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SOFTWARE, AIR CONDITIONING EQUIPMENT 9700 (B13R)

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

VIN	
9700 Year Model 2011	From 3CET2S220B5143800 up to 3CET2S22XB5148857 incl.


DESCRIPTION

On the vehicles affected by this bulletin, an updated AC software is available. The new Software will eliminate a residual voltage on signal, avoiding the fans to continue working at slow speed. The vehicles affected by this bulletin must be rectified at the next service occasion but within the stipulated time period

If you do not have the ability or the required tooling to perform this bulletin, please contact your Prevest Service Center or Authorized Service Provider to schedule an appointment at your earliest convenience. Please mention Warranty Bulletin WB12-55. A complete list of all 135+ affiliated Prevest service points is available on www.prevestcar.com/network.

Prevest Service Centers		
Quebec	850, chemin Olivier Saint-Nicolas, Quebec G7A 2N1	Toll free phone: 1-866-870-2046 Tel.: 1-418-831-2046
British Columbia	6537 River Road Delta, BC V4K 5B9	Tel.: 1-604-940-3306
New Jersey	201 South Avenue South Plainfield, New Jersey 07080	Toll free phone: 1-800-223-0830 Tel.: 1-908-222-7211
Florida	6931 Business Park Blvd. North Jacksonville, Florida 32256	Toll free phone: 1-800-874-7740 Tel.: 1-904-886-4555
Tennessee	800 South Cartwright Street Goodlettsville, Tennessee 37072	Toll free phone: 1-877-299-8881 Tel.: 1-615-299-8881
Texas	15200 Frye Road Fort Worth, Texas 76155-2702	Toll free phone: 1-866-773-8678 Tel.: 1-817-685-0250
California	3384 De Forest Circle Mira Loma, California 91752	Toll free phone: 1-800-421-9958 Tel.: 1-951-360-2550

PROCEDURE

 DANGER
<p>Park vehicle safely, apply parking brake, stop engine. In the battery box, set the battery cut-off switch to the OFF position prior to working on the vehicle.</p>

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Technicians: Please use PTT to access **VBC Remote** and **download body software** (Bus type and chassis number are required to order the new SW). Note: expect to have to clear codes through Master ID, and shut off ignition and main power switch (at dash) to reset modules and clear possible ac alarm on dash.

WARRANTY

This modification is covered by Prevest's normal warranty. The working time required to perform this warranty bulletin is approximately one (1) hour. As a matter of normal service process, your Prevest Service Center or Prevest Certified Service Provider will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

Please contact your Prevest Service Center or your Prevest Certified Service Providers for additional information and to schedule an appointment at your earliest convenience. Please mention Warranty Bulletin WB12-55.

OTHER

VBC Campaign	S-8767
Fail Code	06-27-1
Defect Code	4-49
System Condition	B
Causal Part	21341195

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

TELL US WHAT YOU THINK!

We are interested in hearing your comments or suggestions regarding this bulletin. Please e-mail them to: TechnicalPublications@volvo.com