

PREVOST

WARRANTY BULLETIN


WB13-65D

DATE :	NOVEMBER 2013	SECTION :	01 - Engine
EXPIRATION:	NOVEMBER 2015		
SUBJECT :	ACM AND EMS UPDATE		

REVISION D: THIS WARRANTY BULLETIN SUPERSEDES PREVIOUS VERSION.

All vehicles programmed by PTT before January 20th 2014 must be updated to the latest version available.

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
H3-41, H3-45 coaches Model Year : 2013- 2014	 <p><i>Single vehicles:</i> 2PCH3349X<u>DC712146</u>, 2PCH33494<u>DC712191</u>, 2PCH33494<u>DC712272</u> And from 2PCH33492<u>DC712366</u> up to 2PCH33494<u>EC712547</u> incl.</p>
H3-45 VIP motorhomes Model Year : 2013- 2014	<p><i>Single vehicle</i> 2PCVS349X<u>DC712248</u> And From 2PCVS3490<u>DC712369</u> up to 2PCVS3497<u>EC712533</u> incl.</p>
X3-45 coaches Model Year : 2013- 2014	<p><i>Single vehicles</i> 2PCG33496<u>CC735241</u>, 2PCG33499<u>DC735316</u>, 2PCG33491<u>DC735388</u>, 2PCG33492<u>DC735433</u>. And from 2PCG33497<u>EC735459</u> up to 2PCG33490<u>EC735559</u> incl.</p>
X3-45 VIP motorhomes Model Year : 2013- 2014	<p><i>Single vehicles</i> 2PCBS3493<u>DC735485</u>, 2PCBS3495<u>EC735490</u>, 2PCBS3491<u>EC735504</u>, 2PCBS3494<u>EC735531</u>, 2PCBS3495<u>EC735537</u>, 2PCBS3499<u>EC735539</u>, 2PCBS3491<u>EC735549</u></p>
XLII-45 Entertainer Model Year : 2013	<p><i>Single vehicles</i> 2PCYS3492<u>DC735374</u>, 2PCY33491<u>DC735461</u>, 2PCYS3490<u>DC735468</u>, 2PCY33499<u>DC735479</u>, 2PCYS3498<u>DC735489</u></p>
X3-45 VIP commercial use Model Year : 2014	<p>From 2PCCS3497<u>EC735494</u> up to 2PCCS3491<u>EC735569</u> incl.</p>
<p>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.</p>	

DESCRIPTION

On the vehicles affected by this bulletin, software updates with enhancements are available for the multiplex system, for the EMS and aftertreatment control module (ACM).

On all vehicles, perform a DPF Service Regeneration *and* Crystal Sublimation when programming is completed.

ACM and ECM software updates are to resolve the following diagnostic trouble codes (DTC).

- DTC P1086, Oil Level Moderately Low, low oil level light coming on during start up
- DTC P0420, NOx Catalyst: Missing SCR, catalyst system efficiency below threshold
- DTC P205B, Aftertreatment Diesel Exhaust Fluid (DEF) Tank Temperature Sensor: Rationality Low
- DTC P2002, PM Filter Efficiency Monitor, aftertreatment diesel particulate filter (DPF) efficiency fault

These updates must be carried out by qualified technicians. Make an appointment in your nearest Prevost Service Centre.

MATERIAL

No parts required for the bulletin.

REQUIRED TOOLS

Premium Tech Tool version 2.02.55 or higher

Diagnostic Connector 88890304

Communication Interface 88890300 with firmware 1.12.0.2 or higher

Check Premium Tech Tool version by clicking on Help tab and then click on "About TechTool".

Interface cable 066009.



