

PREVOST

WARRANTY BULLETIN


WB24-31

DATE :	September 2024	SECTION :	18 BODY
EXPIRATION:	September 2026		
SUBJECT :	ENTRANCE DOOR LOCK - JAMMING ISSUE SOLUTION		

First Release

09-11-2024

APPLICATION

<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 Prevost website.</i>	
Model	VIN 
H3-45 coaches Model Year: 2024	From 2PCH3349XRC721453 up to 2PCH33490RC721784 incl.
<small>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.</small>	

DESCRIPTION

On the vehicles affected by this bulletin, the entrance door may not open at first activation due to door lock mechanism jamming.

MATERIAL

Parts that may be required. **Note that these parts are not covered by this bulletin:**

Part No.	Description	Qty
683652	RED SYNTHETIC GREASE	AR

<i>NOTE</i>
<i>Material can be obtained through regular channels.</i>

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!



PROCEDURE



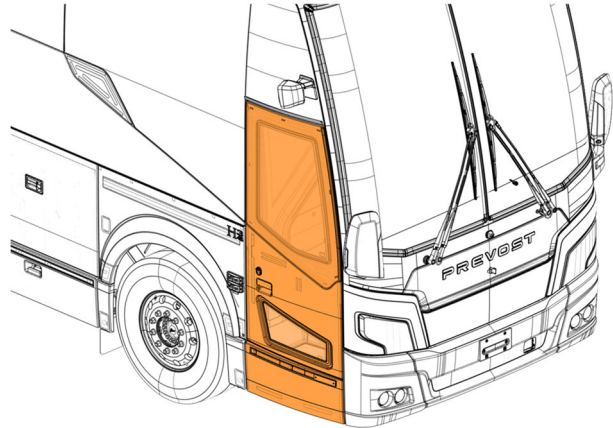
DANGER

Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button. On the Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

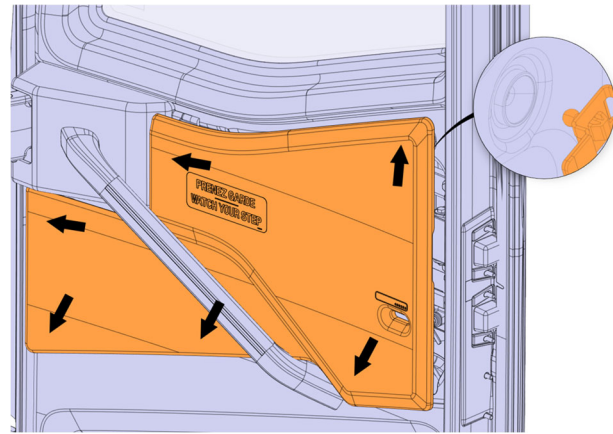
Lockout & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

DOOR LOCK REPAIR

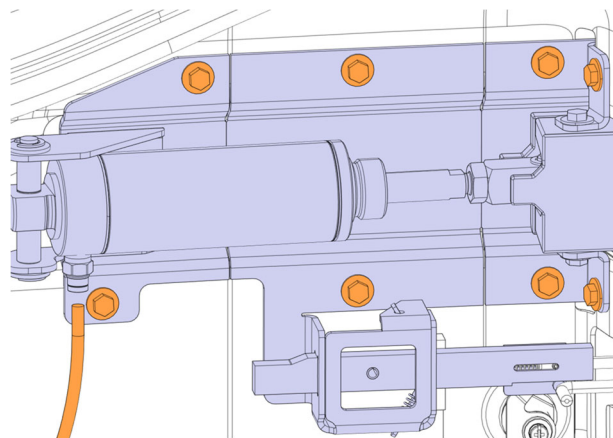
1. Open the entrance door.



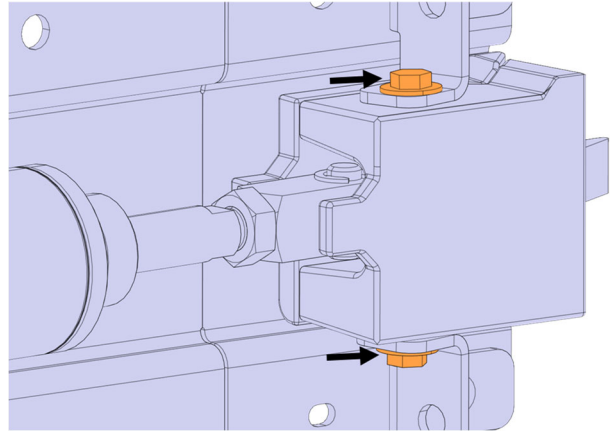
2. Unsnap and remove the panel from the entrance door.



