The black wire connects to pin 2 and red wire connects to pin 3. Pins 1 and 4 are not connected.



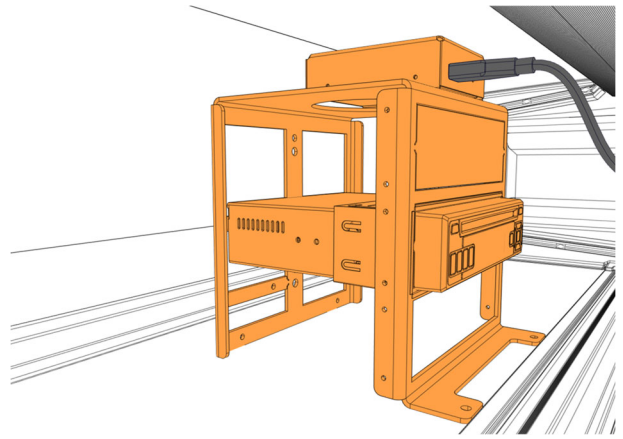
- Plug connector **A** of the pre-amplifier 7775435 into one of the power ports of the HDMI converter.
- Plug connector **D** "AUDIO" of the pre-amplifier 7775435 into the audio output of the HDMI converter.



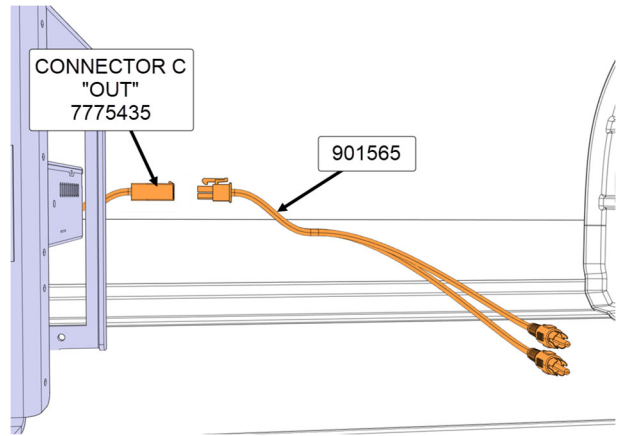
- Plug connector **B** of the pre-amplifier 7775435 into the power input at the rear of the DVD player.



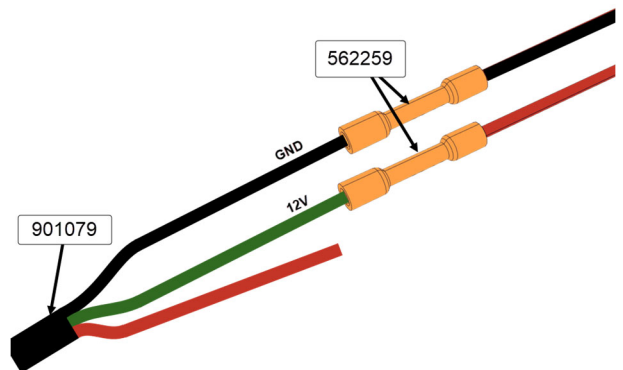
32. Place the support in the first parcel rack on the driver side.



33. Connect the connector **C** "OUT" of preamplifier 7775435 to the audio harness **901565**.



34. Use butt splices (2x) 562259 to connect the power and ground wires that runs into parcel rack to the green (12V) and black (GND) wires of power cable **901079**.

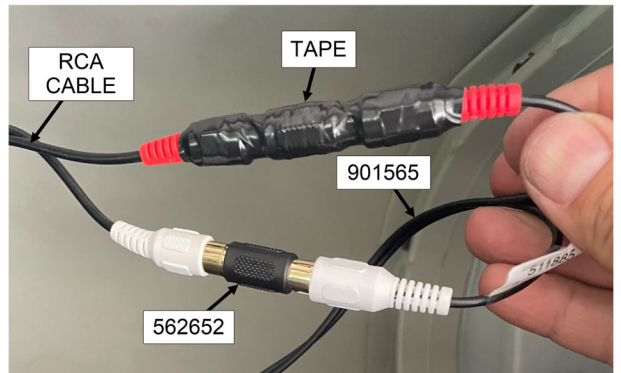


35. Plug the power cable 901079 into the second power port of the HDMI converter.



36. Connect the red and white connectors of RCA cable that runs into the parcel rack to the red and white connectors of audio cable 901565 using RCA adapters (2x) 562652.

