



PREVOST

**SAFETY
RECALL**


SR23-13

| | | | |
|----------|--------------------------------|-----------|---------------|
| DATE : | May 2023 | SECTION : | 06 ELECTRICAL |
| SUBJECT: | Power Cable Unsuitable Grommet | | |

First Release

04-03-2023

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 |
| X3-45 coaches Model Year: 2023 |  2PCG33494 <u>PC736877</u> |
| X3-45 VIP commercial use Model Year: 2023 | 2PCC3349X <u>PC736882</u> , 2PCCS3498 <u>PC736883</u> |
| <p>This Safety Recall does not necessarily apply to all the above-mentioned vehicles. Some vehicles may also have been modified before delivery. The owners of the vehicles affected by this recall will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.</p> | |

DESCRIPTION

On vehicles affected by this recall, electrical power distribution cables routed through a metallic panel are not protected by a suitable grommet (grommet was cut in half and both parts were glued to the panel). If one of the halves fell off, the wiring conductor insulation could become damaged by chafing on the edges of the panel, potentially causing a short-circuit.

MATERIAL

Order Kit **SR23-14** which contains the following parts:

| Part No. | Description | Qty |
|----------|------------------------------------|-----|
| 069464 | PROTECTOR FOR CABLE PASSAGE | 1 |
| 504016 | CABLE TIE, NYLON BLK (LIGHT-HEAVY) | 6 |
| 504637 | CABLE TIE, NYLON BLK (STD) | 6 |

Other material that may be required:

| Part No. | Description | Qty |
|----------|------------------------------------|---------|
| 680066 | GLUE CYANO. ADBOND 5014S, 25 GR. | As Req. |
| 564099 | CLOTH TAPE, PROTECT. 150°C - BLACK | As Req. |

NOTE

Material can be obtained through regular channels.

SAFETY PRECAUTIONS

- Eye protection should always be worn when working in a shop.
- Rules for Personal Protection Equipment should always be respected. Wear your PPE including but not limited to the following:



**Safety
First!**



PROCEDURE



DANGER

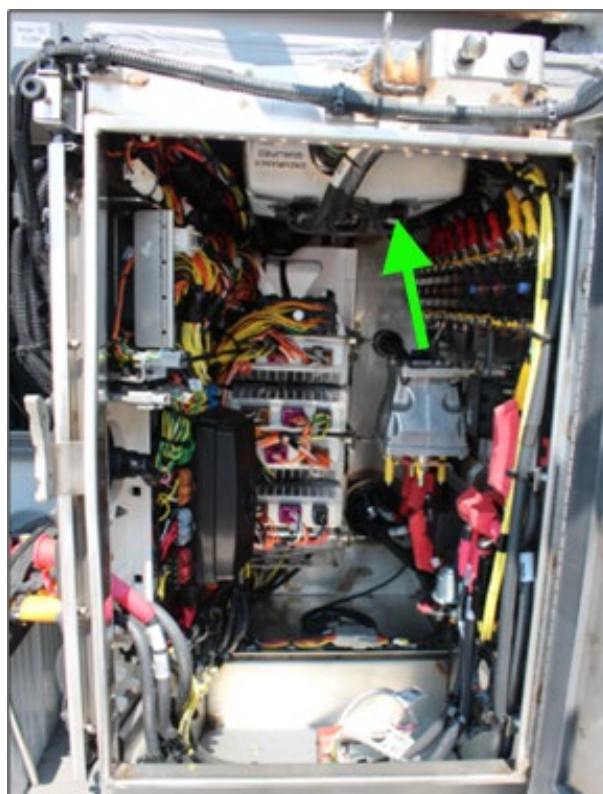
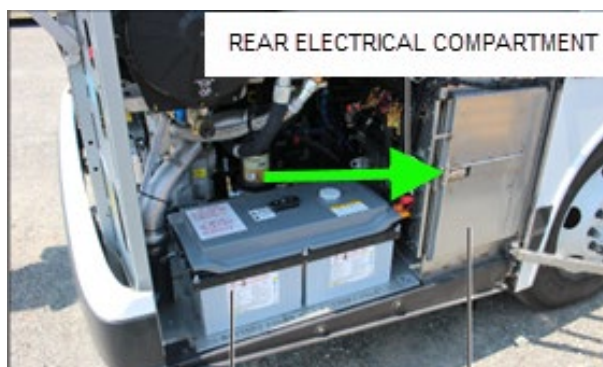
Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button. On Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

Lockout & Tag out (LOTO) must be performed during set-up, maintenance or repair activities. Refer to your local procedure for detailed information regarding the control of hazardous energy.

