MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) INVOLVED NOTICE TO SERVICE CENTERS

HVAC SOFTWARE UPDATE TO RESOLVE HEATING ISSUES

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 |
|---|---|
| Volvo 9700 US/CAN Model Year: 2025 | From 3CET2W424 <u>S</u> 521 <u>9619</u> up to 3CET2W424 <u>S</u> 522 <u>0219</u> incl. |
| This bulletin does not necessarily apply to a The owners of the vehicles affected by this each vehicle concerned. | all the above-mentioned vehicles, some vehicles may have been modified before delivery. bulletin will be advised by a letter indicating the Vehicle Identification Number (VIN) of |

DESCRIPTION

On the vehicles affected by this bulletin, insufficient interior heating may occur when ambient temperatures fall below freezing. To correct this, remove the coolant temperature sensor and reprogram the MCM with the updated HVAC software.

REQUIRED EQUIPEMENTS

| Description | |
|---|--|
| LAPTOP WITH NETWORK ACCESS | |
| RS-232 SERIAL NULL MODEM CABLE (DB9 F/F) | |
| USB TO RS232 DB9 SERIAL ADAPTER CABLE – M/M | |
| HEAT SHRINKABLE TAPE | |

WB25-83

06-11-2025

9700 (B13R)

Expiration Date Group No. Page 06.2025 06.2026

1(11)

First Release



PROCEDURE

<u> I</u> 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.

GETTING SOFTWARE PACKAGE FILE

1. Open the software and document SharePoint using the link below and search for the last 6 digits of the VIN. Download the latest software package file for the vehicle in question, dated after 5/19/2025. If unavailable, please contact Dennis Orner, Jean Ruel, or Jean-Philippe Viens to request the conversion file.

Link: https://volvogroup.sharepoint.com/sites/app-volvobuses-software-documents

| Guide to Software & Document | re & Documents 🕫 | | Private group Internal | ☆ Not following 온 1 |
|---------------------------------|--|-------------------------------------|--------------------------|---------------------|
| Sear | ch last 6 of VIN | | | 佬 Share 、 |
| Q 219593 | | | | × → |
| Release Date ~ | | | | |
| From | | | | |
| To | | | | |
| Clear 4 results for '219593' | Download ti file as long a that 5/15 | ne newest s it's newer 9/2025 | | |
| 🗅 Name | Document Type | Content Type | Language | Body Type/Variant |
| B13R 219593.BSP.2025-05-19.2 | 2h33m.210 Body Software D | | | |
| B13R_219593.BSP.2024-10-24.1 | 8h26m.210 Body Software D | | | |
| B13R 219593.85P.2024-08-21.0 | 0h31m.210 Body Software D | | | |
| B13R_219593.BSP.2024-05-15.2 | 2h01m.210 Body Software D | | | |

2. If you don't have SharePoint access, please contact your customer support manager to get the software package file specific to your vehicle. The file should be dated after 5/19/2025.



| Date | Expiration | Group | No. | Page |
|---------|--------------------------|-------|-----|-------|
| 06.2025 | 0 6. 2 026 | | | 3(11) |

COOLANT TEMPERATURE SENSOR REMOVAL

1. Open the auxiliary heater service door.



2. Locate the coolant temperature sensor.





| Date | Expiration | Group | No. | Page |
|---------|--------------------------|-------|-----|-------|
| 06.2025 | 0 6. 2 026 | | | 4(11) |

3. Cut the cable-tie and disconnect the sensor from the electrical harness B21. Remove and discard the sensor.



- 4. Insulate the harness terminals using heat shrink tape and stow the branch securely within the nearest harnesses.
- 5. Close the auxiliary heater service door.





| Date | Expiration | Group | No. | Page |
|---------|--------------------------|-------|-----|-------|
| 06.2025 | 0 6. 2 026 | | | 5(11) |

MAIDCOM INSTALLATION

1. Download the MAIDCOM installation package on the technical publications website using the link below. If already installed, go to MCM PROGRAMMING section.

