



# WB25-05

BULLETIN

WARRANTY

 DATE :
 April 2025
 SECTION :
 01
 ENGINE

 EXPIRATION:
 December 2028
 SUBJECT :
 REPROGRAM ENGINE ECM & ACM

First Release

04-24-2025

### 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. PREVOST CAR INC. Model VIN H3-41, H3-45 coaches From 2PCH33497HC713616 up to 2PCH33490KC710466 incl. Model Year: 2017 - 2019 H3-45 VIP motorhomes From 2PCVS3493HC713747 up to 2PCVS349XKC720573 incl. Model Year: 2017 - 2019 From 2PCG3349XHC736092 up to 2PCG33494KC736399 incl. X3-45 coaches Model Year: 2017 - 2019 From 4RKG33497H9737325 up to 4RKG33497K9737557 incl. X3-45 Commuter From 4RKJ33492J9737485 up to 4RKJ3349XK9737543 incl. Model Year: 2018 - 2019 X3-45 VIP commercial use From 2PCCS3493HC736145 up to 2PCCS3499KC736433 incl. Model Year: 2017 - 2019 X3-45 VIP motorhomes From 2PCBS3492HC736181 up to 2PCBS3498KC736421 incl. Model Year: 2017 - 2019 Volvo 9700 US/CAN 3CET2V921G5179655 Model Year : 2016 - 2019 From 3CET2V929H5184393 up to 3CET2V92XK5192834 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

before delivery. The owners of the vehicles affected by this bulletin will be advised by a letter indi-Identification Number (VIN) of each vehicle concerned.

### DESCRIPTION

On the vehicles affected by this bulletin reprogram ECM & ACM modules and install the confirmation decal.

### CORRECTIVE MEASURES

US Customer:

To ensure conformity with Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) regulations, the certificate of emission and campaign completion label must fill and install by a Prevost representative or Prevost Certified Service Provider. Contact your nearest Prevost Service Center, Prevost Service Provider or Prevost Service/Sales Managers to schedule an appointment and have this modification performed at your earliest convenience.

A list of all Prevost Service Centers and Service Providers is available on:

https://prevostcar.com/contact/parts-service-center

Canada Customer:

To ensure conformity with the Canadian Environmental Protection Act, 1999, he certificate of emission and campaign completion label must fill and install by a Prevost representative or Prevost Certified Service Provider. Contact your nearest Prevost Service Center, Prevost Service Provider or Prevost Service/Sales Managers to schedule an appointment and have this modification performed at your earliest convenience.

A list of all Prevost Service Centers and Service Providers is available on:

https://prevostcar.com/contact/parts-service-center

### MATERIAL

Order kit **WB25-05** which contains the following parts:

Part No	Description		Qty
7771942	CERTIFICATE OF EMISSIONS RECALL COMPLETION	A result of a result of the result of t	1
85152363	EMISSIONS RECALL – CAMPAIGN COMPLETION LABEL	HOLDE	1

#### NOTE

Material can be obtained through regular channels.

### SAFETY PRECAUTIONS

- Eye protection should always be worn when working in a shop.
- Rules for Personal Protection Equipment should always be respected. Wear your PPE including but not limited to the following:



### PROCEDURE



Park vehicle safely, apply parking brake, stop the 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.

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.

