

Date	Expiration	Group	No.	Page
06.2019	06.2021			1(4)

First Release

06-06-2019

NEUTRAL GEAR – SOFTWARE UPDATE 9700 (B13R)

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

<i>NOTICE TO SERVICE CENTERS</i>	
<i>Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of Prevest website.</i>	
Model	VIN
Volvo 9700 us/can Model Year : 2013 - 2016	From 3CET2S226 <u>D5156182</u> up to 3CET2V42X <u>G5176275</u> 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, the “Engine Control Module” parameters must be updated to avoid Engine to crank with gear selected.

If you have PTT with programming access rights, you may program the update on your own and claim to warranty or please make an appointment at the nearest Prevest Service Center or Service Provider to have this bulletin performed free of charge.

PROCEDURE

1. Connect the vehicle with 110V power line. If not possible, make sure the batteries are fully charged before initiate programming.
2. Plug the computer on the vehicle and launch Tech Tool.
3. Turn the ignition to "ON" position.
4. Select "Product" tab (A).

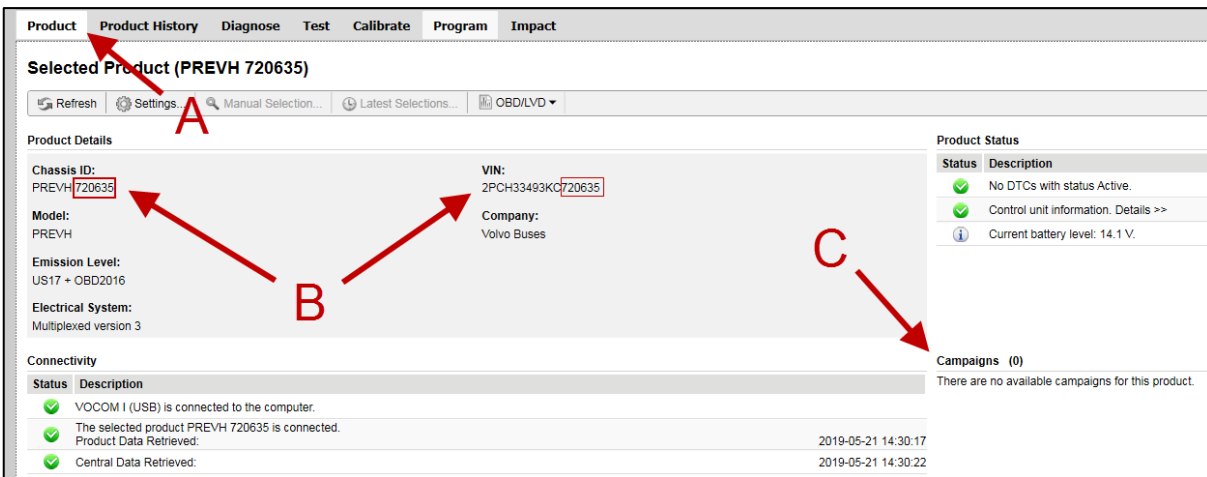


Figure 1

5. Check VIN (B).
6. Check if a campaign is available (C). If it is the case, process with the campaign.
7. If no campaign, select "Program" tab.

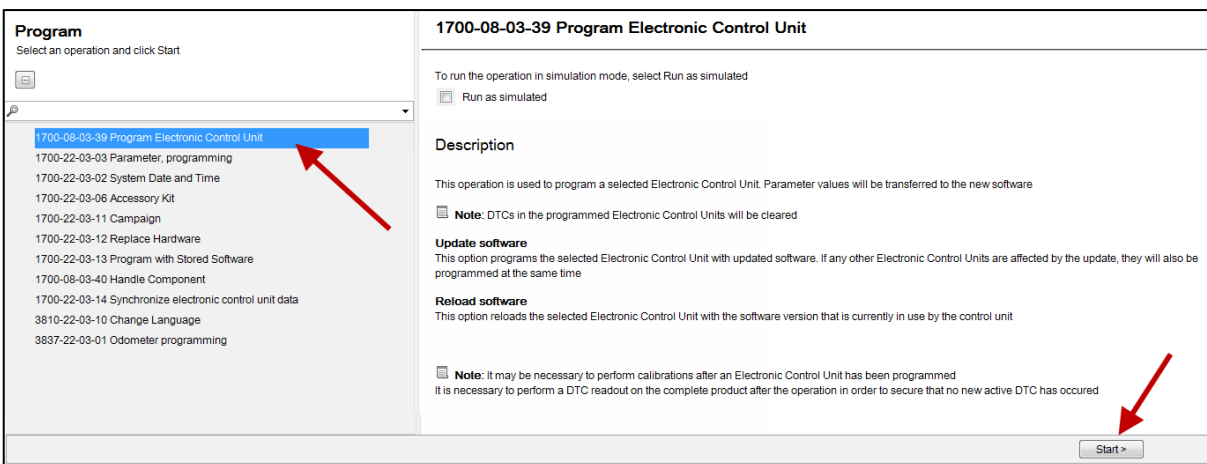


Figure 2

8. Select operation "1700-08-03-39 Program Electronic Control Unit".
9. Click "Start".
10. Select control unit "Engine Control Module" (EMS).
11. Select programming option "Update Electronic Control Unit with latest software".
12. Click "Program" button.