37. Secure the connections with electrical tape.



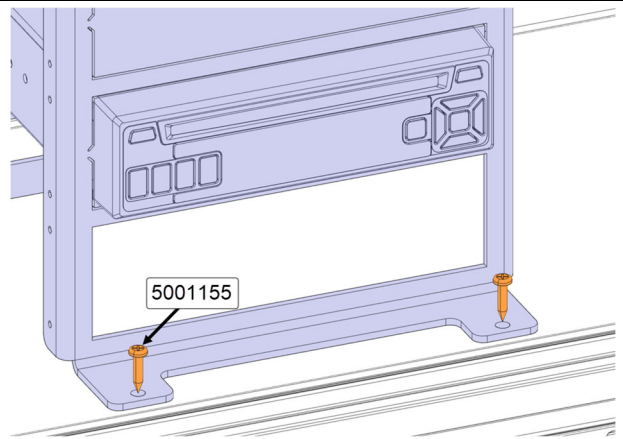
38. Connect the yellow connector of the RCA cable to the A/V port of HDMI converter. Use the BNC to RCA adapter removed previously.

39. Secure the connection with electrical tape.

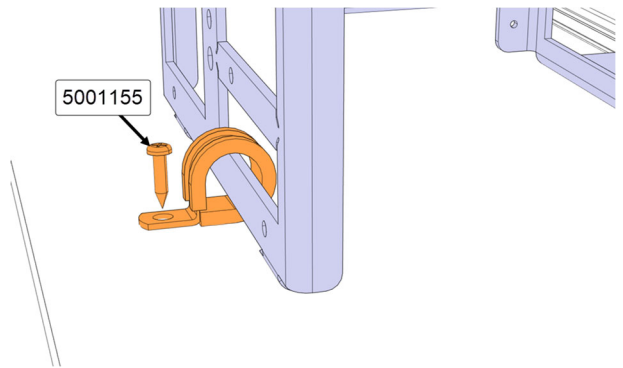


40. Secure cables in the parcel rack with cable ties 504637.

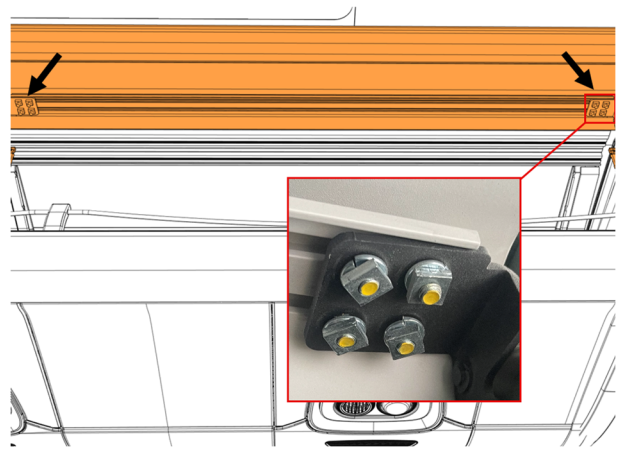
41. Fasten the support in the parcel rack with new tapping screws 5001155 (2x).



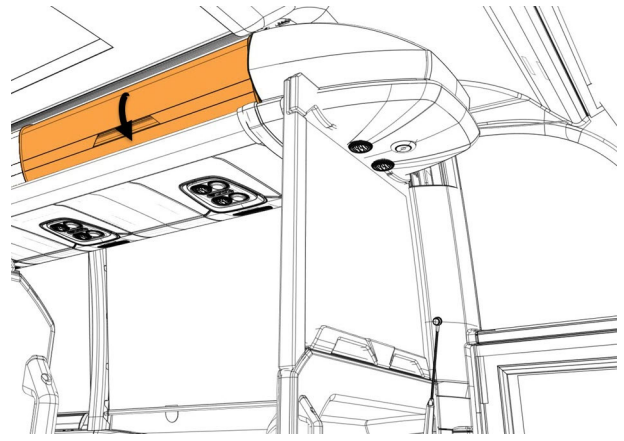
42. Secure the rear of the support using the p-clamp and new screw 5001155.



43. Reinstall the parcel rack door. Tighten with the washers (8x) and the nuts (8x).



44. Close the parcel rack door.



PARTS / WASTE DISPOSAL

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

WARRANTY

This modification is covered by Prevest's normal warranty. We will reimburse you the parts and 2 ½ hour(s) (2.5) of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at www.prevestcar.com (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin WB24-88".

OTHER

VBC Bulletin	S4326
Fail Code	23.00
Defect Code	09
Syst. Cond	B
Causal Part	901436

Access all our Service Bulletins on
<http://techpub.prevestcar.com/en/>

or scan the QR-Code with your smart phone.

E-mail us at technicalpublications_prev@volvo.com and type "ADD" in the subject to receive our warranty bulletins by e-mail.



Prevest/Volvo Bus engages in a continuous program of testing and evaluating to provide the best possible product. Prevest/Volvo Bus, however, is not committed to, or liable for updating existing products.

APPENDIX: CONNECTION DIAGRAM

