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Revision: K	Page 11, change in the warranty coverage		01/23	/2025

P20EE (diagnostic troubleshooting code) SOLUTION - NOX CONVERSION EFFICIENCY Prevost vehicles

B13R (9700 us/can)

MODEL YEAR(S) AND VEHICLES INVOLVED

GHG17 or OBD18 compliant vehicles

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.				
H3-41, H3-45 coaches Model Year: 2017 - 2019	2PCH33492 <u>H</u> C71 <u>3670</u> and From 2PCH33494 <u>H</u> C71 <u>3735</u> up to 2PCH33490 <u>K</u> C71 <u>0466</u> incl.			
H3-45 VIP motorhomes Model Year: 2017 - 2019	2PCVS3495 <u>H</u> C71 <u>3507</u> and From 2PCVS3493 <u>H</u> C71 <u>3747</u> up to 2PCVS3496 <u>K</u> C72 <u>0585</u> incl.			
X3-45 coaches Model Year: 2017 - 2019	From 4RK G33491 <u>H</u> 973 <u>7417</u> up to 4RKG33499 <u>K</u> 973 <u>7575</u> incl.			
X3-45 coaches Model Year: 2017 - 2019	2PCG3349X <u>H</u> C73 <u>6092</u> 2PCG33495 <u>H</u> C73 <u>6114</u> 2PCG33490 <u>H</u> C73 <u>6117</u> and From 2PCG33490 <u>H</u> C73 <u>6182</u> up to 2PCG33494 <u>K</u> C73 <u>6404</u> incl.			
X3-45 VIP commercial use Model Year: 2017 - 2019	2PCCS3493 <u>H</u> C73 <u>6145</u> and From 2PCCS3495 <u>H</u> C73 <u>6180</u> up to 2PCCS3499 <u>K</u> C73 <u>6433</u> incl.			
X3-45 VIP motorhomes Model Year: 2017 - 2019	except 2PCCS3498 <u>K</u> C73 <u>6407</u>			
VOLVO 9700 Model Year: 2017 - 2019	From 3CET2V927 <u>H</u> 5 <u>184392</u> up to 3CET2V926 <u>K</u> 5 <u>194709</u> incl.			

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DESCRIPTION

For the vehicles <u>on which a notification</u> for SP18-35 <u>exists</u>, perform the following checklist and operations. It has been determined that these vehicles had the code (DTC) P20EE activated.

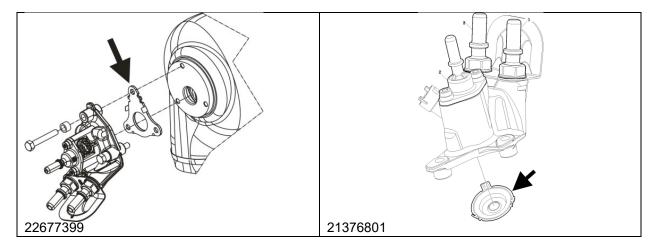
DO NOT perform this special bulletin on a specific vehicle unless a notification exists, otherwise, no reimbursement will be awarded.

You can request a vehicle to be notified, to do so, send a request to the Technical Publications functional mailbox: *technicalpublications_prev@volvo.com* and include a screen capture of diagnostic troubleshooting codeP20EE.

MATERIAL

Part required

Part No.	Description	Qty
22677399	GASKET, DEF INJECTION NOZZLE	1
21376801	SEALING PLATE	1



NOTE

Material can be obtained through regular channels.

Other parts that may be required. Note that these parts are not covered by this bulletin.

Part No.	Description	Qty
22303390	NOX SENSOR, PRE	1
22303391	NOX SENSOR, POST	1

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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 Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

IMPORTANT NOTES

DO NOT perform WB18-04 or WB18-84 EMS & ACM SOFTWARE UPDATE before the following checklist, otherwise useful diagnostic codes and monitor data could be erased.

Wb18-04 for Prevost coaches, Wb18-84 for Volvo 9700

Any troubleshooting labor of active DTCs (Diagnostic Troubleshooting Codes) other than P20EE is considered as a separate operation of the RO (repair order) and cannot be charged to this special bulletin.