PROCEDURE



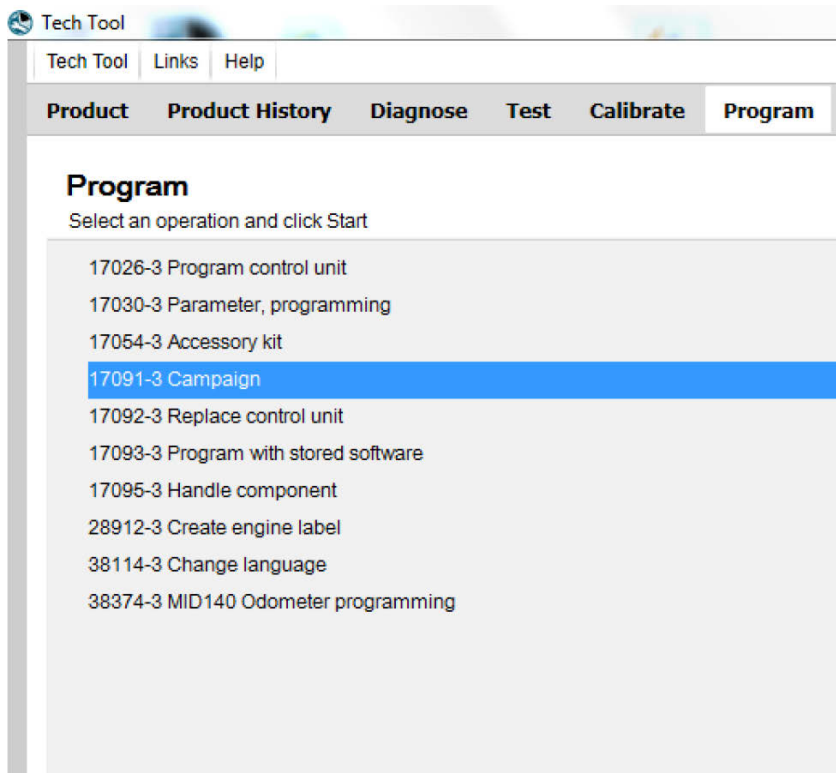
DANGER

Park vehicle safely, apply parking brake and stop engine prior to working on the vehicle.

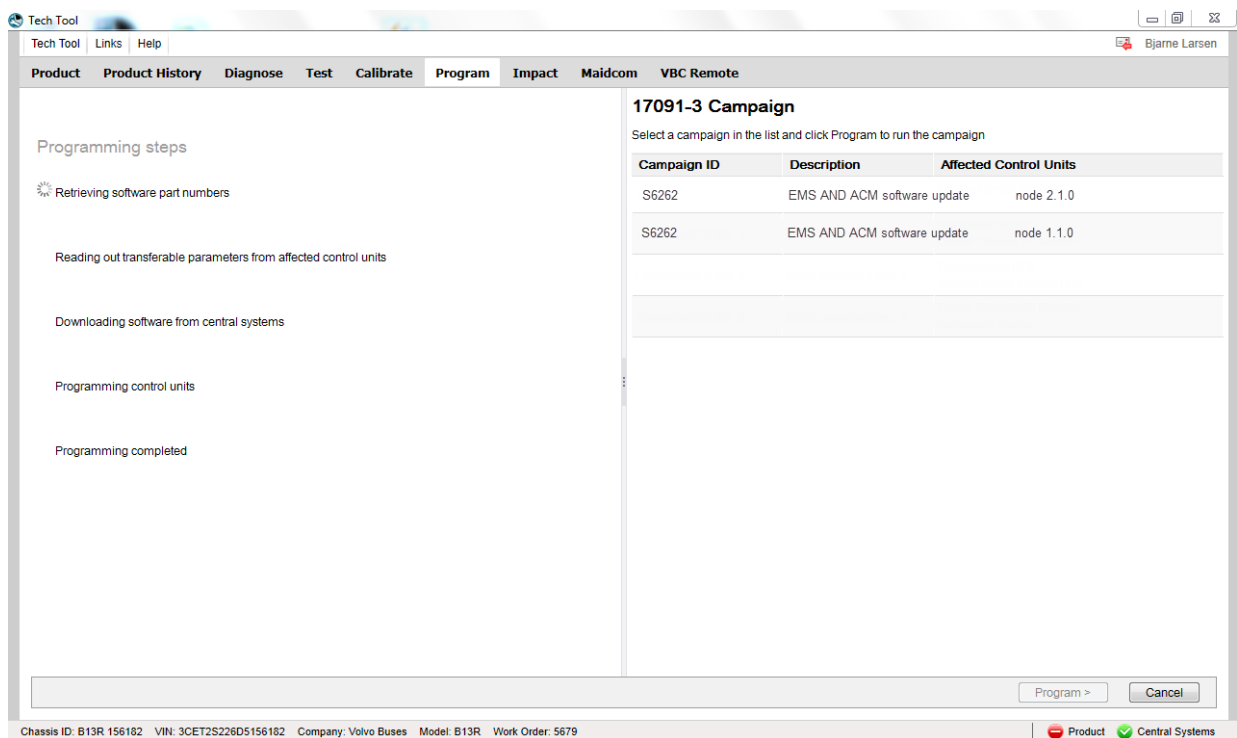
Do not attempt to repair or service this vehicle without having sufficient training, the correct service literature and the proper tools. Failure to follow this could make the vehicle unsafe and lead to serious personal injury or death.

