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Revision: K Page 11, change in t	the warranty coverage		01/23	/2025
				$\mathcal{O}\mathcal{N}$
P20EE (diagnostic troubleshoot	ting code) SOLUTION	- NOX CONV		vost vehicles
			$\sim$	
			B13R (	9700 us/can)
MODEL YEAR(S) AND VEHICLES INVO	DLVED			
<u>GHG17</u> or <u>OBD18</u> compliant vehicles	•	$\sim$		
	NOTICE TO SERVICE CEN	TERS		
Verify vehicle eligibility by checking w				NTY SYSTEM
available o	n Service / Warranty tab of I			
H3-41, H3-45 coaches		CH33492 <u><i>H</i></u> C71 <sub>.</sub> and	<u>3670</u>	
Model Year: 2017 - 2019	From 2PCH83494 <u>H</u> C7	71 <u>3735</u> up to 2P	CH33490 <u>K</u> C	71 <u>0466</u> incl.
H3-45 VIP motorhomes	2P	CVS3495 <u>H</u> C71	<u>3507</u>	
Model Year: 2017 - 2019	From 2PCVS3493 <u>H</u> C7	and 1 <u>3747</u> up to 2P	CVS3496 <u>K</u> C	72 <b>0585</b> incl.
X3-45 coaches			K C 22 400 KO	70 <b>76 75</b> in al
Model Year: 2017 2019	From <b>4RK</b> G33491 <u>H</u> 97	3 <u>7417</u> up to 4R	NG33499 <u>N</u> 9	73 <u>7575</u> INCI.
X3-45 coaches	2PCG3349X <u>H</u> C73 <u>6092</u>	26	PCG33495 <u>H</u> 0	C73 <u>6114</u>
Model Yean 2017 - 2019	2PCG33490 <u>H</u> C73 <u>6117</u>	and		
	From 2PCG33490 <u>H</u> C7	73 <u>6182</u> up to 2P	CG33494 <u>K</u> C	73 <u><b>6404</b></u> incl.
X3-45 VIP commercial use	2F	CCS3493 <u>H</u> C73	<u>6145</u>	
Mødel Year: 2017 - 2019	From 2PCCS3495 <b>H</b> C7	and 3 <b>6180</b> up to 2P	CCS3499 <b>K</b> C	73 <b>6433</b> incl.
X3-45 VIP motorhomes			_	
Model Year: 2017 - 2019	excep	t 2PCCS3498 <u>K</u> 0	C73 <u>6407</u>	
VOLVO 9700				<b>700</b> in al
Model Year: 2017 - 2019	From 3CET2V927 <u>H</u> 5 <u>1843</u>	<u>92</u> up to 30E12	v 920 <u>n</u> 3 <u>1941</u>	

## SP18-35K

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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 reimbursemen 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

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

22677399	21376801
NOTE	
Material can be obtained through regular channels	5.

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

### **IMPORTANT NOTES**

<u>DO NOT perform</u> WB18-04 or WB18-84 EMS & ACM SOFTWARE UPDATE <u>before</u> 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 □ 9700 □	V.I.N (short) :
OPERATION	IS TO BE PERFORMED IN ADVANCE BY THE SERVICE ADVISOR
	r whether he/she noticed an abnormal consumption of oil or coolant. nt information concerning the aftertreatment system or severe turbo failure in the history of repairs
of the vehicle an Also check if SP	d record. Attach to the repair order. 18-35 has already been performed on that particular coach. If this is the case, do not perform SP18-
	contact the Technical Publications for instructions. You can send a message to theTechnical ctional mailbox: <i>technicalpublications_prev@volvo.com</i>

Writer: EL

	Date Expiration Release Pag 11.2018 04.2025 11 5(12	
#	checklist	INITIALS & DATE
1	<b>Before performing any engine ECM software update</b> , 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	AMENTS/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	
	<ul> <li>Operation 25846-3 option D on PTT with newest software version (see next image)</li> </ul>	
	Select an operation and click Start   Soft by function   22 - Lubrication and Oil System  23 - Fuel system  24 - Fuel system  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	
	25847-3 SCR System Drain 25953-3 SCR System, forced heating 26071-3 Aftertreatment Particulate Sensor, Diagnostic Monitor 25065-3 Exhaust Aftertreatment System Analysis E. 26 - Cooling System	
	Chassis ID: B13R 190080 VIN: 3CET2V92XJ5190080 Work Order: test OPERATION 25846-3 OPTION D ON PTT WITH NEWEST SOFTWARE VERSION	