Link: https://techpub.prevostcar.com/content/media/19894/view

- 2. Unzip the downloaded file and copy the folder "Maidcom2v3.18" on the C: drive.
- 3. Right-click on Maidcom2.exe in the folder, then select *Send to > Desktop* to create a shortcut.

| > OSDisk (C:) > Maidcom > Maidcom2v3.18 > | | | | | |
|---|------------------|---------------------|----------|--|--|
| Nom | Modifié le | Туре | Taille | | |
| config-files | 2025-05-20 14:00 | Dossier de fichiers | | | |
| local | 2025-05-20 14:00 | Dossier de fichiers | | | |
| default_applog.xml | 2021-06-10 16:17 | Document XML | 1 Ko | | |
| HttpServer.dll | 2021-06-10 16:17 | Extension de l'app | 124 Ko | | |
| 🗟 log4net.dll | 2021-06-10 16:17 | Extension de l'app | 264 Ko | | |
| m ² M2icon.ico | 2021-06-10 16:17 | lcône | 10 Ko | | |
| m ² M2icon2.ico | 2021-06-10 16:17 | lcône | 10 Ko | | |
| ₩ M2iconConnecting.ico | 2021-06-10 16:17 | lcône | 9 Ko | | |
| ₩ M2iconNotConnected.ico | 2021-06-10 16:17 | lcône | 10 Ko | | |
| Maidcom_V3_test_2021-02-10.docx | 2021-06-10 16:17 | Document Micros | 2 019 Ko | | |
| m² Maidcom2.exe | 2021-06-10 16:17 | Application | 188 Ko | | |
| 🗋 Maidcom2.exe.config 🗟 | 2021-06-10 16:17 | Fichier CONFIG | 1 Ko | | |
| 📧 Maidcom2_Chrome | 2021-06-10 16:17 | Raccourci | 2 Ko | | |
| 📧 Maidcom2_Chrome_1win_Exit | 2021-06-10 16:17 | Raccourci | 2 Ko | | |
| 📧 Maidcom2_Chrome_2win | 2021-06-10 16:17 | Raccourci | 2 Ko | | |
| 🗾 Maidcom2_Edge | 2021-06-10 16:17 | Raccourci | 2 Ko | | |
| 📧 Maidcom2_Edge_1win_Exit | 2021-06-10 16:17 | Raccourci | 2 Ko | | |
| 📧 Maidcom2_Edge_2win | 2021-06-10 16:17 | Raccourci | 2 Ko | | |
| PppNet.dll | 2021-06-10 16:17 | Extension de l'app | 116 Ko | | |
| 📄 timeparameter.xml | 2021-06-10 16:17 | Document XML | 8 Ko | | |



| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 06.2025 | 06.2026 | | | 6(11) |

MCM PROGRAMMING

1. Open the front electrical compartment located next to the entrance stairs and below the right-hand side modesty panel.



- 2. Connect the laptop to the MCM using the serial cable and USB to serial adapter.
- 3. Activate the MCM service switch in the electrical compartment.





MCM (Master Control Module) service switch.

MCM (Master Control Module) service switch activated symbol displayed in the driver's information display.

4. Click the Maidcom icon on the desktop to start it.





| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 06.2025 | 06.2026 | | | 7(11) |

5. Right-click the Maidcom icon in the taskbar.



6. Select *Connect > Autodetect* or choose the used COM port.



- 7. Open browser Microsoft Edge or Firefox and enter the following URL: http://localhost:49555/cp/html/start.html, to open Volvo On-board WEB-Server.
- 8. Select *Programming* menu.

| Chassis : B13R_159699 VBC Body : ECO 2605 | MasterID, | MID 210: | |
|--|---------------------|---------------------------------|--|
| 2012-12-17/12:59:14 | Hardware PN | 70395996-P01 | |
| ► Language (English) | Hardware SN | 03831550 | |
| Vehicle information | Bootloader PN | 70395993-P02 | |
| Fault log | Manufacturer data | | |
| MID view | Softw | are: | |
| Operation view | Vehicle ID | B13R_159699 | |
| Function diagram view | System software | SS-70395994-P01 | |
| Parameters | Common Pages | CP-70369667 | |
| Help | CECM-B, MID 188 SSW | BS-70395992-P01- B13R_159699 | |
| Exit | B-Bus Application | BA_B13R_159699 | |
| · · · · · · · · · · · · · · · · · · · | B-Bus Parameters | PB_B13R_159699 | |

WB25-83

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 06.2025 | 06.2026 | | | 8(11) |

9. Click on *Start Bootloader*. It is important to be in bootloader mode before downloading the software package.

| VOLVO | | Volvo Bus On-board WEB-Se |
|----------------------------|---------------------|-----------------------------|
| numland Software Daskage | Master | ID, MID 210: |
| Jowinioad Software Package | Hardware PN | 70395996-P01 |
| lestart System Software | Hardware SN | 04773462 |
| tart Reatlander | Bootloader PN | 70395993-P02 |
| tart boottoader | Manufacturer data | |
| | So | oftware: |
| | Vehicle ID | B13R_166754 |
| ~ | System software | SS-70395994-P01 |
| | Common Pages | CP-70369667 |
| | CECM-B, MID 188 SSW | BS-70395992-P01-B13R_166754 |
| | B-Bus Application | BA_B13R_166754 |
| | B-Bus Parameters | PB_B13R_166754 |