Perform the steps in the same order as they appear. If this recommendation is not followed, required diagnostic information might not be recoverable after the software update.



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	Vehicle identification
H3	
X3	V.I.N (short) : –
9700	

OPERATIONS TO BE PERFORMED IN ADVANCE BY THE SERVICE ADVISOR

Ask the customer whether he/she noticed an abnormal consumption of oil or coolant.

Search all relevant information concerning the aftertreatment system or severe turbo failure in the history of repairs of the vehicle and record. Attach to the repair order.

Also check if SP18-35 has already been performed on that particular coach. If this is the case, do not perform SP18-35 once again, contact the Technical Publications for instructions. You can send a message to the Technical Publications functional mailbox: *technicalpublications_prev@volvo.com*

NOTE/RESULTS:

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#	checklist	INITIALS & DATE
1	Before performing any engine ECM software update , connect PTT and check the diagnostic codes related to EMS and ACM.	
	Confirm that code P20EE is present (whether active or inactive). Take a screen capture of the DTCs and save for submittal.	
	Is the code P20EE present? YES □ NO□	
CON	IMENTS/RESULTS:	
2	Before performing any engine ECM software update, take a screen capture of the five most recent SCR efficiency evaluations and save for submittal.	
	 Test screen 2589-08-03-05 on PTT with software version prior to 2.8 	
	 Operation 25846-3 option D on PTT with newest software version (see next image) 	
	Test Select an operation and click Start	
	24 - Fuel system, gas propulsion	
	 25 - Inlet and exhaust system 25003-3 Boost Pressure. Test Drive 	
	25005-3 Response, Test Drive	
	25006-3 Intake and Exhaust Systems, Checks	
	25336-3 Engine Brake Function	
	25340-3 Warm Hold Function	
	25456-3 Exhaust Aftertreatment Diagnostics	
	25920-3 Exhaust Aftertreatment System, Service Regeneration	
	25463-3 NOx Conversion	
	25464-3 Exhaust Aftertreatment System Logged Data	
	25537-3 Variable Geometry Turbo Function 25846-3 Aftertreatment selective catalytic reduction (SCR) system	
	25840-3 Altertreament selective catalytic reduction (SCR) system	
	25953-3 SCR System, forced heating	
	26071-3 Aftertreatment Particulate Sensor, Diagnostic Monitor	
	25065-3 Exhaust Aftertreatment System Analysis	
	Cooling System	
	Chassis ID: B13R 190080 VIN: 3CET2V92XJ5190080 Work Order: test	
	OPERATION 25846-3 OPTION D ON PTT WITH NEWEST SOFTWARE VERSION	

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	Example of SCR efficiency evaluations DTC P20EE Test Values - NOX/SCR Monitor Data 80 % Minimum fault limit 79 % Evaluation (Most recent) 77 % Evaluation 2 76 % Evaluation 3 80 %	
	81% Evaluation (Oldest)	
3	MMENTS/RESULTS: Check if there are leaks at the Charge Air Cooler (soapy water test). Check if there are leaks of EGR, exhaust gas (between turbo and SCR converter). Note any presence of soot. Any repair is considered as a separate operation of the RO (repair order) and cannot be charged to this special bulletin. Note: Try to clear exhaust clamps while keeping in mind the state of the insulating blankets to avoid damages because the heat can make them fragile over time. Leaks were found? YES MMENTS/RESULTS: Check and record the engine ECU (a.k.a. Engine Control Module ECM) software number. To do so, check in the dashboard DID. Select DIAGNOSTICS > PART NUMBER > ENGINE ECU	
	Diagnostics 1 / 6 View Active Faults View Inactive Faults Cluster selftest Engine ECU Part Number Engine ECU Reset Inactive Faults Iransmission ECU Vehicle Tests Instrument Cluster Vehicle ECU Electrical Aftertreatment ECU Battery monitor ECU Battery monitor ECU Brake ECU	
CON	AMENTS/RESULTS:	
5	Engine ECU (a.k.a. Engine Control Module ECM) software update.	