		Date 11.2018	Expiration <b>04.2025</b>	Release 11	Page <b>6(12)</b>
	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 % Evaluation 4 81 % Evaluation (Oldest)	nt)			
CON	MMENTS/RESULTS:				
3 CON 4	Check if there are leaks at the Charge Air Cooler (s EGR, exhaust gas (between turbo and SCR convert considered as a separate operation of the RO (repair bulletin. <i>Note: Try to clear exhaust clamps while keeping a</i> <i>to avoid damages because the heat can make the</i> Leaks were found? YE MMENTS/RESULTS: Check and record the engine ECU (a.k.a. Engine Co To do so, check in the dashboard DID. Select DIAGN	ter). Note in order) and in mind the m fragile ESD ntrol Modu	any presence ld cannot be cl ne state of the over time. NO□	of soot. Any rep harged to this sp <i>insulating blar</i> are number.	air is lecial <b>kets</b>
	Diagnostics       1 /         View Active Faults       View Inactive Faults         Cluster selftest       Part Number         Part Number       Engine ECU         Vehicle Tests       Instrument of Vehicle ECU         Electrical       Aftertreatm         Battery more       Brake ECU         Engine ECU software number:	n ECU Cluster J ent ECU hitor ECU	Hardware num 22581011P01 12345678 Software numb 23398790P01		
CON	MMENTS/RESULTS:				
5	Engine ECU (a.k.a. Engine Control Module ECM) soft	tware upda	ate.		

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	If the engine ECU software is not up to date, pe version should be 23766686 or higher).	rform an upda	te to the latest	version (softw	
CON	MMENTS/RESULTS:				
6	Remove DEF doser, perform the dosing test (ope below.	eration 25846-3	3 option B) and	record the res	sults
	Expected values: small dosing: 49 - 60 ml la Dosing amount: small	arge dosing: 196 ml large	5 - 240 ml • ml		
	🕲 Tech Tool				5
	Tech Tool Links Help Product Product History Diagnose Test Calibrate Program Impact Maidcom V	'BC Remote		<b>-</b>	
		25846-3 Aftertreatme	nt selective catalytic re	duction (SCR) system	
		Simulation			
	B /N	Information >> Conditions >> Exe	ecution		
		Purpose	aired, overhauled or replaced SCR syst	om worke correctly	
		Description	anea, overnaalea ol replacea oore sys	Sin works concerny	
	Exit indusement mode		dosing valve from the inlet pipe in one	of the tests	
		Selections	ing to the method or test to be perform	ed	
	D	A - System pressure build up			
	SCR efficiency test values	Check function/leakage of pump	and hoses		
		B - Dosing test Check function/leakage of Reform the Design test of	dosing valve ter the dosing valve has been replaced	in order to exit inducement and clea	DTC
	1	Penormale Dusing test an P208E or P103B	ter the dosing valve has been replaced	in order to exit inducement and clea	
CON	MMENTS/RESULTS:				
7	Test the concentration of DEF and record the resu	ılt below. Tool:	refractometer #	<sup>£</sup> 88890105.	
	DEF	GOOD ran	de		
	°CI°	1	ge		
	-50-	-58			
	1.30 -	40 DEF	7		
		-22 AdBlue	1		
	1.20	4			
	1.10 <u><u><u>i</u></u><u>kg</u><u>i</u> -10 <u></u></u>	+14	/		
	ETHYLENE	88890105	/		
	06/09				
	Apply a drop of DEF on the viewer of the refractometer. If th "AdBlue" the DEF is contaminated. If no level is shown, it m fuel.				
	Is the DEF of proper concentrat	on? YES I		נ	

COMMENTS/RESULTS: Check inside the pipe downstream of the DEF injector for any accumulation of solid ( <i>crystall</i> DEF, attach pictures of crystal accumulations if applicable. Reinstall the DEF injector with two seals. NOTE: A small amount of crystal accumulation is normal. Is there significant/excessive DEF crystal buildup? YES NOD COMMENTS/RESULTS:	Page <b>8(12)</b>		
DEF, attach pictures of crystal accumulations if applicable. Reinstall the DEF injector with two seals. NOTE: A small amount of crystal accumulation is normal.			
COMMENTS/RESULTS:			
COMMENTS/RESULTS:			
RAIGN			
RA			
$\mathbf{\nabla}$			

