



PREVOST

**SAFETY
RECALL**

SR23-20

DATE :	August 2023	SECTION :	06 ELECTRICAL
SUBJECT:	CORRECTIVE MEASURE ON THE DAYTIME RUNNING LIGHTS OPERATING LOGIC		

First Release

08-16-2023

APPLICATION

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	
H3-45 coaches Model Year: 2023 - 2024	2PCH33490 <u>PC721359</u>	2PCH3349X <u>RC721470</u>
	2PCH33496 <u>PC721382</u>	2PCH33498 <u>RC721497</u>
	2PCH3349X <u>RC721453</u>	2PCH3349X <u>RC721503</u>
	2PCH33493 <u>RC721455</u>	2PCH33491 <u>RC721504</u>
	2PCH33495 <u>RC721456</u>	2PCH33495 <u>RC721506</u>
	2PCH33497 <u>RC721457</u>	2PCH33497 <u>RC721507</u>
	2PCH33499 <u>RC721458</u>	2PCH33499 <u>RC721508</u>
	2PCH33490 <u>RC721459</u>	2PCH33490 <u>RC721509</u>
	2PCH33499 <u>RC721461</u>	2PCH33497 <u>RC721510</u>
	2PCH33493 <u>RC721469</u>	2PCH33490 <u>RC721512</u>
H3-45 VIP motorhomes Model Year: 2023	The following vehicles	
	2PCVS3491 <u>PC721408</u>	2PCVS3494 <u>PC721452</u>

This Safety Recall does not necessarily apply to all the above-mentioned vehicles. Some vehicles may also have been modified before delivery. The owners of the vehicles affected by this recall will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.

DESCRIPTION

On vehicles affected by this recall, a Multiplex software update might be necessary. This update will prevent simultaneous activation of the daytime running lights and the fog lights.

To comply with the Canadian regulatory requirement, the daytime running lights shall be deactivated while the fog lights are activated by the driver.

Perform the Multiplex software validation as described in PART 1: MULTIPLEX SOFTWARE VALIDATION. Part 1 of this bulletin determines if a software update is required or not. If a software update is needed, perform PART 2. If the software is up to date, no further operation is needed.

SAFETY PRECAUTIONS

- Eye protection should always be worn when working in a shop.
- Rules for Personal Protection Equipment should always be respected. Wear your PPE including but not limited to the following:



**Safety
First!**



PART 1: MULTIPLEX SOFTWARE VALIDATION

1. Check the vehicle multiplex software revision number with the instrument panel Driver Information Display (DID).
2. Press the *Application Tray/Back* key, select VEHICLE DATA and then press the *Enter/Select* key.

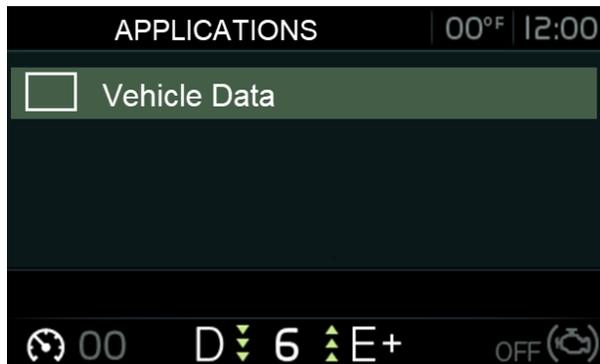


Figure 1

3. Scroll down, select GENERAL INFO and then press the *Enter/Select* key.

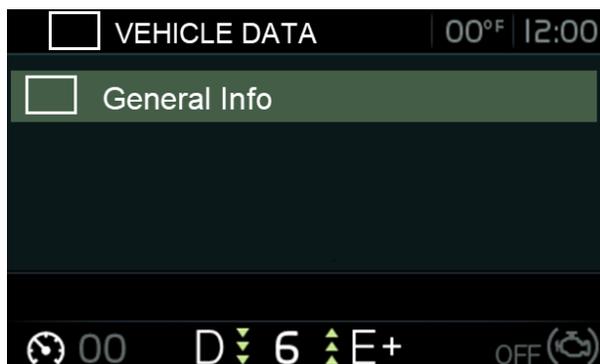


Figure 2

4. Scroll down up to Multiplex ECU software. The DID shows the multiplex software number and the actual revision number just after the letter "P".

