Warranty Bulletin

WB25-83A

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Revision: A	Addition of part No. for serial cable	06-20-2025

HVAC SOFTWARE UPDATE TO RESOLVE HEATING ISSUES 9700 (B13R)

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

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**
Volvo 9700 US/CAN Model Year: 2025	From 3CET2W424S5219619 up to 3CET2W424S5220219 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 Identification Number (VIN) of each vehicle concerned.	

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 TOOLS

Part No	Description	
-	LAPTOP WITH NETWORK ACCESS	
066009	RS-232 SERIAL NULL MODEM CABLE (DB9 F/F)	
-	USB TO RS232 DB9 SERIAL ADAPTER CABLE – M/M	
-	HEAT SHRINKABLE TAPE	

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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.

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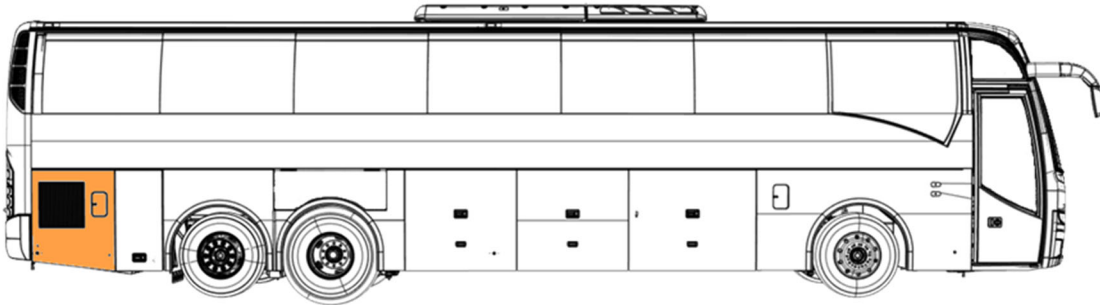
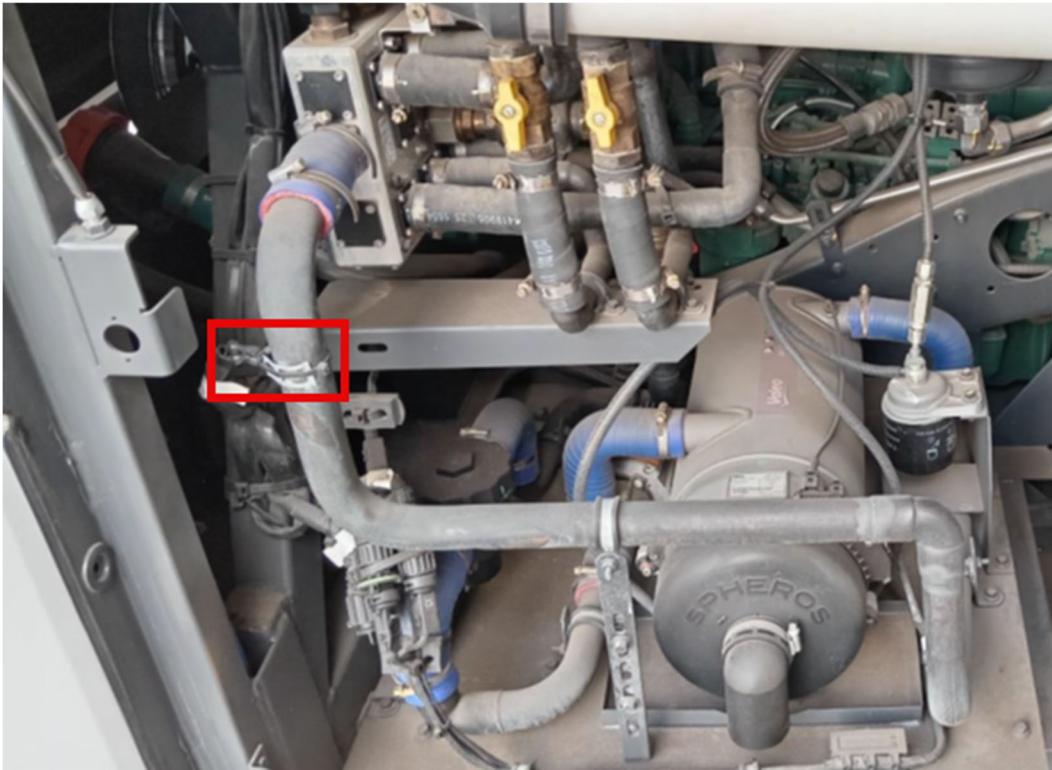   Link: https://volvogroup.sharepoint.com/sites/app-volvobuses-software-documents

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.

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COOLANT TEMPERATURE SENSOR REMOVAL

1.   Open the auxiliary heater service door.
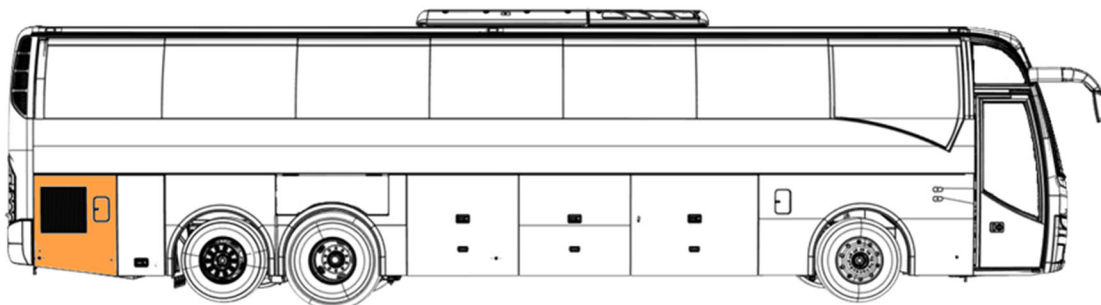

2.   Locate the coolant temperature sensor.

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.

