

PREVOST

WARRANTY BULLETIN

WB19-11 A

DATE :	June 2019	SECTION :	06 ELECTRICAL
EXPIRATION:	June 2021		
SUBJECT :	ISM IMPROVEMENT (VEHICLE PROGRAM UPDATE)		

Revision: A DETAILS ADDED TO THE PROCEDURE

24-10-2019

APPLICATION

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	
X3-45 VIP commercial use Model Year : 2017 - 2019	From 2PCCS3495HC736180 up to 2PCCS3491KC736457 incl.	
X3-45 VIP motorhomes Model Year : 2017 - 2019	From 2PCBS3492HC736181 up to 2PCBS3491KC736437 incl.	
X3-45 coaches Model Year : 2017 - 2019	From 2PCG33490HC736182 up to 2PCG33495KC736461 incl. and From 4RKG33491H9737417 up to 4RKG33498K9737633 incl.	
X3-45 Commuter Model Year : 2018 - 2019	From 4RKJ33492J9737485 up to 4RKJ33495K9737546 incl. and 2PCJ33493JC736317 2PCJ33491KC736432	
X3-45 incomplete Model Year : 2017 - 2019	From 2PCS33491HC736203 up to 2PCS33498KC736416 incl.	
H3-41, H3-45 coaches Model Year : 2019	From 2PCH33493KC710185 up to 2PCH3349XKC720700 incl.	
H3-45 VIP motorhomes Model Year : 2019	From 2PCV33496KC710295 up to 2PCVS3499KC720693 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 vehicle program might need to be upgraded to prevent batteries drain when ISM is enabled.

You need to make an appointment in a Prevost Service Center or contact your Prevost Service representative to have the vehicle program to be upgraded. It requires VPG (Vehicle Program Generator) software.

If the owner has, the equipment required and wants to proceed by his own, he has to contact a Prevost Service representative to have the vehicle program last update file.

PROCEDURE



DANGER

Park vehicle safely, apply parking brake, stop the engine.

NOTE

If the bulletin is performed by a Prevost Service Center, use computer and VPG software for the program revision number checking and program upgrade.

VERIFICATION OF THE VEHICLE PROGRAM REVISION NUMBER

1. Check the vehicle program revision number with the Driver Information Display (DID) in the dash.
2. Select the Diagnostics menu.

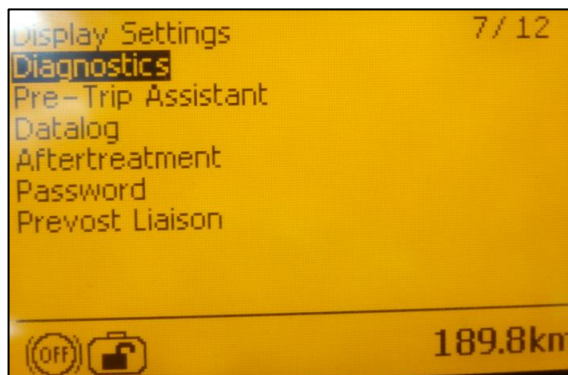


Figure 1

3. Select Part Number menu.

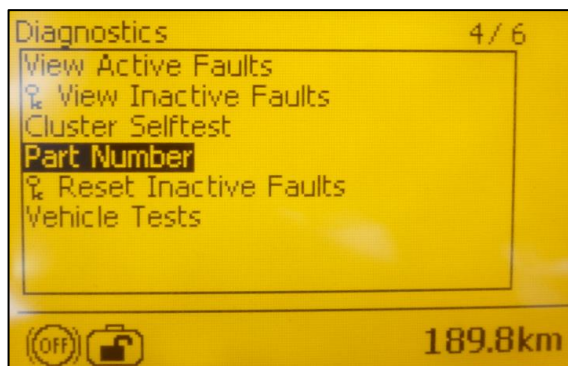


Figure 2

- Select Electrical System menu.