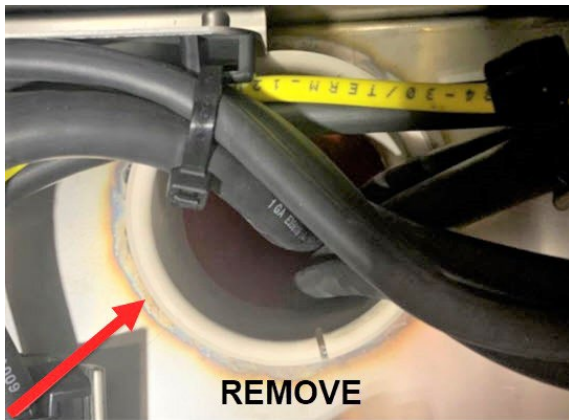
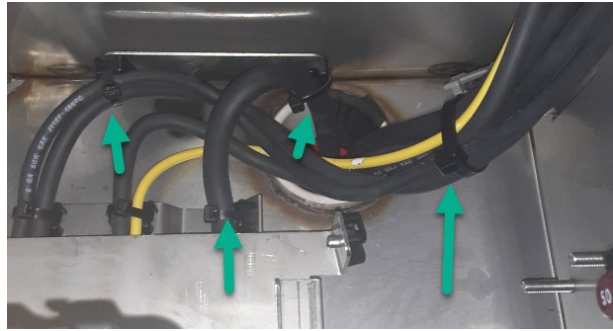


1. Locate the grommet location in the rear electrical compartment.

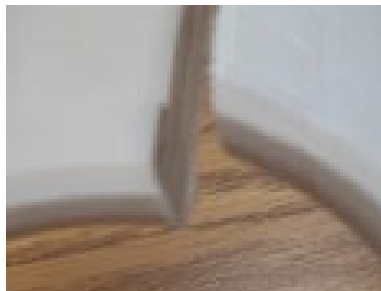
- Open the vehicle curb side engine door.
- Open the rear electrical compartment (next to the batteries).
- In the compartment, the two part grommet is installed in the cable pass through hole located at the top right corner of the compartment (hidden behind the battery equalizer).



2. Cut all the cable ties holding the power cables passing through the hole.
3. Remove both halves of the grommet.
 - Discard the grommet halves.
 - Remove residual adhesive on the panel as required.

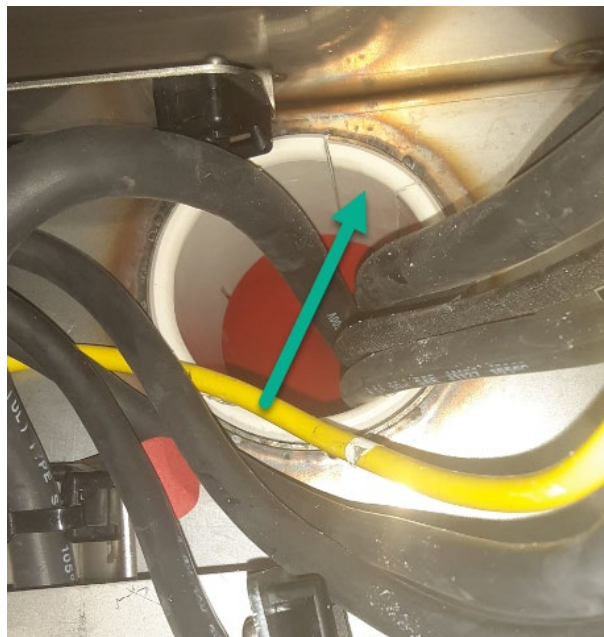


4. Cut the supplied **069464** cable protector (grommet).
 - Slice the grommet with a slant cut to allow the insertion of the cables.