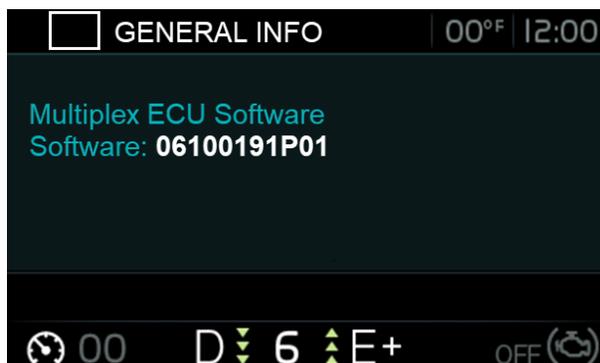


Figure 3

5. Take note of the vehicle multiplex software revision number (PXX).
6. Compare the vehicle multiplex software revision number (PXX) shown in the DID with the required revision of [Table 1](#).

VEHICLE TYPE	SOFTWARE NUMBER	REQUIRED REVISION
H3-45 coaches	06100191	P03 or later
H3-45 VIP	06100192	P03 or later

Table 1

7. **If the vehicle has already the required revision number (PXX) shown in Table 1 or a higher revision number, the bulletin is complete.** Higher revision numbers contain the remedy; thus, the problem is already implemented in this case. **You do not need to perform PART 2.**
8. If the vehicle needs a software update, go to PART 2 of the bulletin.

PART 2: MULTIPLEX SOFTWARE UPDATE

MULTIPLEX SOFTWARE UPDATE PROCEDURE FOR PREVOST SERVICE CENTER

1. Update the multiplex software with the latest revision using the usual procedure with VPG.
2. Bulletin is complete.

MULTIPLEX SOFTWARE UPDATE PROCEDURE FOR CUSTOMERS ONLY

NOTE

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

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

special tool REQUIRED to update software

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

1. Make sure you took note of the vehicle multiplex software number, the revision number (PXX) and the VIN.
2. Contact your Prevost Service representative to have the vehicle multiplex software update file generated.

NOTE to Prevost Service representative

- a) Generate the program.
- b) Close VPG.
- c) Locate the program:
C:\MUX_Local_V2\GenProg if you have generated the program offline.
C:\MUX_Prod_V2\GenProg if you have generated the program online.
- d) The vehicle program file name includes the short VIN.
- e) Rename the file and add the extension ".txt" after the extension ".exe".
- f) Send the file to the customer by email.

3. Connect the vehicle to a battery charger.

4. Turn the ignition to "ON" position.
5. Activate the Hazard flashers to prevent sleep mode.
6. Locate the RS232 serial port into the front service compartment (item 19, Figure 4).