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.

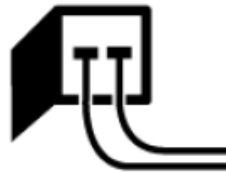| > OSDisk (C:) > Maidcom > Maidcom2v3.18 >			
Nom	Modifié le	Type	Taille
config-files	2025-05-20 14:00	Dossier de fichiers	
local	2025-05-20 14:00	Dossier de fichiers	
default_applog.xml	2021-06-10 16:17	Document XML	1 Ko
HttpServer.dll	2021-06-10 16:17	Extension de l'app...	124 Ko
log4net.dll	2021-06-10 16:17	Extension de l'app...	264 Ko
M2icon.ico	2021-06-10 16:17	Icône	10 Ko
M2icon2.ico	2021-06-10 16:17	Icône	10 Ko
M2iconConnecting.ico	2021-06-10 16:17	Icône	9 Ko
M2iconNotConnected.ico	2021-06-10 16:17	Icône	10 Ko
Maidcom_V3_test_2021-02-10.docx	2021-06-10 16:17	Document Micros...	2 019 Ko
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

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.
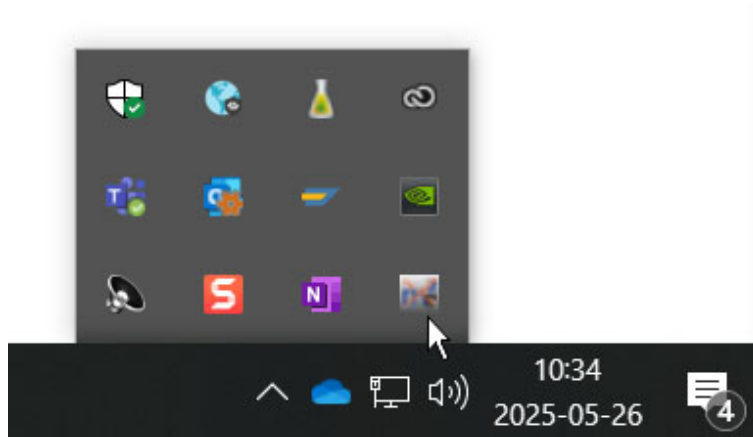

MCM (Master Control Module) service switch.

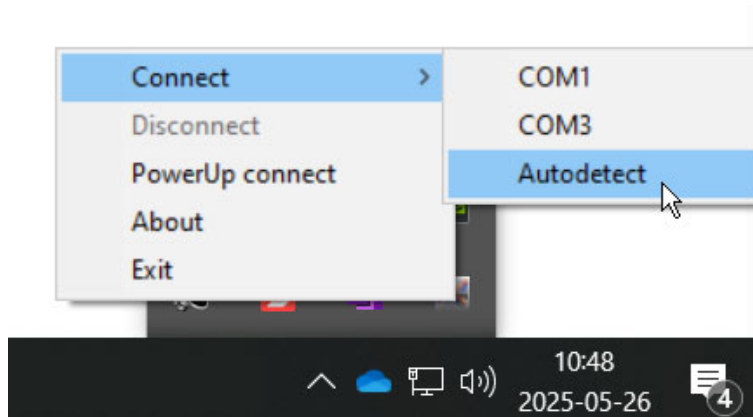MCM (Master Control Module) service switch activated symbol displayed in the driver's information display.

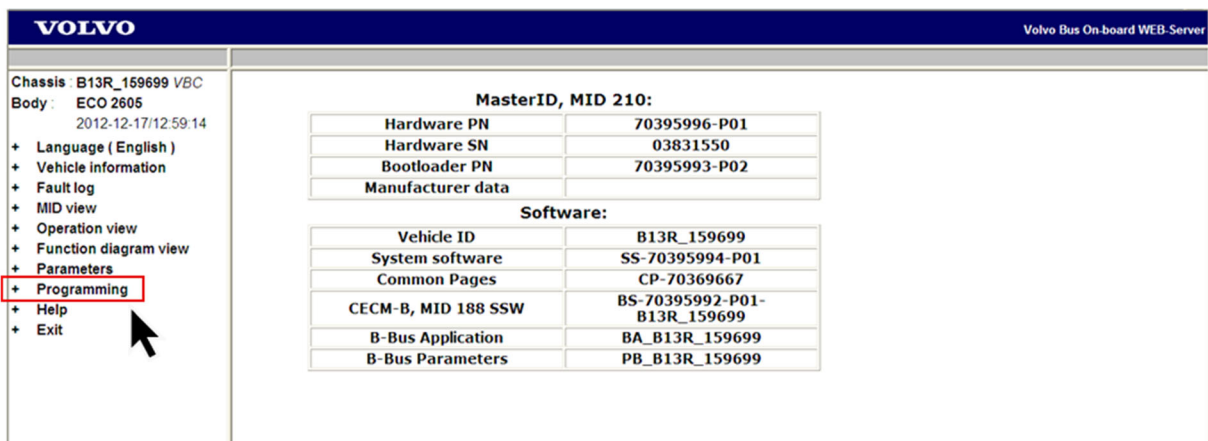4. Click the Maidcom icon on the desktop to start it.

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.

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

10.   Click on *Download Software Package.*

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

     Username: user1
     Password: fqYos

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

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

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.

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 www.prevostcar.com (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select ''Warranty Bulletin WB25-83".

OTHER

VBC Bulletin	S4547
Fail Code	06.27
Defect Code	49
Syst. Cond	B
Causal Part	23499009

Access all our Service Bulletins on
http://techpub.prevostcar.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.

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.