



EQUIPMENT RECALL

ER24-014A

DATE :	May 2024	SECTION :	22 HVAC
SUBJECT:	PREHEATER HYDRONIC L2 - REWORK CLEANING INSTRUCTIONS FOR THE PRECISE CO2 MEASUREMENT		

Revision: A

Add information related to production date

09-16-2024

APPLICATION

Part No.	Description
870012	PREHEATER HYDRONIC L-II

DESCRIPTION

For Canadian customers:

On preheaters (coolant heaters) produced between May 2023 and January 2024 are affected by this recall, Eberspächer will inspect all preheaters and, if required, clean the preheater's internal components, replace damaged components, and adequately adjust the air to fuel ratio per the supplier's instructions.

The work will be performed by an authorized Eberspächer dealer.

Eberspächer rework cleaning instructions # 25.2486.95.2683.0A.

Meanwhile, the supplier's recommendation is to immediately stop using the coolant heaters until they are remedied.

For US customers:

On preheaters (coolant heaters) produced between May 2023 and January 2024 are affected by this recall, Prevost will inspect all preheaters if installed on a vehicle, and, if required, clean the heater's internal components, replace damaged components, and adequately adjust the air to fuel ratio per the supplier's instructions include with the bulletin.

The work will be performed by Prevost.

Meanwhile, the supplier's recommendation is to immediately stop using the coolant heaters until they are remedied.

For non-installed preheaters (coolant heaters), see part return instruction section.

FOR US CUSTOMERS ONLY

MATERIAL

Order parts that may be required:

Part No.	Description	Qty
870106	FUEL ATOMIZER NOZZLE	1
870101	IGNITION ELECTRODE, WITH CHECK GAUGE	1
870077	BURNER	1
870088	PUMP, 24V COMPLETE	1
870100	IGNITION SPARK GENERATOR, 24V, WITH CHECK GAUGE	1
870102	NOZZLE PREHEATER 24V	1
870139	ELECTRIC MOTOR, 24V, INCL. COUPLING	1
870260	CONTROL UNIT	1

NOTE

Material can be obtained through regular channels.

TOOLS

TPI 708 COMBUSTION EFFICIENCY ANALYZER WITH FLUE PROBE



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

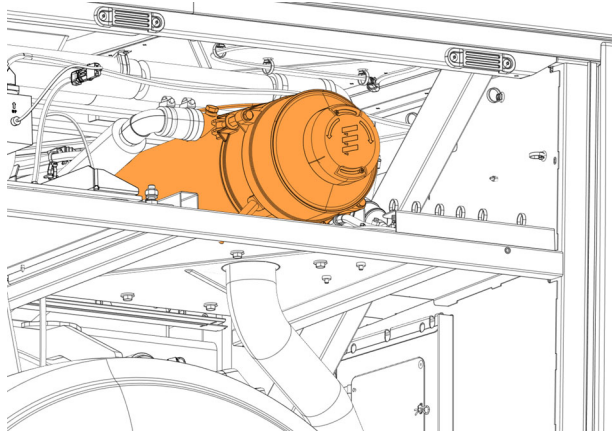
Park vehicle safely, apply parking brake, stop the engine. Prior to working on the vehicle, set the ignition switch to the OFF position and trip the main circuit breakers equipped with a trip button. On Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

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.

PREHEATER LOCATION

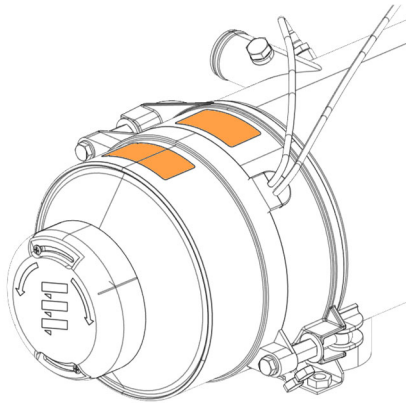
1. Locate the preheater inside the vehicle.

Note: If the part has never been installed on a vehicle, see part return section



CHECK PREHEATER PRODUCTION DATE

2. Locate labels on the top of the preheater.



3. On the preheater labels, check if it is in the range 1823 to 0524.

- If yes, it is covered by this bulletin.
- If no, it is not covered by this bulletin.

Note: If the part has never been installed on a vehicle, see part return section



PERFORM REWORK

- 1. See the Eberspächer rework cleaning instructions # 25.2486.95.2683.0A. at appendix A.