10. Click on Download Software Package.

| VOLVO | | Volvo Bus On-board WEB-Serve BOOTLOADEF |
|---------------------------|---------------------|--|
| Download Software Package | Master | ID, MID 210: |
| Download Software Package | Hardware PN | 70395996-P01 |
| Start System Software | Hardware SN | 04773462 |
| ~ | Bootloader PN | 70395993-P02 |
| | Manufacturer data | |
| | So | oftware: |
| | Vehicle ID | B13R_166754 |
| | System software | SS-70395994-P01 |
| | Common Pages | CP-70369667 |
| | CECM-B, MID 188 SSW | BS-70395992-P01-B13R_166754 |
| | B-Bus Application | BA_B13R_166754 |
| | B-Bus Parameters | PB_B13R_166754 |

11. A login prompt will appear. Use the following credentials:

Username: user1

Password: fqYos

| The server 12 reports that i | 7.0.0.1 is asking for your user name and password. The t is from MasterID. | server |
|---------------------------------|--|--------|
| Warning: You authenticatio | ir user name and password will be sent using basic n on a connection that isn't secure. | |
| | | |
| | | |
| | Remember my credentials | |
| | Remember my credentials | |

| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|-------|
| 06.2025 | 06.2026 | | | 9(11) |

12. Click on *Browse* and select the software package file saved on your laptop. Then, click on *Download.*

| VOLVO | | Volvo Bus On-board WEB-Server BOOTLOADER |
|-------|--|---|
| | Select the software package you want to download. 0% Browse_ 1 Download 2 | |
| VOLVO | | Volvo Bus On-board WEB-Server BOOTLOADER |
| | Select the software package you want to download. | |

13. Once the file is downloaded, click on *Start System Software* and wait until the programming is complete.

| VOLVO | Volvo Bus On-board WEB-Serv BOOTLOAD | | |
|------------------------------|---|-----------------------------|--|
| Code 100: Download OK | | | |
| Developed Coffigure Desirant | Master | ID, MID 210: | |
| Download Software Package | Hardware PN | 70395996-P01 | |
| Start System Software | Hardware SN | 04773462 | |
| | Bootloader PN | 70395993-P02 | |
| | Manufacturer data | | |
| • | So | oftware: | |
| | Vehicle ID | B13R_166754 | |
| | System software | SS-70395994-P01 | |
| | Common Pages | CP-70369667 | |
| | CECM-B, MID 188 SSW | BS-70395992-P01-B13R_166754 | |
| | B-Bus Application | BA_B13R_166754 | |
| | B-Bus Parameters | PB_B13R_166754 | |

| Date | Expiration | Group | No. | Page |
|---------|--------------------------|-------|-----|--------|
| 06.2025 | 0 6. 2 026 | | | 10(11) |

14. Select the *Vehicle Information* menu and confirm that the MCM was programmed successfully and that the following functions have been updated.

| Previous part number | Description | New part number |
|----------------------|-----------------------------------|-----------------|
| 24860835 | General Heating Functions | 24935962 |
| 22292002 | BBM and CECM-B D-bus Interface | 24935966 |
| 24867251 | I/O Config A49 | 24944940 |

15. Turn off the MCM service switch in the electrical compartment.



16. Disconnect the laptop from the vehicle.



17. Close the front electrical compartment.

| War | ranty | Bul | letin |
|-----|-------|-----|-------|
| | | | |



| Date | Expiration | Group | No. | Page |
|---------|------------|-------|-----|--------|
| 06.2025 | 06.2026 | | | 11(11) |

PARTS / WASTE DISPOSAL

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 1.0 hour 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 WB25-83".

OTHER

| VBC Bulletin | S4547 | Access all our Service Bulletins on | ന്നു.പാന |
|--------------|----------|---|-------------|
| Fail Code | 06.27 | http://techpub.prevostcar.com/en/ | - 북한 정북 |
| Defect Code | 49 | or scan the QR-Code with your smart phone. E-mail us at technical publications prev@volvo.com and type "ADD" | - 83/6,439 |
| Syst. Cond | В | in the subject to receive our warranty bulletins by e-mail. | |
| Causal Part | 23499009 | | Telling Any |

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