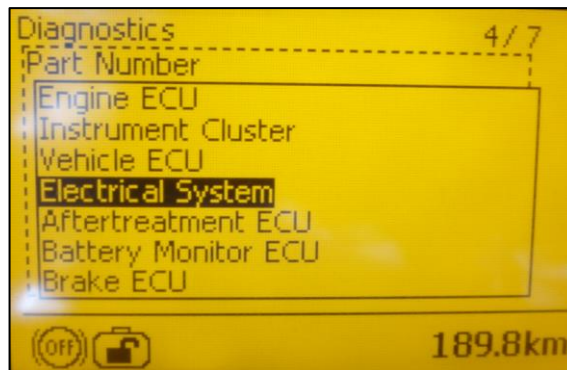


Figure 3

- The DID shows the software number (program number) and the actual revision number just after the letter "P" for the vehicle. The example in Figure 4, the program number is 06100123 and the actual revision number is P08.
- Note the program number and the revision number.

NOTE
<i>Be careful, the vehicle program number starts with "06"</i>

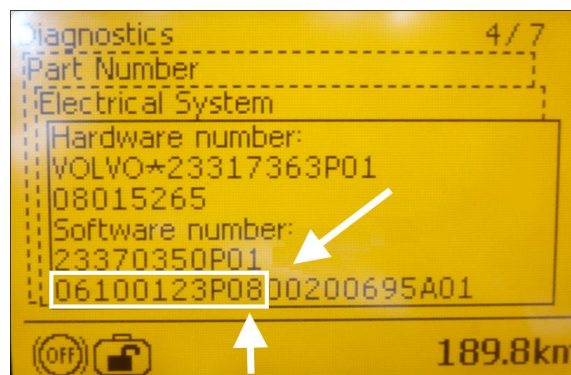


Figure 4

- Table 1 shows possible program numbers and the corresponding minimal revision number (PXX) needed.
- Compare the vehicle program number and revision number (PXX) shown in the DID with the corresponding numbers in Table 1.
- If the vehicle has already the revision number (PXX) shown in Table 1 corresponding to the program number or a higher corresponding revision number, the bulletin is complete. Having a higher revision number means, the problem has been resolved.
- If the vehicle needs a program upgrade, move to the next section of the bulletin.

Table 1

POSSIBLE PROGRAM NO.	MINIMAL REVISION NO. NEEDED
06100076	P33
06100110	P23
06100111	P25
06100113	P19
06100122	P10
06100123	P10
06100124	P10
06100173	P04

VEHICLE PROGRAM UPGRADE PROCEDURE

VEHICLE PROGRAM UPDGRADE PROCEDURE FOR PREVOST SERVICE CENTER ONLY

11. Upgrade the program with the usual procedure.
12. Bulletin is complete.

NOTE

Some owners make the vehicle program update by their own, but it is recommended to let a Prevost service center to make the work.

For owners whom want to proceed on their own, move to next step.

SPECIAL TOOL REQUIRED TO UPGRADE PROGRAM

PART NO.	DESCRIPTION	QTY
N/A	LAPTOP	1
N/A	RS232 SERIAL INTERFACE CABLE	1
N/A	VIRTUAL SERIAL PORT ADAPTER USB TO RS232	1
066009	INTERFACE HARNESS DB9 PC/MASTER ID-MU	1

VEHICLE PROGRAM UPDGRADE PROCEDURE FOR OWNERS ONLY

13. Make sure you took note of the vehicle program number and the revision number (PXX).
14. Contact your Prevost Service representative to generate the vehicle program upgrade file.
15. Refer the personal for the procedure shown bulletin SCI19-20, of how to send you the file.
16. Connect the 110 power line on the vehicle.
17. Turn the ignition to "ON" position.
18. Activate the Hazard flashers.
19. Locate the RS232 serial port into the front service compartment at the right top corner.

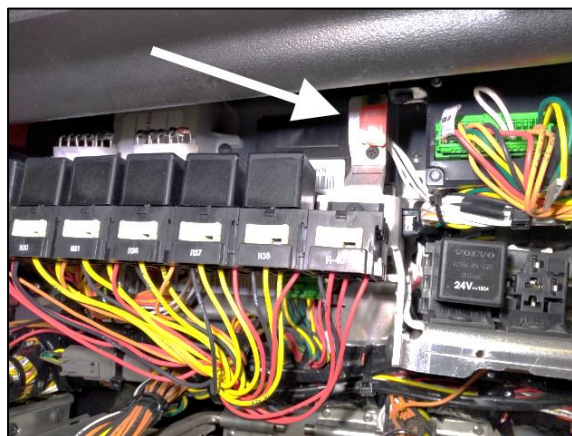


Figure 5

20. Remove the cap and keep in a safe place.
21. Connect the computer on the vehicle into the RS232 port.
22. Open the computer management application on your computer.
23. Right click on "My Computer" on the desk and click on Manage menu.