If the engine ECU software is not up to date, perform an update to the latest version (software version should be 237666866 or higher).		Date 11.2018	Expiration 12.2028	Release 11	Page 7(12)
Remove DEF doser, perform the dosing test (operation 25846-3 option B) and record the results Expected values: small dosing: 49 - 60 ml Dosing amount: smallnl Imagenl <		o date, perform an upda	ate to the latest	version (softw	
below. Expected values: small dosing: 49 - 60 ml large dosing: 196 - 240 ml Dosing amount: small ml large ml """"""""""""""""""""""""""""""""""""	OMMENTS/RESULTS:				
<figure></figure>	below.			record the re	sults
The the concentration of DEF and record the result below. Tool: refractometer # 88890105. Test the concentration of DEF and record the result below. Tool: refractometer # 88890105. Apply a dop of DEF on the viewer of the refractometer. If the level is above the word "DEF" or below the word "	Dosing amount: sma	ıllml larg	eml		
Apple of DEF on the viewer of the refractometer. If the level is above the word "DEF" or below the word "Apple" or be	Tech Tool Links Help	0		-	٥
<complex-block><section-header><section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header></section-header></complex-block>	Product Product History Diagnose Test Calibrate Program Imp.	25846-3 Aftertreatm		duction (SCR) system	
Introductions Selectors Internet Selectors Selectors Intere Selectors Selectors <	C C	Check that a newly installed, re	paired, overhauled or replaced SCR sys	lem works correctly	
A - yethy grasses that if if the statustication of the set of the	Evit inducement mode	Selections			
<text><text><text><figure><text></text></figure></text></text></text>		A - System pressure build up Check function/leakage of pum			
Test the concentration of DEF and record the result below. Tool: refractometer # 88890105. $\begin{array}{c} & & \\ \hline \hline & & \\ \hline \hline & & \\ \hline & & \\ \hline \hline \\ \hline \hline & & \\ \hline \hline \hline \\ \hline \hline \\ \hline \hline \hline \\ \hline \hline \hline \\ \hline \hline \hline \hline \hline \\ \hline \hline$		Perform the Dosing test		l in order to exit inducement and cl	ear <u>DTC</u>
Apply a drop of DEF on the viewer of the refractometer. If the level is above the word "DEF" or below the word "AdBlue" the DEF is contaminated. If no level is shown, it may indicate chemical residue, such as pure water or diesel fuel.	OMMENTS/RESULTS:				
	Apply a drop of DEF on the viewer of the refrace "AdBlue" the DEF is contaminated. If no level is	DEF GOOD rate 	e word "DEF" or below	v the word	
		oncentration? VES		1	



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CON	/MENTS/RESULTS:			
8	Check inside the pipe downstream of the DEF injector for an DEF, attach pictures of crystal accumulations if applicable. Re seals.			
	NOTE: A small amount of crystal accumulation is normal.			
	ls there significant/excessive DEF crystal buildup?	YES 🗆	NO□	
CON	/MENTS/RESULTS:			