A WORLD OF COMFORT



EN / VEHICLE HEATERS / TECHNICAL DOCUMENTATION

REWORK CLEANING INSTRUCTIONS FOR THE PRECISE CO₂ MEASUREMENT HYDRONIC L2

- 2. Before completing the bulletin, you must fill in the form inside the Eberspächer document and add the VIN.
- 3. Attach form to warranty email: prevost.warranty@volvo.com, please make sure you have added the VIN.

2 Confirmation form for rework action

NOTE
The rework form must be completed for each reworked heater/burner

Customer _____

Installation Date _____

Rework Date _____

Heater Version _____

Material No. _____

Production date _____

Serial No. _____

CO₂ - value at first measurement _____

CO₂ - value after rework _____

Short description of performed work _____

PART RETURN INSTRUCTION (US customer only)

1. Go to Warranty online.

<https://prevostcar.com/contact/warranty>



WARRANTY CLAIMS

Need to submit or manage your warranty claims? Login to our Online Warranty System

Online Warranty Login page

2. Login to Online warranty.

Online warranty



Identification

User id

Password

Continue

Change password

Reset password

Acrobat

3. Select "CREATE CLAIM"

PREVOST



Online warranty



CREATE CLAIM

CLAIM STATUS

CHANGE VEHICLE OWNERSHIP

VEHICLE INFORMATION

4. Select warranty claim type, "Equipment Recall"

The screenshot shows the 'PREVOST' logo and a help icon on the left, and 'Online warranty' on the right. Below are 'Cancel' and 'Next' buttons. A 'Warranty claim type' dropdown menu is open, listing options: 'Vehicle (24 months)', 'Bulletin / Recall', 'Equipment Recall' (highlighted with a red box), 'Parts', 'Goodwill', and 'Powertrain / Extended'. To the right of the dropdown are two input fields: one with a '*' and the text '* Digits only', and another with a calendar icon and the text '* yyyy/mm/dd'.

5. Fill the form:

Serial number: **ER24014XXXXXXXXXX**

Mileage: **100**

Mileage unit: **MI**

Failure date: **yyyy/mm/dd**

6. Click on "Next"

The screenshot shows the 'PREVOST' logo and a help icon on the left, and 'Online warranty' on the right. Below are 'Cancel' and 'Next' buttons. The 'Warranty claim type' dropdown is now closed and shows 'Equipment Recall' selected. Below it is a 'Vehicle infos' section with four fields: 'Serial number' (ER24014XXXXXXXXXX), 'Mileage' (100), 'Mileage unit' (MI), and 'Failure date' (2024/04/19). All these fields are highlighted in yellow. To the right of the fields are the same two input fields as in the previous screenshot: '* Digits only' and '* yyyy/mm/dd'.

7. Fill the form:

Authorization: **ER24014**
 Repair order #: **ER24014**
 Recall Number: **ER24014**
 Complaint: **Equipment recall**
 Cause: **Equipment recall**
 Correction: **Equipment recall**

8. Click on "Next"

Equipment Recall

Cancel	Attachments	Previous	Next
Failure description			
Serial number	ER24014XXXXXXXXXX	Veh. std warranty start date	2024/04/09
Unit Number		Veh. std warranty end date	
Lot #		Failure date	2024/04/19
Mileage	100 MI	Repair order #	ER24014 *
Authorization#	ER24014 *	Breakdown (non-drivable)	No *
Recall Number	ER24014 *	Causal part#	
Complaint *	Equipment recall		
Cause *	Equipment recall		
Correction *	Equipment recall		
Special instructions			

9. Fill the information about the part.

Part Number: **870012**
 Quantity: **1**

10. Click on "Next"

Equipment Recall

Cancel	Attachments	Previous	Next			
Parts Entry						
Serial number	ER24014XXXXXXXXXX	Repair order #	ER24014			
Lot #						
Unit						
Part Number	Quantity	Unit	Description	Price unit	Extended price	Delete
870012	1	EA	WATER HEATER HYDRONIC L-II	878.57	878.57	

- 11. Nothing to fill for the labor.
- 12. Click on "Next"

Equipment Recall

Unit Number _____ Lot # _____
 Serial number ER24014XXXXXXXXXX Repair order # ER24014
 Labor /hours Rate Part Freight \$

Miscellaneous			
Description	Quantity	Price unit	Ex

- 13. Click on "Submit" to submit the claim.