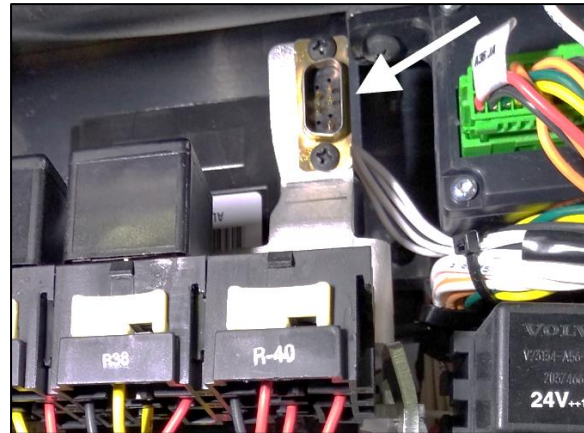


Figure 6

24. Click on "Device manager".
25. Expand the ports list.
26. Check the COM port number and note the number.

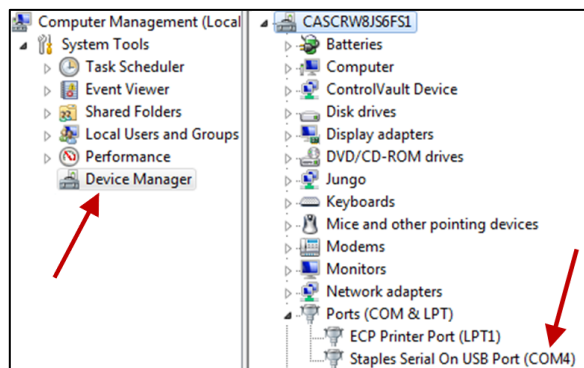


Figure 7

27. Double click on "COM" element to open the properties dialog box.
28. Click on "Port Setting" tab.
29. Select 115200 for the Bits per second.
30. Select Hardware for the Row control.
31. Click "OK".

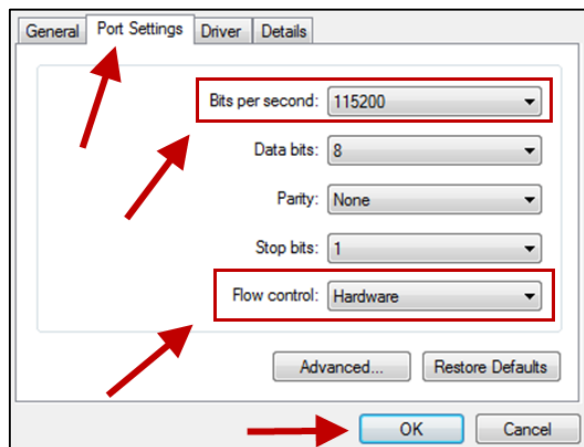


Figure 8

32. Make sure you have the vehicle program update, supplied by the Prevost service center, on your computer.
33. Rename the file and remove the last digits ".txt". Keep only the extension ".exe".

NOTE

The name of the file that you received should match with the VIN of the vehicle you are about to update. It should look like this example: MP_00142546A06.exe.txt. The four numbers before the last letter are the last 4 numbers of the VIN (short VIN).

MP_00142546A06
↑
SHORT VIN

34. Launch the vehicle program (double click on the file name or right click on the file name and select Open).
35. Select the port number noted before.
36. Click "Continue" button.

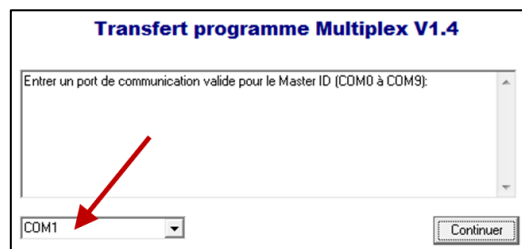


Figure 9

37. Select the destination of the backup file that will be generated with the update processing.
38. Click on "Continue" button.