1. Secure the vehicle for service by parking it on a flat level surface, applying the parking brake, chocking the rear wheels, and placing the transmission in neutral.
2. Proceed to multiplex reprogramming with VPG, Complist 2013
 - X3 Coach- 06100058 P18 and up
 - H3 Coach- 06100060 P19 and up
 - H3 VIP/X3-45 VIP Motorhomes - 06100061 P18 and up
3. Connect Premium Tech Tool (PTT) to the vehicle diagnostics connector using the 16 pin OBD cable 88890304 and Communication Interface 88890300. Connect the PC to a functional LAN or modem connection and a 120 Volt AC source.
4. Turn the ignition switch "ON".
5. Log in to PTT and Identify Vehicle is displayed.
6. Once the vehicle has been identified, enter the Work Order Number information, then click Start Work

7. From the Main Menu select Program and then Campaign 17091-3. Then click Start.



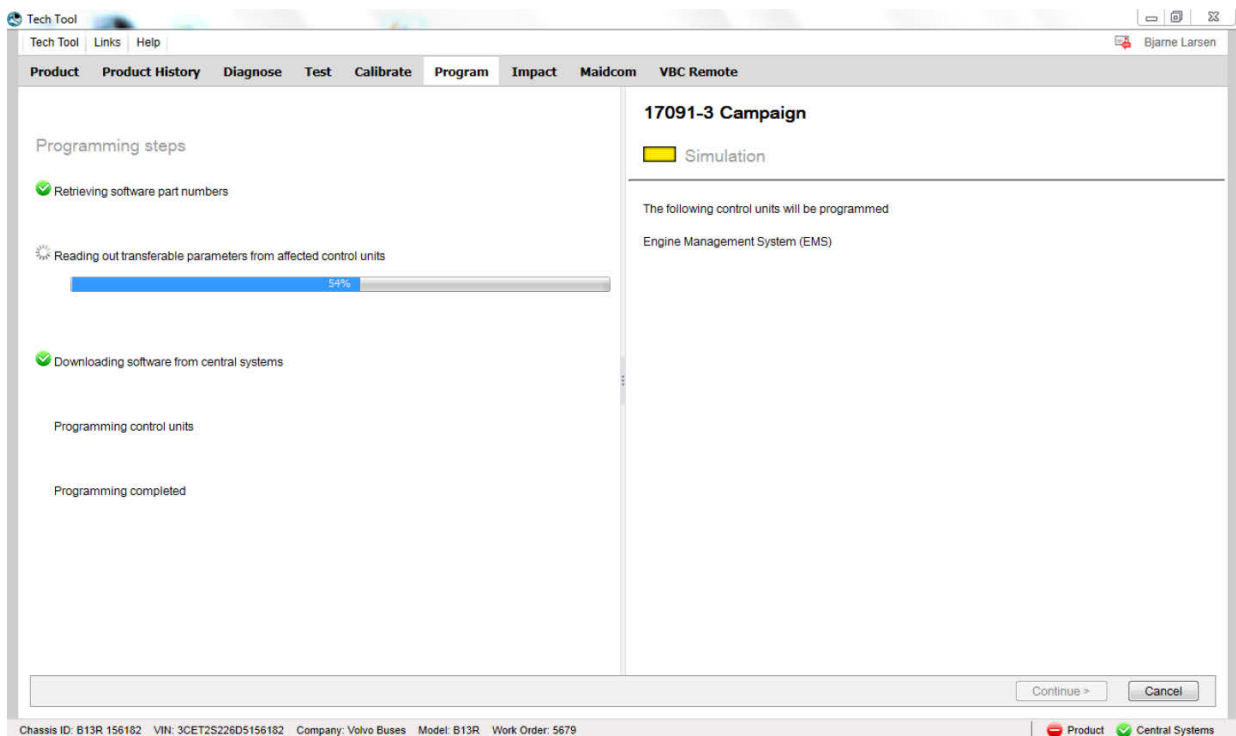
8. Select Select campaign id S6262



- Certain conditions must be met to continue with programming: battery voltage above 10v, parking brake applied, and ignition key in ON position with engine not running. When all conditions have been met, click Continue to proceed with programming.