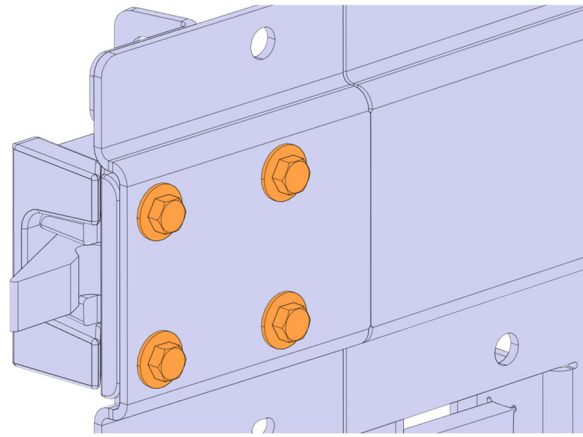
3. Disconnect the pneumatic tube from the cylinder.
4. Unscrew and remove the lock mechanism from the entrance door.
5. Keep the hardware for reinstall.



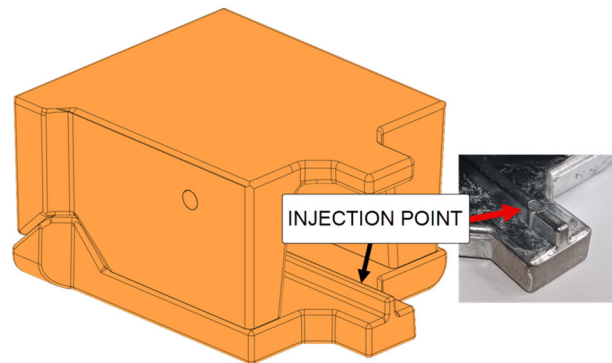
6. Remove the screws (2x) on the guiding block sides.
7. Keep the hardware for reinstall.



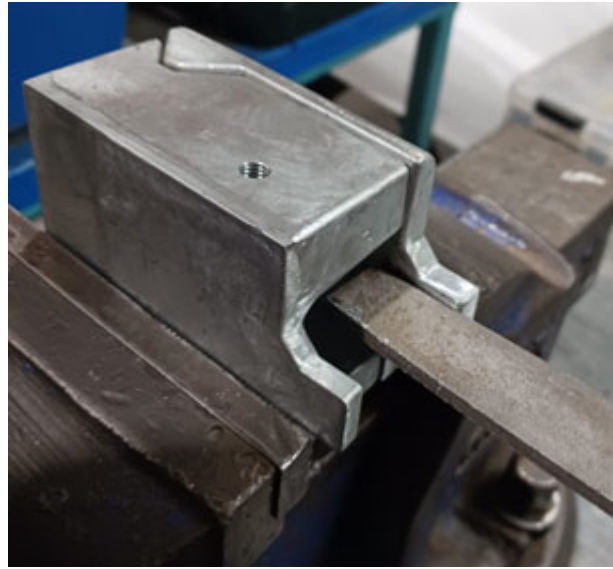
8. Remove the screws (4x) securing the guiding block on the back of the support.
9. Keep the hardware for reinstall.



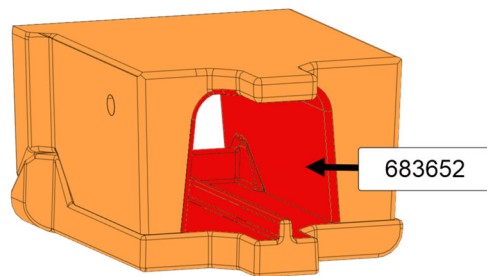
10. Remove the guiding block from the door lock mechanism and locate the injection point which causes the lock to jam.



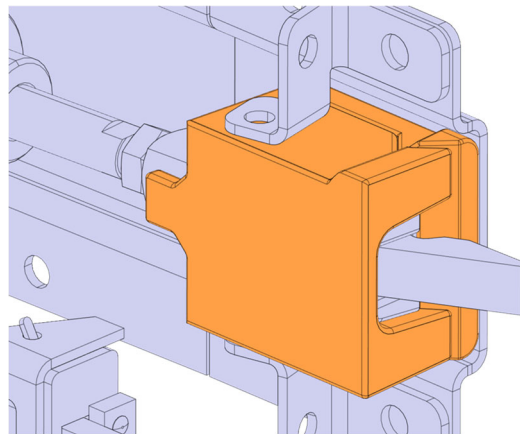
11. Place the guiding block in a vise and ground all around the injection point until the surfaces become smooth.



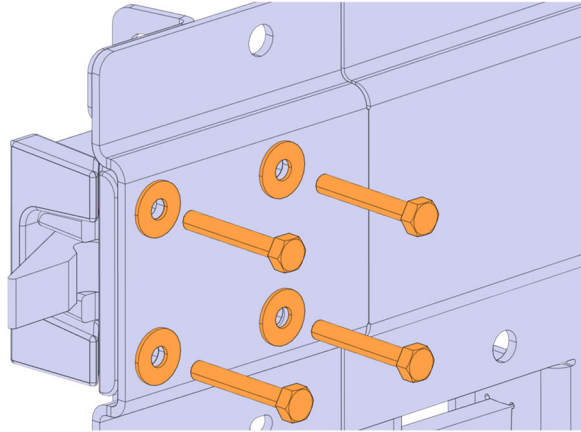
12. Apply red synthetic grease 683652 on all the interior surfaces of the guiding block.



