

PREVOST

ENREGISTRÉ - REGISTERED
ISO 9001 & ISO 14001



**WARRANTY
BULLETIN**

Wb11-29B

DATE : NOVEMBER 2011	SECTION : 01 - Engine
EXPIRATION: NOVEMBER 2013	
SUBJECT : VOLVO D13 ENGINE US10 VERSION ENGINE CONTROL MODULE (ECM) AND AFTERTREATMENT CONTROL MODULE (ACM) SOFTWARE UPDATES	


REVISION : B THIS WARRANTY BULLETIN SUPERSEDES PREVIOUS VERSION.

Modification of Volvo Bulletin #

APPLICATION (FOR REFERENCE ONLY)

NOTICE TO SERVICE CENTERS

Verify vehicle eligibility by checking warranty bulletin status with **SAP** or **Vehicle Warranty Information** tool found on Prevost-Systems tab of the Volvo Trucks Dealer Portal

Model	VIN	
H3-41, H3-45 Coaches Model Year : 2011 - 2012	From 2PCH33499BC71 1728 up to 2PCH33491CC71 1885 incl.	
X3-45 Coaches Model Year : 2011	Vehicle 2PCG33491BC72 9992 and from 2PCG33491BC73 5002 up to 2PCG33494BC73 5074 incl.	
H3-45 VIP Motorhomes Model Year : 2011 - 2012	From 2PCVS3494BC71 1772 up to 2PCV33499CC71 1880 incl.	
X3-45 VIP Motorhomes Model Year 2012	2PCBS3499CC73 5070	
XLII Entertainer Model Year : 2011	2PCY33498BC73 5003 2PCYS3493BC73 5011 2PCY33498BC73 5017	2PCYS3496BC73 5018 2PCYS3491BC73 5024

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 involved, an important engine software update must be performed as soon as possible.

The intent of this warranty bulletin is to ensure that certain Volvo D13 US10 version engine aftertreatment control modules (ACM) and engine control modules (ECM) receive the latest software upgrades which include some of the following customer enhancements:

- Improvement of fault lamp strategies.
- Inducement exit through stationary regeneration.
- Engine oil thermal control change for oil temperature reduction.
- Reduction in EGR differential pressure sensor port blocking.
- Updates to flash memory to prevent engine ECM lockup.

You must make an appointment at one of Prevost Service Centers or Prevost Certified Service Providers. Please, contact your Prevost Regional Service Manager to find out the nearest service center location or refer to **Service** tab then **Service Network** on Prevost web site www.prevostcar.com.

Prevost Action Service System (PASS) 1 800 463-7738

Regional Service Managers		
Brian Godfroid	Alberta, British Columbia, Manitoba, Montana, Saskatchewan, Washington State	1 866 770-8892
Tommy Nolet	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Upstate New York, Vermont	1 800 65-PREVO (77386)
Dennis Orner	Delaware, Maryland, New Jersey, Michigan, Ohio, Pennsylvania, Virginia, Washington DC, West Virginia,	1 855-752-9305
Kevin Laughlin	Illinois, Indiana, Iowa, Kentucky, Minnesota, Missouri, Tennessee , Wisconsin	1 800 38-PREVO (77386)
James Malcomb	Alaska, Arkansas, Kansas, Louisiana, Oklahoma, Texas	1 800 83-PREVO (77386)
Jacob Mushaney	Arizona, Idaho, Montana, Nebraska, North Dakota, South Dakota, Oregon, Utah, Wyoming	1 800 524-8770
Fernando Martinez	California, Nevada, Spanish Customers	1 800 95-PREVO (77386)
Tom Munds	Colorado, New Mexico	1 877 55- PREVO (77386)
Bryan Joy	Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina	1 866 61-PREVO (77386)
Jean Ruel	New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island, Quebec	1 800 380-7738
Sylvain St-Amant	Ontario	1 888 634-5171
Bill Jensen	Hawaii, Motor Home and shell division	1 800 99-PREVO (77386)

Prevost Service Centers		
Quebec	850, chemin Olivier Saint-Nicolas, Quebec G7A 2N1	Toll free phone: 1-866-870-2046 Tel.: 1-418-831-2046 Fax: 1-418-831-7432
British Columbia	6537 River Road Delta, CB V4K 5B9	Tel.: 1-604-940-3306 Fax: 1-604-940-3384
New Jersey	201 South Avenue South Plainfield, New Jersey 07080	Toll free phone: 1-800-223-0830 Tel.: 1-908-222-7211 Fax: 1-908-222-7304
Florida	6931 Business Park Blvd. North Jacksonville, Florida 32256	Toll free phone: 1-800-874-7740 Tel.: 1-904-886-4555 Fax: 1-904-886-0092 Administration Fax: 1-904-886-0093 Parts
Tennessee	800 South Cartwright Street Goodlettsville, Tennessee 37072	Toll free phone: 1-877-299-8881 Tel.: 1-615-299-8881 Fax: 1-615-299-8816
Texas	15200 Frye Road Fort Worth, Texas 76155-2702	Toll free phone: 1-866-773-8678 Tel.: 1-817-685-0250 Fax: 1-817-685-0460
California	3384 De Forest Circle Mira Loma, California 91752	Toll free phone: 1-800-421-9958 Tel.: 1-951-360-2550 Fax: 1-951-360-2560 Administration Fax: 1-951-360-2565 Parts

PROCEDURE

Service technicians, for the complete procedure, refer to *Service Center Information* **SCI11-29** available on:

- 1) Prevost service portal under **Service/Service Tips/Technical Publications/A. Service Center Information (SCI) Information Centres de Service (ICS)**
- 2) Volvo's « TRUCKS DEALER PORTAL » under **Prevost > publications > service**

WARRANTY

This modification is covered by Prevost's normal warranty and will be performed at no charge.

The working time required to perform this warranty bulletin is approximately 1 hour. As a matter of normal service process, your Prevost Service Center or Prevost Certified Service Provider will also check for other repair measures or outstanding warranty bulletins which might be applicable to your vehicle and this may increase the required working time.

Please contact your Prevost Service Center or your Prevost Certified Service Providers for additional information and to schedule an appointment at your earliest convenience. Please mention WB11-29.

OTHER

VBC Bulletin	S8744
Fail Code	01 00-2
Defect Code	4-49
System Condition	B
Causal Part	3092091