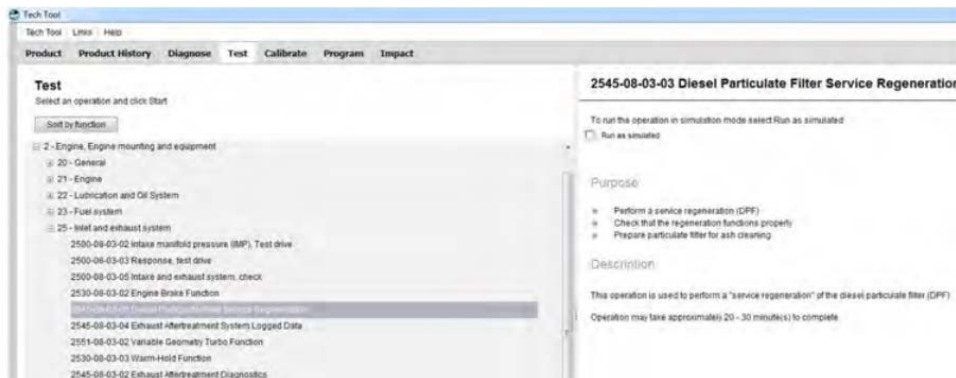


- Program is now ongoing

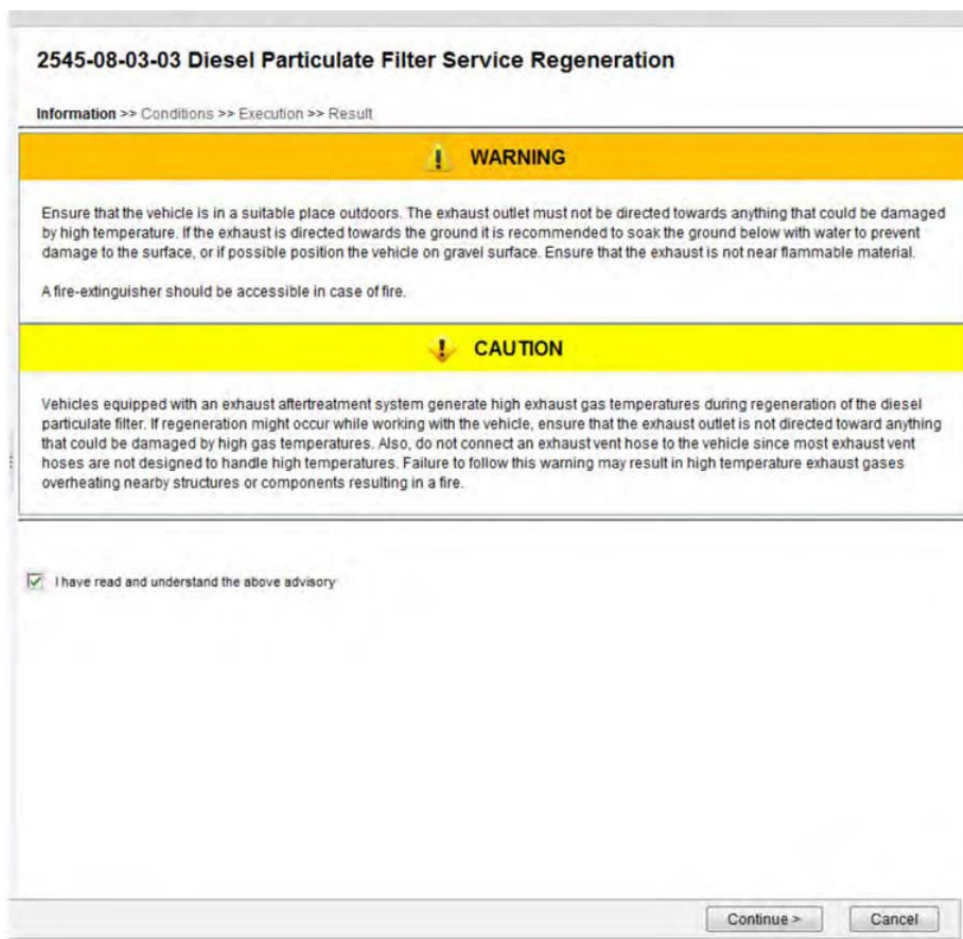


Note: Engine hours will be lost once modules have been programmed.

11. . When ACM programming is complete, select Test from the Main Menu. Select 2545-08-03-03 Diesel Particulate Filter Service Regeneration and click on Start.



12. Review the advisories, check the box and click on Continue.



13. When all conditions are met, check the confirmed box and click on Continue.

The screenshot displays a diagnostic tool interface for a Diesel Particulate Filter Service Regeneration test. On the left, there are six numbered test conditions, each with a status indicator (green checkmark for pass, red X for fail):

- 1. Parking brake applied (P icon) - Pass
- 2. Ignition key in ON position, Engine running - Pass
- 3. Engine Coolant Temperature (ECT) above 122 °F - Pass (129.2 °F)
- 4. Accelerator pedal position below 0 % - Pass (0 %)
- 5. Gear selector in neutral position (N icon) - Pass
- 6. Vehicle outdoors in a suitable area - Pass

On the right, the test title is "2545-08-03-03 Diesel Particulate Filter Service Regeneration". Below the title, there are sections for "Automatically checked conditions" and "Manual conditions".

Automatically checked conditions:

1. Parking brake applied.
2. Ignition key in ON position. Engine running.
3. Engine Coolant Temperature (ECT) above 122 °F.
4. Accelerator pedal position below 0 %.

Manual conditions:

5. Gear selector in neutral position.
6. Vehicle outdoors in a suitable area.

At the bottom of the manual conditions, there is a checkbox labeled "Confirmed" which is currently unchecked.

14. When regeneration is complete, allow engine to idle until high exhaust system temperature (HEST) light goes off.



High Exhaust System Temperature (HEST)

15. When the HEST light goes off, select Test from the Main Menu. Select 2585-11-03-03 SCR, Diesel Exhaust Fluid, Crystal Sublimation and click on Start.

Note: Start the Crystal Sublimation process within 2 minutes of engine coming back to idle.

