

Instrument Cluster Software Update - MID140 9700 (B13R)

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

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 Prevest website.</i>	
Model	VIN
Volvo 9700 us/can Model Year : 2016	Certain vehicles between the following range: 3CET2V420 <u>G5 173403</u> and 3CET2V426 <u>G5 176273</u> incl.
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 affected by this bulletin, the instrument cluster software must be updated.

Make an appointment at the nearest Prevest Service Centers or Service Providers to have bulletin WB16-82 performed free of charge.

PROCEDURE (SERVICE CENTER INFO)

 DANGER
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.

CASE DESCRIPTION

The DTC's are active when the ignition is on but the engine is not running, and gets inactive when the engine starts. This creates confusion for the workshop regarding the alternator status.

- 1) Using Tech Tool, download **Campaign S5070** to reprogram the instrument cluster (MID 140) and get the latest software.

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 0.8 hour 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 WB16-82".

OTHER

VBC Bulletin	S5070
Fail Code	18.02
Defect Code	09
Syst.Cond.	B
Causal Part	Umisc

Access all our Service Bulletins on <http://techpub.prevostcar.com/en/bulletins> 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.



Prevost 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.