Equipment Recall

Remit to:

Customer: Owner:
 Veh #: ER24014 Serial number: ER24014XXXXXXXXXX
 Unit Number: Lot #:
 Warranty start date: 2024/04/09 To
 Months in service: 0
 Veh. under warranty: No
 Fail date: 2024/04/19 Mileage: 100 MI
 Repair order # ER24014


Description of failure	
Complaint	
Equipment recall	
Cause	
Equipment recall	
Correction	
Equipment recall	

Claim summary					
PD	Part Number	Description	Quantity	Price unit	Extended price
I	870012	WATER HEATER HYDRONIC L-II	1.000	878.57	878.57
Parts total					878.57
Total					878.57

14. Return the part follows the shipping instruction.

PREVOST
Menu ?
Online warranty

Shipping Instruction



Equipment Recall

New claim same job

AFA #:

Status:

Remit to:

Customer: [redacted] Owner: [redacted]

Veh #: ER24014 Serial number: ER24014XXXXXXXXXX

Unit Number: Lot #:

Warranty start date: 2024/04/09 To

Months in service: 0

Veh. under warranty: No Tech. Pub.#

Fail date: 2024/04/19 Mileage: 100 MI

Reference: [redacted] Repair order # ER24014

Description of failure	
Complaint	
Equipment recall	
Cause	
Equipment recall	
Correction	
Equipment recall	

Claim summary								
PD	Part Number	Description	Quantity	Price unit	Extended price	Tx1	Tx2	Total
I	870012	WATER HEATER HYDRONIC L-II	1.000	878.57	878.57	0.00	0.00	0.00
Parts total					878.57	0.00	0.00	0.00
Total					878.57	0.00	0.00	0.00

PARTS DISPOSITION

All replaced parts must be returned to Prevost according to the Return Shipping Instructions available on www.prevostcar.com (under service / warranty section) for full reimbursement. A copy of the warranty claim form must be enclosed with the shipment.

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 1/2 hour (1.5) of labor upon receipt of and a completed A.F.A. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under service \ warranty section).

OTHER

VBC Bulletin	N/A
Fail Code	22.09
Defect Code	09
Syst. Cond	R
Causal Part	870012

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.



Appendix A

Eberspächer
rework cleaning instructions
25.2486.95.2683.0A



EN / VEHICLE HEATERS / TECHNICAL DOCUMENTATION

REWORK CLEANING INSTRUCTIONS FOR THE PRECISE CO₂ MEASUREMENT HYDRONIC L2

Engine-independent water heater for diesel fuel

Designation

Hydronic L16
Hydronic L24
Hydronic L30
Hydronic L35

Order No.

25.2486.02.0000
25.2487.02.0000
25.2599.02.0000
25.2600.02.0000

Order No. - compact version

25.2487.05.0000
25.2599.05.0000
25.2600.05.0000

1 REWORK INSTRUCTION

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1 Rework instruction

- The following steps have to be carried out to clean the Hydronic L2 heater properly and to set the CO₂ measurement value.
- These Hydronic L2 heaters and Hydronic L2 burners are affected: Parts produced as of May 1st 2023 until January 31th 2024.
- All documents needed are attached to the heater or are available online at:
<https://partner.eberspaecher.com/de>

i NOTE

Please record your rework action in this document on page 5 and send it to Eberspächer to have your costs reimbursed.

1.1 Rework steps

1.1.1 CO₂ Measurement

- > Measure and determine the current CO₂ value during the operation of the heater.
- > Use a suitable CO₂ measuring device, e. g: MSI 150 Euro flue gas analyser 5600593
- > Connect the CO₂ measuring device to the exhaust system of the heater.
- > Wait about 60 seconds after starting the heater, until the combustion runs stable, or longer, depending on the ambient conditions (until you hear a stable and even combustion!).

! CAUTION!