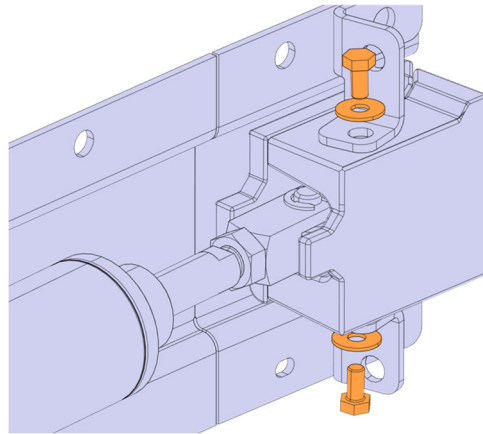
13. Reinstall the guiding block on the door lock.



14. Reinstall the washers (4x) and fasten the guiding block to the support with the screws (4x).

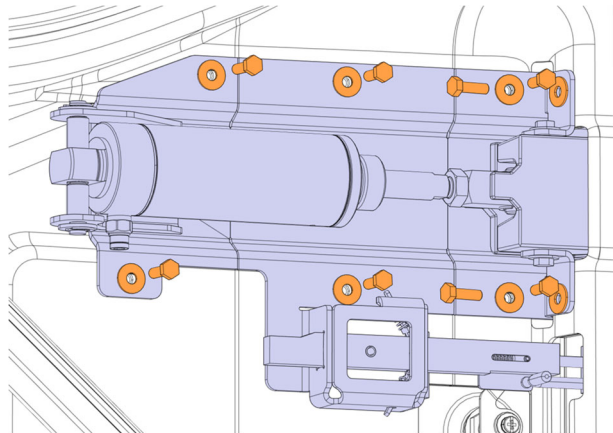


15. Reinstall the washers (2x) and tighten the screws (2x) on the guiding block sides.

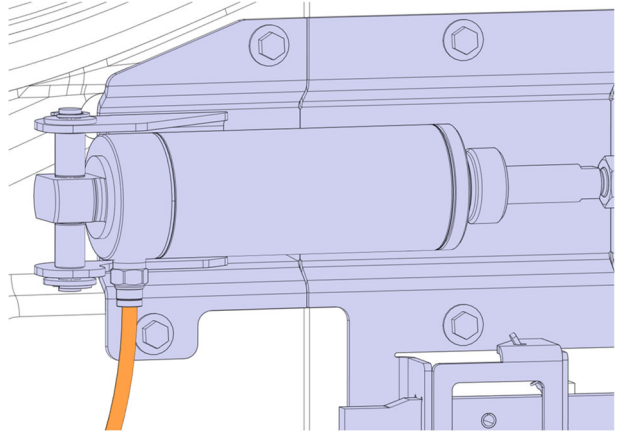


16. Reinstall the door lock mechanism on the entrance door.

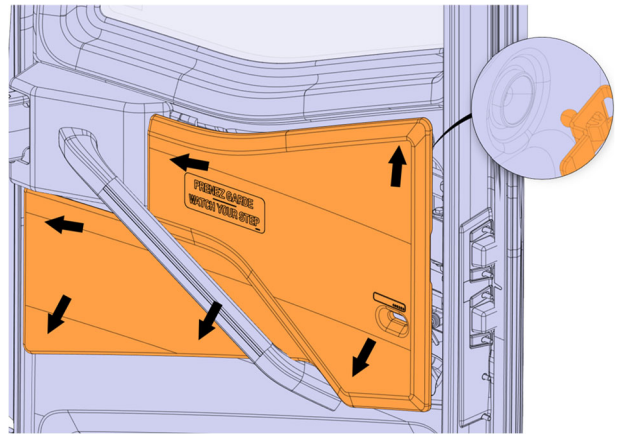
17. Reinstall the washers (8x) and fasten with the screws (8x).



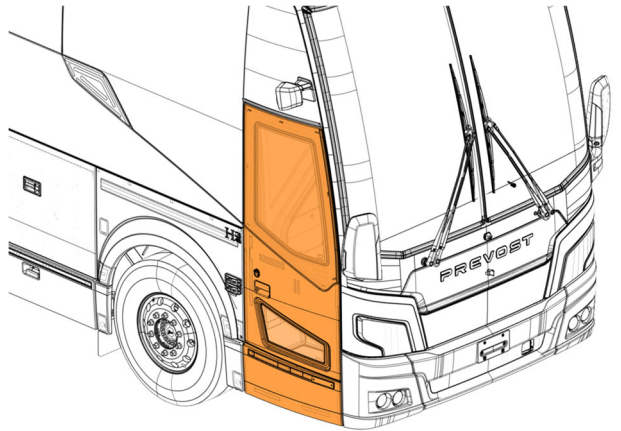
18. Reconnect the pneumatic tube to the cylinder.



19. Reinstall the removable panel by snapping the ball studs (6x) into their couplings.



20. Close the entrance door.



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 hour (1.0) 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 WB24-31".

OTHER

VBC Bulletin	N/A
Fail Code	18.01
Defect Code	09
Syst. Cond	B
Causal Part	2810192

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