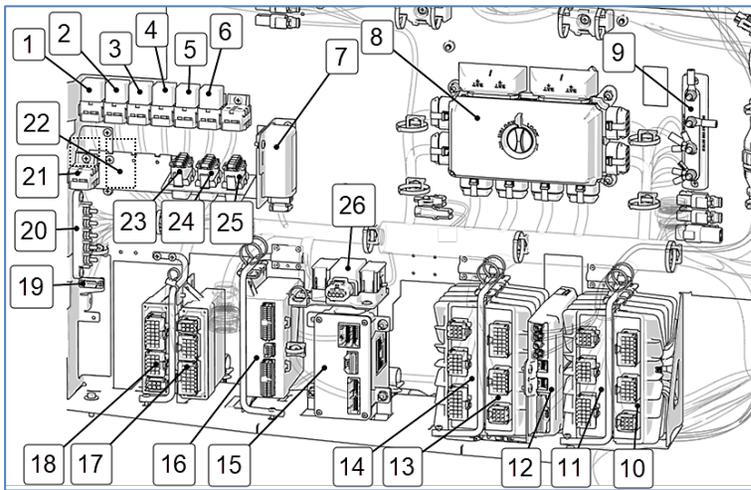


Figure 4

7. Click on "Device manager".
8. Expand the ports list.
9. Check the COM port number and note the number.

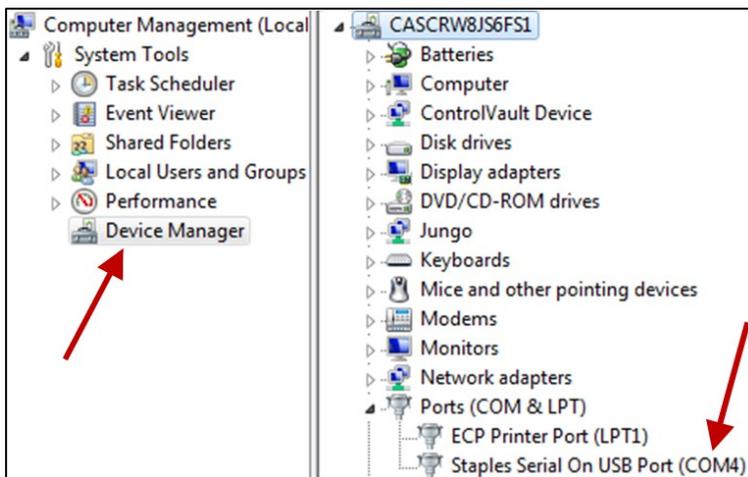


Figure 5

10. Double click on "COM" element to open the properties dialog box.
 11. Click on "Port Settings" tab.
 12. Select 115200 for the Bits per second.
 13. Select Hardware for the Row control.
- Click "OK".

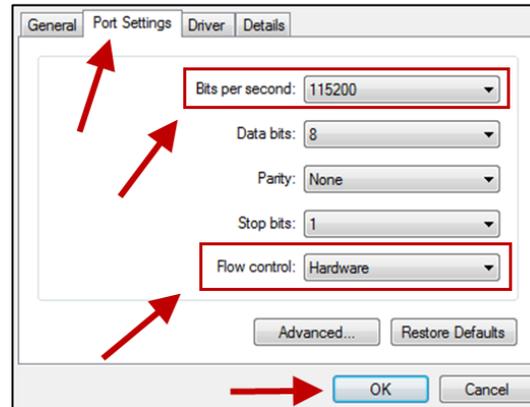


Figure 6

14. Make sure you have the vehicle multiplex software update, supplied by the Prevost service center, on your computer.
15. 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

Figure 7

16. Launch the vehicle multiplex software (double click on the file name or right click on the file name and select Open).
17. Select the port number noted before.
18. Click "Continue" button.



Figure 8

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

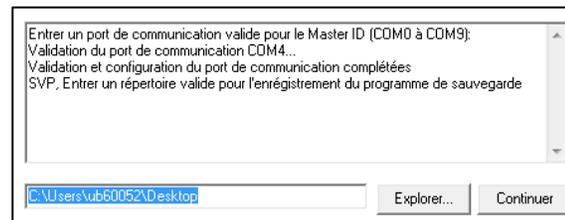


Figure 9

21. Update processes.

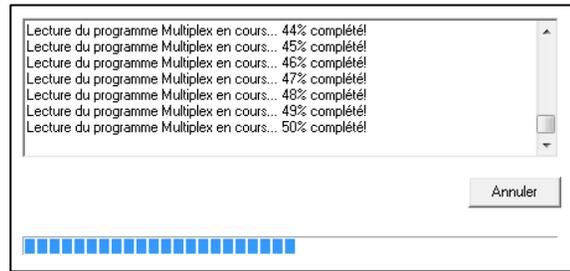


Figure 10

22. Wait until you get the message "TRANSFER COMPLETED".

23. Click "Finish" button.

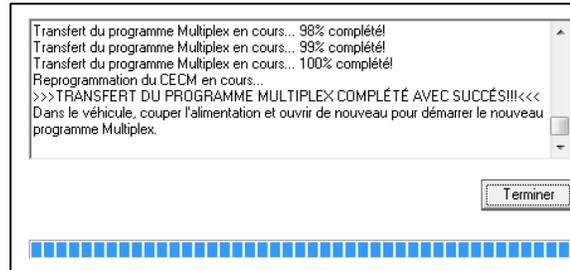


Figure 11

24. Disconnect the computer.

25. From the rear electrical compartment, trip circuit breaker CB6 and reset after 5 seconds.

26. 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.

27. In the DID, validate that the software revision is the appropriate one. Refer to [Table 1](#).

PARTS DISPOSITION

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 the labor as follows:

- ¾ hour(s) (0.75 h) of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall 0BSR23-20".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at prevost.onlinewarranty@volvo.com or by fax at 418-831-9301.

OTHER

VBC Bulletin	N/A
Fail Code	06.05
Defect Code	49
Syst.Cond	R
Causal Part	7770029

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.