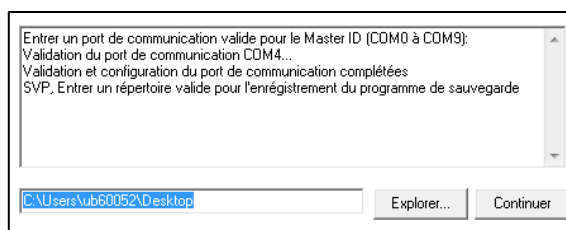


Figure 10

39. Program processes.

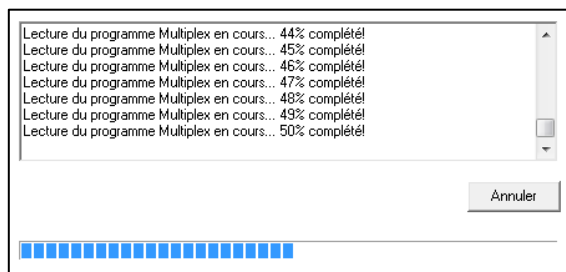


Figure 11

40. Wait until you get the message "TRANSFER COMPLETED".
41. Click "Finish" button.

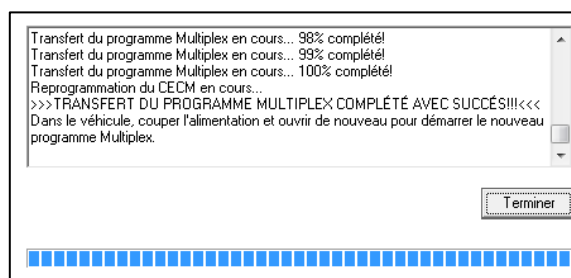


Figure 12

42. Disconnect the computer.
43. From the rear electrical compartment, trip circuit breaker CB6 and reset after 5 seconds.
44. The system needs some time to complete the update. Wait until the head lights shut down or until you have access to information on the DID.
45. Check in the DID the Software number (program number) and compare again with the table 1.

NOTE

Be careful, the vehicle program number starts with "06"

46. Reinstall the RS232 serial port cap.
47. Bulletin is complete.

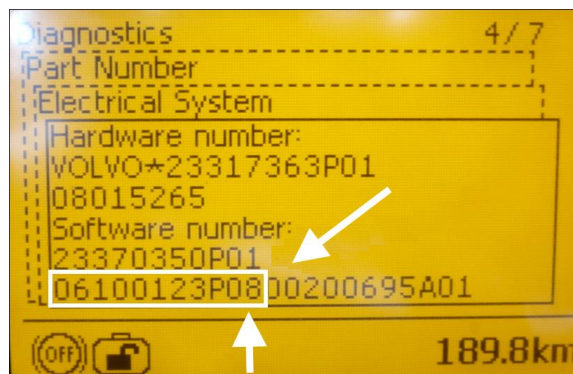


Figure 13

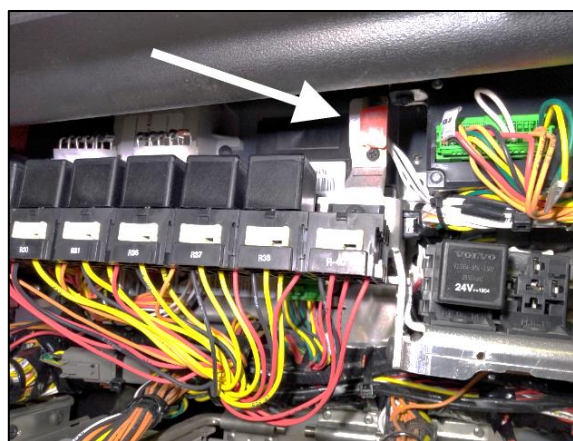


Figure 14

WARRANTY

This modification is covered by PrevoSt's normal warranty. If you make the vehicle program update on your own, we will reimburse you 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. WB19-11".

OTHER

VBC Bulletin	N/A
Fail Code	06.27
Defect Code	49
Syst. Cond	B
Causal Part	7770029

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