

PREVOST

ENREGISTRÉ - REGISTERED
ISO 9001 & ISO 14001

WARRANTY BULLETIN



Wb10-15A



DATE : JUNE 2010	SECTION : 01 - Engine
EXPIRATION: JUNE 2012	
SUBJECT : VOLVO D13 ENGINE - NEW EGR MIXER INLET TUBE	

**REVISION : A THIS WARRANTY BULLETIN SUPERSEDES PREVIOUS VERSION.
REPLACED PARTS MUST BE RETURNED TO PREVOST**

APPLICATION

Model	VIN		
H3-41, H3-45 Coaches Model Year: 2008 – 2009	2PCH33496 <u>8</u> C71 <u>0948</u>	2PCH33496 <u>9</u> C71 <u>1339</u>	2PCH33494 <u>9</u> C71 <u>1386</u>
	2PCH33494 <u>8</u> C71 <u>0995</u>	2PCH33494 <u>9</u> C71 <u>1341</u>	2PCH33413 <u>9</u> C71 <u>1387</u>
	2PCH33498 <u>8</u> C71 <u>1096</u>	2PCH33498 <u>9</u> C71 <u>1343</u>	2PCH3349X <u>9</u> C71 <u>1389</u>
	2PCH33493 <u>8</u> C71 <u>1202</u>	2PCH33491 <u>9</u> C71 <u>1345</u>	2PCH33496 <u>9</u> C71 <u>1390</u>
	2PCH33492 <u>8</u> C71 <u>1207</u>	2PCH33495 <u>9</u> C71 <u>1347</u>	2PCH33498 <u>9</u> C71 <u>1391</u>
	2PCH33493 <u>8</u> C71 <u>1216</u>	2PCH33499 <u>9</u> C71 <u>1349</u>	2PCH3349X <u>9</u> C71 <u>1392</u>
	2PCH33492 <u>8</u> C71 <u>1224</u>	2PCH33497 <u>9</u> C71 <u>1351</u>	2PCH33493 <u>9</u> C71 <u>1394</u>
	2PCH33491 <u>8</u> C71 <u>1232</u>	2PCH33490 <u>9</u> C71 <u>1353</u>	2PCH33497 <u>9</u> C71 <u>1396</u>
	2PCH33492 <u>8</u> C71 <u>1241</u>	2PCH33494 <u>9</u> C71 <u>1355</u>	2PCH33490 <u>9</u> C71 <u>1398</u>
	2PCH33497 <u>8</u> C71 <u>1249</u>	2PCH33496 <u>9</u> C71 <u>1356</u>	2PCH33495 <u>9</u> C71 <u>1400</u>
	2PCH33494 <u>8</u> C71 <u>1256</u>	2PCH33491 <u>9</u> C71 <u>1359</u>	2PCH33499 <u>9</u> C71 <u>1402</u>
	2PCH33491 <u>8</u> C71 <u>1263</u>	2PCH3349X <u>9</u> C71 <u>1361</u>	2PCH33492 <u>9</u> C71 <u>1404</u>
	2PCH33492 <u>8</u> C71 <u>1272</u>	2PCH33493 <u>9</u> C71 <u>1363</u>	2PCH33491 <u>9</u> C71 <u>1409</u>
	2PCH33499 <u>8</u> C71 <u>1303</u>	2PCH33495 <u>9</u> C71 <u>1364</u>	2PCH33493 <u>9</u> C71 <u>1413</u>
	2PCH3349X <u>9</u> C71 <u>1313</u>	2PCH33499 <u>9</u> C71 <u>1366</u>	2PCH33416 <u>9</u> C71 <u>1416</u>
	2PCH33490 <u>9</u> C71 <u>1322</u>	2PCH33490 <u>9</u> C71 <u>1367</u>	2PCH33492 <u>9</u> C71 <u>1418</u>
	2PCH33496 <u>9</u> C71 <u>1325</u>	2PCH33494 <u>9</u> C71 <u>1369</u>	2PCH33494 <u>9</u> C71 <u>1422</u>
	2PCH3349X <u>9</u> C71 <u>1327</u>	2PCH33490 <u>9</u> C71 <u>1370</u>	2PCH33496 <u>9</u> C71 <u>1423</u>

	2PCH33493 <u>9C71 1329</u>	2PCH33498 <u>9C71 1374</u>	2PCH33498 <u>9C71 1424</u>
	2PCH33491 <u>9C71 1331</u>	2PCH33495 <u>9C71 1378</u>	2PCH33493 <u>9C71 1427</u>
	2PCH33495 <u>9C71 1333</u>	2PCH33497 <u>9C71 1379</u>	2PCH33497 <u>9C71 1463</u>
	2PCH33499 <u>9C71 1335</u>	2PCH33416 <u>9C71 1383</u>	
	2PCH33492 <u>9C71 1337</u>	2PCH33492 <u>9C71 1385</u>	
X3-45 Coaches Model Year: 2008 – 2009	2PCG33497 <u>8C72 9259</u>	2PCG33496 <u>9C72 9514</u>	2PCG33495 <u>9C72 9584</u>
	2PCG33490 <u>8C72 9295</u>	2PCG33491 <u>9C72 9520</u>	
	2PCG33494 <u>8C72 9364</u>	2PCG33491 <u>9C72 9582</u>	
XLII-45 Entertainer Model Year: 2009	2PCY33497 <u>9C72 9591</u>	2PCY33496 <u>9C72 9596</u>	