The screenshot shows the diagnostic tool interface for the "2585-11-03-03 SCR, Diesel Exhaust Fluid, Crystal Sublimation" test. On the left, there is a "Test" menu with a search bar and a list of tests. The selected test is "2585-11-03-03 SCR, Diesel Exhaust Fluid, Crystal Sublimation".

Test Selection:

- Exhaust Aftertreatment
 - 2545-08-03-02 Exhaust Aftertreatment Diagnostics
 - 2545-08-03-03 Diesel Particulate Filter Service Regeneration
 - 2545-08-03-04 Exhaust Aftertreatment System Logged Data
 - 2589-08-03-05 Aftertreatment (oxidative catalytic reduction) (SCR) system
 - 2585-11-03-03 SCR, Diesel Exhaust Fluid, Crystal Sublimation**
 - 2584-08-03-01 SCR System, forced heating
 - 2548-08-03-02 NOx Conversion

Test Details (2585-11-03-03 SCR, Diesel Exhaust Fluid, Crystal Sublimation):

- To run the operation in simulation mode select Run as simulated.
 - Run as simulated
- To run the operation with recorded values select Replay recorded values.
 - Replay recorded values
- Purpose:** Perform DEF crystal sublimation.
- Description:** Under certain circumstances, the SCR catalyst may become loaded with DEF crystals. These deposits develop when the DEF is injected in cold idle cycles in which the SCR catalyst does not reach the proper temperature needed for chemical reaction. If the crystallization level becomes greater than that which can be removed by normal engine operation, manual regeneration may be needed. Operation may take approximately 45 minutes to complete. This operation should only be used when referred by service information, Dealer Diagnostics or Technical Support.

16. Review the advisories, check the box and click on Continue.

2585-11-03-03 SCR, Diesel Exhaust Fluid, Crystal Sublimation

Information >> Conditions >> Execution

WARNING

Ensure that the vehicle is in a suitable place outdoors. The exhaust outlet must not be directed towards anything that could be damaged by high temperature. If the exhaust is directed towards the ground it is recommended to soak the ground below with water to prevent damage to the surface, or if possible position the vehicle on gravel surface. Ensure that the exhaust is not near flammable material.

A fire-extinguisher should be accessible in case of fire.

CAUTION

Vehicles equipped with an exhaust aftertreatment system generate high exhaust gas temperatures during regeneration of the diesel particulate filter. If regeneration might occur while working with the vehicle, ensure that the exhaust outlet is not directed toward anything that could be damaged by high gas temperatures. Also, do not connect an exhaust vent hose to the vehicle since most exhaust vent hoses are not designed to handle high temperatures. Failure to follow this warning may result in high temperature exhaust gases overheating nearby structures or components resulting in a fire.

I have read and understand the above advisory

17. When all conditions are met, check the confirmed box and click on Continue.

2585-11-03-03 SCR, Diesel Exhaust Fluid, Crystal Sublimation

Information >> Conditions >> Execution

Automatically checked conditions:

- 1 Parking brake applied
- 2 Ignition key in ON position - Engine running
- 3 Engine Coolant Temperature (ECT) above 122 °F
- 4 Accelerator pedal position below 5%

Manual conditions:

- 5 Gear selector in NEUTRAL position
- 6 Reference from diagnostics service information or Technical support
- 7 Vehicle outdoors in a suitable area

Confirmed

18. When sublimation is complete, allow engine to idle until HEST light goes off.



High Exhaust System Temperature (HEST)

19. Clear any Engine and ACM diagnostic trouble codes (DTC) and Finish Work.

PARTS / WASTE DISPOSAL

DO NOT RETURN THE REPLACED PARTS. 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 two and a half hours (2.5h) 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 WB13-65".

OTHER

VBC Bulletin	S6262
Fail Code	01.00-2
Defect Code	49
Syst.Cond.	B
Causal Part	3092091

Access all our Service Bulletins on <http://prevostparts.volvo.com/technicalpublications/en/pub.asp> 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.