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Perform th	he Exhaust aftertreatment syst	em analysis (operat	tion 25065-3)				
	Test						
	Select an operation and click Start						
	Continue and a second						
	Sort by function						
	P			~			
	22 - Lubrication and Oil System			^			
	24 - Fuel system, gas propulsion						
	25 - Inlet and exhaust system						
	25847-3 SCR System Drain						
	25953-3 SCR System, forced heati	ing					
	26071-3 Aftertreatment Particulate						
	25065-3 Exhaust Aftertreatment Sys						
	26 - Cooling System						
				_			
	Chassis ID: B13R 190080 VIN: 3CET2V92XJ5190080	Work Order: test					
	reen capture of the Test result (ir	mage below) and sav	ve for submittal.				
inks Help Product History Dia	ereen capture of the Test result (ir	DEF concentration with DEF free from contam	hin specifications				
Links Help Product History Dia		DEF concentration will DEF new form contain SCR intel tree from rule	nin specifications				
Links Help Product History Dia	agnose Test Calibrate Program Impact	DEF concentration will DEF new form contain SCR intel tree from rule	hin specifications ination Jolic contamination or excessive crystal buildup				
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Links Help Product History Dia	agnose Test Calibrate Program Impact	OEF concentration will OEF free from content SCR intel free from content SCR intel free from free Ortable information Morage difference Secondary MAX difference Secondary MAX difference Average difference Average intel Average untel	In a peoficiations imitation etioli contamination or excessive crystal buildup of successituity in the following operation: 2589-09- Low level 16 ppm 90 ppm 252 ppm 235 ppm	03-05 Afterfeatment selective catalytic reduct High level 88 ppm 100 ppm 1130 ppm 104 ppm			
Links Help Product History Dia	agnose Test Calibrate Program Impact	DEF concentration will DEF first from contain DEF first from contain SCR indie ter Tom Nu Detailed information Detailed information Marage difference Secondary Marage difference Merage unit Average unit Marage unit Marage unit Marage unit Marage unit	In specifications initiation avoid Contamination or excessive crystal buildup auccessibily in the following operation: 2598-08- Low level 16 ppm 20 ppm 235 ppm 235 ppm 50 ppm	03-05 Affertreatment selective catalytic reduct High level 86 ppm 100 ppm 1130 ppm 104 ppm 200 ppm			
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nce	agnose Test Calibrate Program Impact NOx Inlet response DEF dosing system DEF dosing system SCR efficiency SCR efficiency Test Completed. Areas deladed Test Completed. Areas deladed	 DEF concentration will DEF free from contraction DEF free from contraction SCR intel tee from fux SCR intel tee from fux Detailed information Image of the contraction Image of the contraction NX difference Average difference Average difference Average outer MX difference Average outer MX difference Average outer MX threahold Image intel Average outer Average outer MX threahold Image intel Average outer Average outer MX threahold Image intel Average outer A	hin specifications initiation stole contamination or excessive crystal buildup of uccessituity in the following operation. 2589-08- Low level 16 ppm 252 ppm 252 ppm 253 ppm 50 p	03-05 Alterinationent selective catalytic reduct Figith Nevel 80 ppm 100 ppm 1130 ppm 1044 ppm 500 ppm 1044 ppm 500 ppm 1050 ppm 1050 ppm 1050 ppm 1050 ppm 107 % Not used 600 5 22.54 lbitmm			
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10	replacement of	Authorization for the rep f this checklist with the comn the SCR converter. I this checklist with all the releva	lacement of the S	SCR converter t be done in o	rder to allow	
		ications functional mailbox: tecl				
	Please indi below…	icate in the "subject line": <u>SP18</u> -	- <u>35</u> and the <u>short \</u>	<u>V.I.N</u> . as ir	the exa	ample
	Send	To Eunction Prevost Te Cc Cc Cc_i Subject:	echnical Publications			
CON	MENTS/RESULTS	:				
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PARTS / WASTE DISPOSAL

Discard waste according to applicable environmental regulations (Municipal/State [Prov.]/ Federal)

WARRANTY

This special bulletin is covered by Prevost's normal warranty if all the required documents have been submitted. This **coverage** will **last until** (whichever comes first):

- 1. The vehicle reaches 750 000 miles (1 207 000 km)
- 2. The 10-year mark from the in-service date
- 3. December 31, 2028

We will reimburse you the parts and labor upon receipt of a warranty claim according to the following:

PARTS COVERED BY THIS BULLETIN

22677399	DEF injection nozzle gasket	Qty: 1
21376801	sealing plate	Qty: 1

Any other parts such as parts installed to correct exhaust leaks or for the replacement of sensors cannot be charged to this bulletin. These are covered by the normal warranty when applicable and must be charged on a different operation.

LABOR COVERED BY THIS BULLETIN

The time allowed to complete this bulletin in its entirety is 2.25 hours

This allowed time covers the execution of the procedure described in this document only. Any corrective work such as replacing the DEF injector, correcting exhaust leaks or any diagnostic work of active DTCs codes other than P20EE is considered a separate operation on the repair order and cannot be charged to this special bulletin.

Please submit claim via our Online Warranty System, available at <u>www.prevostcar.com</u> (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin SP18-35 ".

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Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, however, is not committed to, or liable for updating existing products.