DESCRIPTION

The vehicles with D13F engine mentioned above may experience premature failure of the EGR mixer inlet tube. This failure is thought to be caused by failure at the brazed joint between the inner portion of the tube to the mounting flange. If the brazed joint fails, the inner portion of the tube will fall into the EGR mixer chamber and then into the intake manifold. The pieces of the mixer inlet tube may cause failure of the turbocharger and catastrophic engine failures. A redesigned single piece mixer inlet tube was introduced in production on engine serial number 921589. On vehicles equipped with Volvo engines built before engine serial number 921589, the EGR mixer inlet tube must be removed and inspected. At the next scheduled vehicle service, if the engine is equipped with the previous style brazed-end tube, the tube must be replaced with the redesigned single piece tube.

Additionally, if the tube end has broken-off and slid down into the intake manifold, additional components may be damaged and require replacement.

You must make an appointment at one of Prevest Service Centers or Prevest Certified Service Providers. Please, contact your Prevest Regional Service Manager to find out the nearest service center location. You can find the list of the nearest Prevest Certified Service Providers at www.prevestcar.com/network.

Prevest Action Service System (PASS) 1 800 463-7738

Regional Service Managers		
Brian Godfroid	Washington State, British Columbia, Alberta, Saskatchewan, Manitoba	1 866 770-8892
Tommy Nolet	New York State, Connecticut, Massachusetts, Vermont, New Hampshire, Rhode Island	1 800 65-PREVO (77386)
Dave Langlois	Delaware, Maryland, Washington DC. Virginia, West Virginia, North Carolina, Pennsylvania, New Jersey, Michigan, Ohio, Kentucky	1 866-95-PREVO (77386)
Kevin Laughlin	Missouri, Illinois, Minnesota, Wisconsin, Iowa, Tennessee, Kansas, Indiana,	1 800 38-PREVO (77386)
James Malcomb	Mississippi, Oklahoma, Texas, Louisiana, Arkansas, Alaska	1 800 83-PREVO (77386)
Tom Munds	Utah, Arizona, Colorado, New Mexico, Nebraska, Idaho, Montana, North Dakota, South Dakota, Wyoming	1 877 55-PREVO (77386)
Fernando Martinez	California, Nevada, Oregon	1 800 95-PREVO (77386)
Bryan Joy	Florida, Georgia, Alabama, South-Carolina	1 866 61-PREVO (77386)
Jean Ruel	Quebec, New Brunswick, Newfoundland, Nova Scotia, Prince Edward Island, Maine	1 800 380-7738
Sylvain St-Amant	Ontario, Quebec	1 888 634-5171
Bill Jensen	Hawaii, Motor Home and shell division	1 800 99-PREVO (77386)

Prevost Service Centers		
Quebec	850, chemin Olivier Saint-Nicolas, Quebec G7A 2N1	Toll free phone: 1-866-870-2046 Tel.: 1-418-831-2046
British Columbia	6537 River Road Delta, CB V4K 5B9	Tel.: 1-604-940-3306
New Jersey	201 South Avenue South Plainfield, New Jersey 07080	Toll free phone: 1-800-223-0830 Tel.: 1-908-222-7211
Florida	6931 Business Park Blvd. North Jacksonville, Florida 32256	Toll free phone: 1-800-874-7740 Tel.: 1-904-886-4555
Tennessee	800 South Cartwright Street Goodlettsville, Tennessee 37072	Toll free phone: 1-877-299-8881 Tel.: 1-615-299-8881
Texas	15200 Frye Road Fort Worth, Texas 76155-2702	Toll free phone: 1-866-773-8678 Tel.: 1-817-685-0250
California	3384 De Forest Circle Mira Loma, California 91752	Toll free phone: 1-800-421-9958 Tel.: 1-951-360-2550

Prevost Parts Customer Service		
US Prevost Parts Customer Service	2200 Point Blvd., Suite 100 Elgin, Illinois 60123	Toll free phone: 1-800-621-5519 Coach Tel.: 1-847-844-7680
Prevost Canadian Parts Customer Service	2955-A, avenue Watt Quebec, Quebec G1X 3W1	Toll free phone: 1-800-463-8876 Phone: 1-418-653-0948 Parts

PROCEDURE



DANGER

Park vehicle safely, apply parking brake, stop engine and set battery master switch(es) to the OFF position prior to working on the vehicle.

Service technicians, for the complete procedure, refer to Volvo “**FSB293-004** New EGR Mixer Inlet Tube” found on IMPACT.

WARRANTY

This modification is covered by Prevost's normal warranty and will be performed at no charge.

The working time required to perform this warranty bulletin is approximately 0.6 hour. As a matter of normal service process, your Prevost Service Center or Prevost Certified Service Providers will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

Please contact your Prevost Service Center or your Prevost Certified Service Providers for additional information and to schedule an appointment at your earliest convenience. Please mention WB10-15.

Parts disposal:

Return replaced parts to Prevost with A.F.A. for full reimbursement.