### SOFTWARE UPDATE

1. 2. 3. 4.	Secure the vehicle for service. Apply the parking brake. Place the transmission in neutral. Install wheel chocks.	
5. 6. 7.	Turn on the ignition switch. Log into PTT and connect to the truck. Once the vehicle has been identified, enter the Work Order Number, then click Start Work.	Work Order Number Enter a work order number or select a recently used work order number in the list. Enter work order number: Enter Notes: Start Work Cancel
8.	From the Main Menu select the Program tab, then select Program Electronic Control Unit 1700-08-03-39, then click Start.	Product Mode:         Program           Bread specified as 3 as         1780-086-03-39 Program Electronic Control Unit           Image: specified as 3 as         1780-086-03-39 Program Electronic Control Unit           Image: specified as 3 as         1780-086-03-39 Program Electronic Control Unit           Image: specified as 3 as         1780-086-03-39 Program Electronic Control Unit           Image: specified as 3 as         1780-086-03-39 Program Electronic Control Unit           Image: specified as 3 as         1780-086-03-39 Program Electronic Control Unit           Image: specified as 3 as         1780-086-03-39 Program Electronic Control Unit           Image: specified as         1880-02-03           Image: specified as         1880-02-04           Image:
9.	Select Engine Control Module (ECM) and Aftertreatment Control Module (ACM)	Product       Product History       Diagnose       Test       Calibrate       Program         Available       updates

10. Check the Advisory Box, then click Program.	This operation shows all updates that are available for this product. Select the software packages for the control units to be updated and then click Program to start. To reinstall the same software version in a control unit, exit the operation and select the operation Replace hardware. When multiple software packages are selected, there will be a request to run a key cycling after each package Package status information If a software package requires attention, a symbol is shown in the Status column Control unit calibration It may be necessary to perform calibrations after an Electronic Control Unit has been programmed I have read and understand the above advisory Program > Cancel
11. Certain conditions must be met to continue with the programming. Once all conditions are met, click Continue to start programming	1       100-08-03-39 Program Electronic Control Unit - Update software         2       0       <
12. Once programming has completed, clear any diagnostic trouble codes (DTC) and Finish Work	Product         Instant Westery         Disgress         Test         Califords         Program           Selected Product
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#### **INSTALL THE CAMPAIGN LABEL**

 Affix a campaign completion label p/n 85152363 (Figure 1) as shown on Figure 3-Figure 2.

NUMBER NUMÉRO	DATE MM/DD/YYYY	BRANCH / DEALER CODE	
DE RAPPEL ECXXXX	DATE D'EXÉCUTION MM/JJ/AAAA	SUCCURSALE	
	1	85152363	
ure 1. c	ampaign c	ompletion	_ label



#### Figure 2: VOLVO 9700

- 2. On the campaign completion label, signify that the campaign has been completed. Use a permanent type of marker/sharpie to write:
  - The recall number i.e., WB25-05
  - The completion date (MM/DD/YYYY)
  - The branch/service center code)

3. A Certificate of Emissions Recall Completion is also provided in the kit. Fill in the appropriate information and give the certificate to the customer/owner of the vehicle. An image of the certificate is included at the end of this document should the provided certificate be damaged. **Preferably, use the** <u>one included in the kit.</u>

### 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 Prevost's normal warranty. We will reimburse you the parts and one hour(s) (1.0) of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at <u>www.prevostcar.com</u> (under Service \ Warranty section).

• Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin WB25-05".

### OTHER

VBC Bulletin	N/A
Fail Code	01.00-2
Defect Code	09
Syst. Cond	В
Causal Part	3092091

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

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



## CERTIFICATE OF EMISSIONS RECALL COMPLETION (should be kept in vehicle).

d'immatriculation	Make/Marque	Year Model/Année Modèle	Model/Modèle	Vehicle Identification Number/Numéro d'identification du véhicule
Manufacturer/Fabriqu	ant:	Recall Numbe	r/Numéro de r	appel:
The above described listed above / Ce vé concernant le contrôle	vehicle has b hicule a été r des émissions	een repaired, éparé ou moo s.	modified to a difié dans le	ddress the Emissions Related Recall that is but de répondre au rappel inscrit ci-dessu
Branch/Prevost repres Succursale/Représen	sentative tant Prévost	Repair Répare	carried out at é à ( <i>adresse, v</i>	(address, city, state/province) rille, province)
			1	
Authorized Signature/ <b>X</b>	Signature du re	eprésentant au	torise	