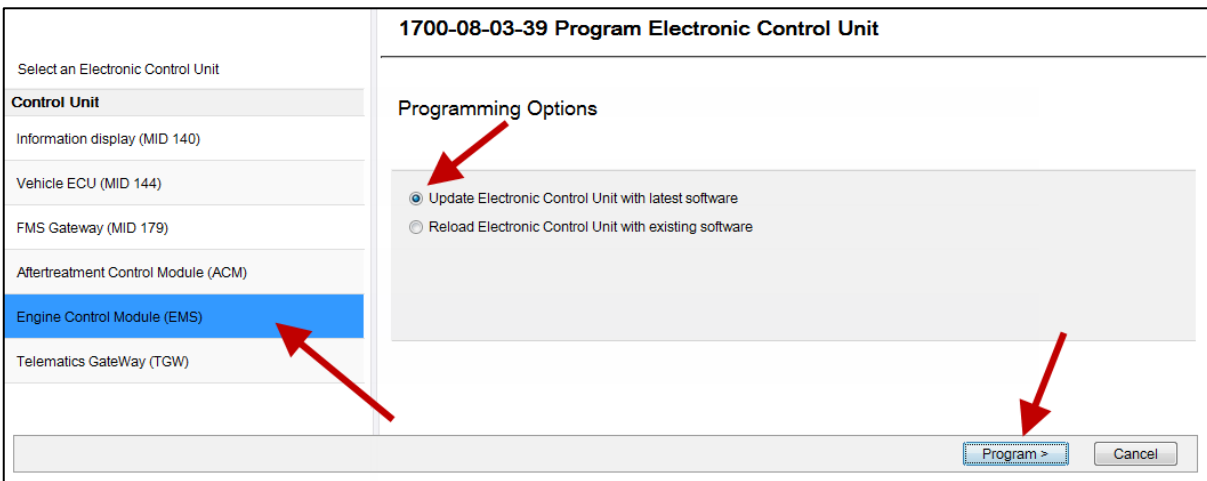


Figure 3

13. Tech tool must have the 3 conditions shown below to continue processing.
14. Click "Continue" button if it is active.

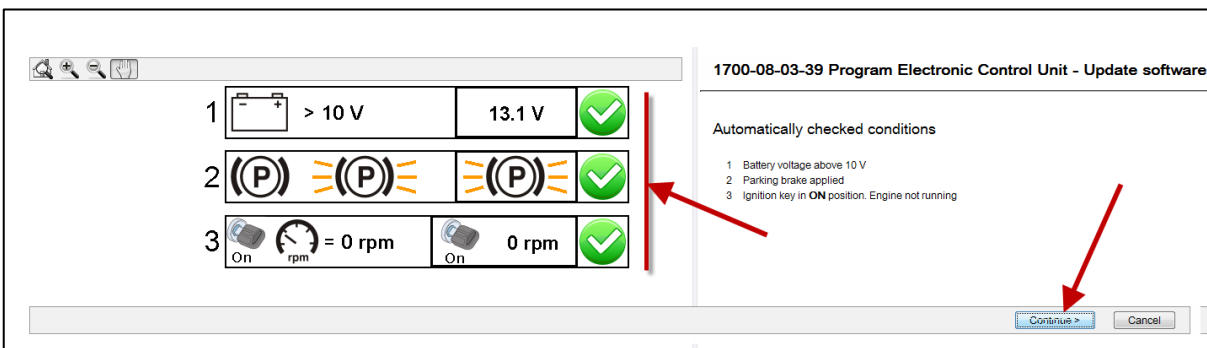


Figure 4

15. Wait until all checks turn to green color (Programming completed).
16. Click "Exit" button.

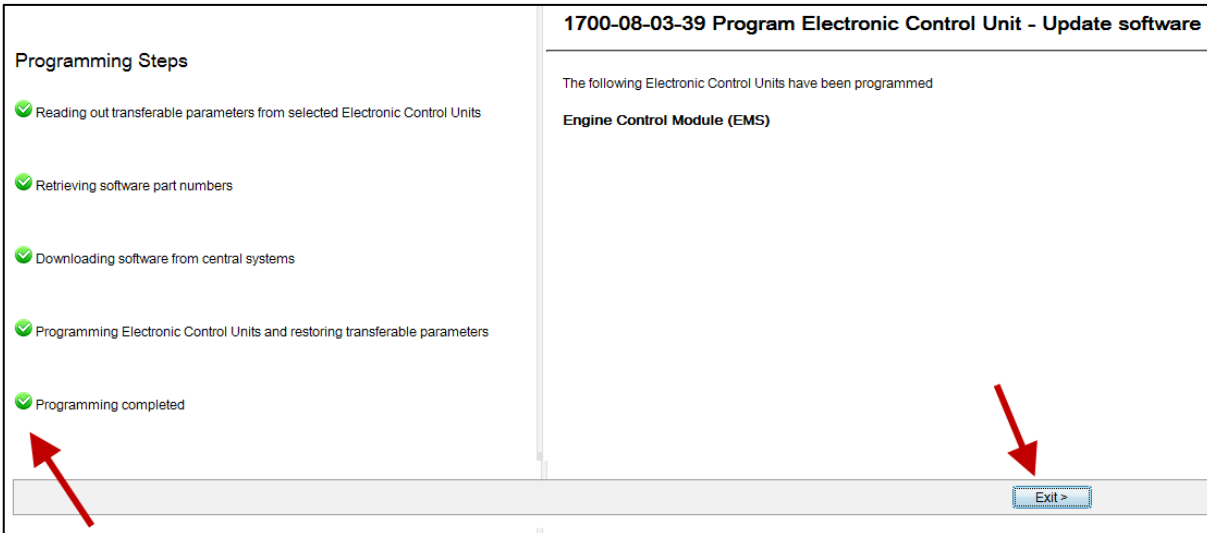


Figure 5

17. Bulletin is complete.

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse 30 minutes 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 WB19-84".

OTHER

VBC Bulletin	N/A
Fail Code	49
Defect Code	DONNÉE
Syst. Cond	B
Causal Part	

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to receive warranty bulletins applicable to your vehicle(s) by e-mail.