RISK OF POISONING

- Do not operate the heater longer than necessary.
- Switch off the heater after you have measured a reliable CO₂ value.

i NOTE

- You will find the CO₂ specification in the Technical Description of the heater.
- The Technical Description of the heater
 - is attached to the product
 - is available online at:
<https://partner.eberspaecher.com>



1.1.2 Options how to proceed

- The CO₂ value is within the tolerance.
 - No further step is necessary.
- The CO₂ value is outside the tolerance, but the heater was not in operation (with combustion).
 - Continue with chapt. 1.1.6.
- The CO₂ value is outside the tolerance and the heater has been in operation (with combustion)
 - Carry out chapt. 1.1.3 to chapt. 1.1.7

1.1.3 Dismantling the heater

- > Remove the hood, the burner and the combustion chamber from the heat exchanger.
- > In doing so, please consult and follow the disassembly steps in the Troubleshooting and Repair Instructions of the Hydronic L2 heater.

i NOTE

You will find the Troubleshooting and Repair Instructions of the Hydronic L2 heater online at: <https://partner.eberspaecher.com>



1.1.4 Dry-clean the components

- > Dry-clean all components contaminated with black soot (burner, hood, combustion chamber, heat exchanger).
- > Use a cleaning cloth and a suitable wire brush.
- > Soot particles can be sucked out of the heat exchanger with a dust extractor.

i NOTE

- Please consider the local regulations regarding dust classes.
 - If the fuel nozzle is affected with residues, it must be replaced.
- See troubleshooting and repair instructions.

! CAUTION!

RISK OF DAMAGED SURFACES

- Do not damage the surfaces of the heat exchanger.
- Use a wire brush only.
- Do not use liquid cleaners, e. g. brake cleaner.

RISK OF DAMAGED COMPONENTS

- When cleaning the burner, always pay attention to sensitive components, e. g. plug- and-socket connections.

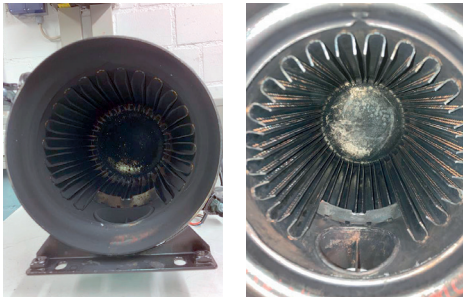
RISK OF FUEL BLOCKAGE

- The fuel nozzle is a very sensitive component. Do not touch it under any circumstances.
- If the fuel nozzle is dirty, it must be replaced (see Repair Instructions).

- > See example pictures below for cleaning the combustion chamber and the heat exchanger:



Combustion chamber before ... and after cleaning.



Heat exchanger before ... and after cleaning.

1.1.5 Assembling the heater

- > Assemble the heater as described in the Troubleshooting and Repair Instructions.

1.1.6 Air flap in centre position

- > Loosen the two screws on the air adjustment flap and roughly adjust as shown in the picture on the right (medium setting of the flap).
- > This prevents further coarse soot formation during fine adjustment.



1.1.7 Adjusting the air flap

- > Allow the heater to warm up and measure the CO₂ values by using a suitable CO₂ measuring device.
- > Set the correct CO₂ value by turning the air adjustment flap.

i NOTE

- Turn the air adjustment flap
 - to the left: increase of the CO₂ value.
 - to the right: decrease the CO₂ value.
- In order to obtain a valid result, wait approx. 100 s after each small adjustment of the air flap until the actual CO₂ value is displayed.

- > When the correct CO₂ value is reached,
 - turn off the heater.
 - tighten the screws of the air flap.

2 Confirmation form for rework action

NOTE

The rework form must be completed for each reworked heater/burner

Customer _____

Installation Date _____

Rework Date _____

Heater Version _____

Material No. _____

Production date _____

Serial No. _____

CO₂ - value at first measurement _____

CO₂ - value after rework _____

Short description of performed work

The rework will be reimbursed by Eberspächer Climate Control Systems as follows:

- CO₂ on heater or on burner **must be adjusted** (heater was not in operation)
→ 5AW = 30 minutes
- CO₂ on heater or on burner **must be adjusted** (heater has been in operation)
Heater **must be cleaned**
→ 15AW = 90 minutes

Please send this completed form and the invoice including the labour costs to the following invoice address with reference

HL-II CO₂ adjustment rework to:

CC-Warranty-Service@eberspaecher.com

PL-0L-faktury@eberspaecher.com

Invoice recipient, stated on the invoice:

Eberspächer Climate Control Systems Sp. z o.o.
Climate Control Systems
Godzikowice 50 P
55- 200 Oława
Polska

**Eberspächer Climate Control
Systems International GmbH
Eberspächerstraße 24
73730 Esslingen
Germany
info@eberspaecher.com
www.eberspaecher.com**