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Perform t	he Exhaust aftertreatment sys	<b>tem analysis</b> (operat	ion 25065-3)		
	Test				
	Select an operation and click Start				
	Sort by function				
	Q			~	
				^	
	24 - Fuel system, gas propulsion				
	25 - Inlet and exhaust system				
	25847-3 SCR System Drain				
	25953-3 SCR System, forced heat				
	26071-3 Aftertreatment Particulate				
	25065-3 Exhaust Aftertreatment St	ystem Analysis			
	⊕ 26 - Cooling System				
	Chassis ID: B13R 190080 VIN: 3CET2V92XJ519008	0 Work Order: test			
Links Help	creen capture of the Test result (i	mage below) and sav	/e for submittal		-
nks Help Product History Di	iagnose Test Calibrate Program Impact	DEF concentration with     DEF me from contain     SCR intel free from totain	in specifications nation Voli contamination or excessive crystal buildup		
inks Help Product History Di		EEF concentration with     EEF free from contamin     SCR inde the e from fue     Desing test completed	in specifications		
inks Help Product History Di	iagnose Test Calibrate Program Impact	EEF concentration with     EEF fire # tion contain     SCR inset tee # contain     ScR inset tee # contain     Desing test completed     Detailed information	in specifications nation Voli contamination or excessive crystal buildup		
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inte Help Product History Di sult	tagone de la della	<ul> <li>DEF concentration will</li> <li>DEF free from contration</li> <li>DEF free from contraction</li> <li>SCR intel tee from fair</li> <li>SCR intel tee from fair</li> <li>SCR intel tee from fair</li> <li>Margan contraction</li> <li>Margan contraction</li> <li>Scrondary</li> <li>Average contraction</li> <li>Average content</li> <li>Average contraction</li> <li>Average contraction</li> <li>Average content</li> <li>Ave</li></ul>	In specifications nation Not contamination or excessive crystal buildup successfully in the following operation. 2589-08 United States of the second second second second second successfully in the following operation. 2589-08 United States of the second	03-05 Attertreatment selective catalytic reduction High level 80 ppm 100 ppm 1130 ppm 1044 ppm 1050 ppm 1650 ppm 1650 ppm	
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10			11.2010			10(12)	
10		Authorization for the rep	placement of the s	SCR converter			
	replacement of Scan and send Technical Publ	f this checklist with the com f the SCR converter. I this checklist with all the relev lications functional mailbox: <i>tec</i> icate in the "subject line": <u>SP1</u>	ments/results mus	st be done in o creen captures, _prev@volvo.co	etc. to the	v the ample	
	Send	To Eunction Prevost	Technical Publications				
CON	MENTS/RESULTS	<u>.</u>					
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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 ".



/BC Bulletin       N/A         /BC Bulletin       N/A         Fail Code       04.04-1         Defect Code       9         Syst. Cond       B         Causal Part       21970125	OTHER       N/A       Access all our Service Bulletins on http://techpub.prevostcar.com/en/ or scan the QR-Code with your smart phone.       Image: Contemportal and the conte
/BC Bulletin       N/A         /BC Bulletin       N/A         Fail Code       04.04-1         Defect Code       9         Syst. Cond       B         Causal Part       21970125         Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, however, is not commit	VBC Bulletin       N/A         Fail Code       04.04-1         Defect Code       9         Syst. Cond       8         Causal Part       21970125    Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, however, is not comm to, or liable for updating existing products.
Fail Code       04.04-1         Defect Code       9         Syst. Cond       B         Causal Part       21970125    Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to provide the best possible product. Prevost, however, is not committing to previde the best possible product. Prevost, however, is not committing to provide the best possible product.	Fail Code       04.04-1         Defect Code       9         Syst. Cond       B         Causal Part       21970125         Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, nowever, is not comm to, or liable for updating existing products.
Output 1       Output 1         Defect Code       9         Syst. Cond       B         Causal Part       21970125         Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, however, is not commit	Defect Code       9         Syst. Cond       B         Causal Part       21970125    Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, however is not comm o, or liable for updating existing products.
Syst. Cond       B         Causal Part       21970125         Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, however, is not comm	Syst. Cond       B         Causal Part       21970125    Prevost engages in a continuous program of testing and evaluating to provide the best possible product. Prevost, however, is not comm to, or liable for updating existing products.
Causal Part 21970125	Causal Part 21970125
	to, or liable for updating existing products.