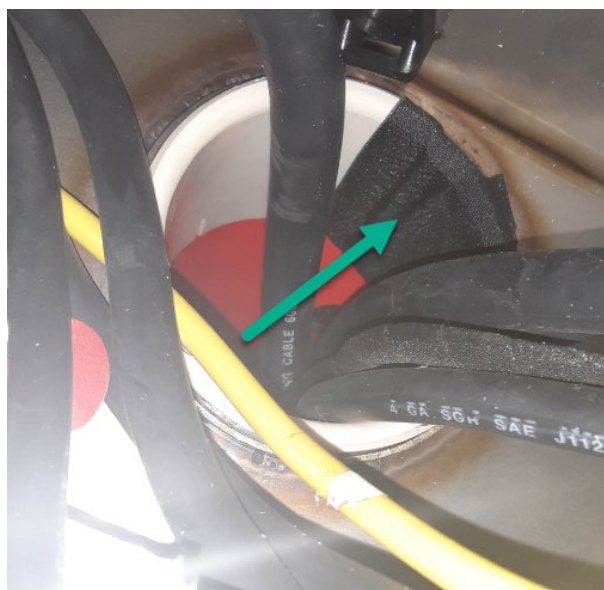
5. Install the grommet in the electrical compartment.

- Pass the cables one by one in the sliced cable protector.
- Slide the cable protector in the wall opening.
- Place the slanted cut at ± 75 deg from top (to clear the installed T-mount).



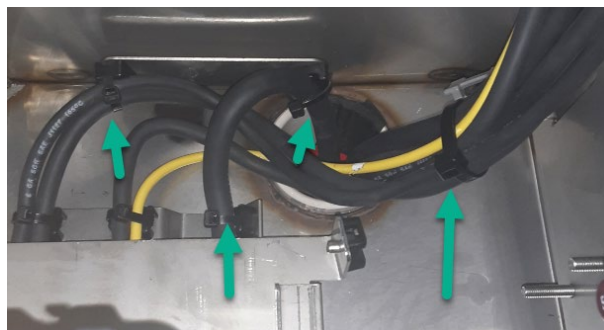
6. Solidify the cable protector installation.

- Put a few drop of **680066** glue (or equivalent super glue) to “weld” the slanted cut of the cable protector.
- Add some **564099** cloth tape over the re-glued cut area as shown.



7. Secure the power cables.

- Re-attach the power cables using the supplied **504016** & **504637** cable ties, make sure the cables are secure that there is no contact sharp edges.



PARTS DISPOSITION

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 the parts and 1/2 hour (0.5 of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR23-13".

Should you only wish to close the safety recall (without reimbursement), fill-in the "Safety Recall Certification Sheet" provided with this bulletin and return it to our warranty department by Email at prevost.onlinewarranty@volvo.com or by fax at 418-831-9301.

OTHER

| | |
|--------------|--------|
| VBC Bulletin | N/A |
| Fail Code | 06.15 |
| Defect Code | 09 |
| Syst.Cond | R |
| Causal Part | 069464 |

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

Safety Recall Certification Sheet (Ref: SR23-13)

VEHICLE SERIAL NUMBER:

| | | | | | | | | | | | | | | | | | | | |
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| PERFORMED BY | | OWNER/OPERATOR | |
|---|--|-------------------|--|
| We hereby certify that Safety Recall Instructions with regard to Safety Recall SR23-13 have been performed. | | | |
| Name: _____ | | Name: _____ | |
| Addr: _____ | | Addr: _____ | |
| | | | |
| | | | |
| Phone: _____ | | Phone: _____ | |
| Fax: _____ | | Fax: _____ | |
| Signature : _____ | | Signature : _____ | |
| Date: _____ | | Date: _____ | |

If the information mentioned above is incorrect or you are not the owner of this vehicle anymore, please fill this section and return to sender.

NEW OWNER: _____

BUSINESS: _____

ADDRESS (including County): _____

TELEPHONE: _____

FAX: _____

Please return this completed document with your A.F.A. form