

PREVOST

ENREGISTRÉ - REGISTERED
ISO 9001 & ISO 14001



WARRANTY BULLETIN

Wb10-17



DATE : JUNE 2010	SECTION : 01 - Engine
EXPIRATION: JUNE 2012	
SUBJECT : VOLVO D13 ENGINE – TURBOCHARGER SMART REMOTE ACTUATOR (SRA) FAULTS (Ref.: Volvo FSB 255-016)	

APPLICATION

Model	VIN		
H3-41, H3-45 Coaches Model Year: 2008 – 2010	2PCH33496 <u>8C71</u> <u>0948</u>	2PCH33495 <u>9C71</u> <u>1378</u>	2PCH33494 <u>9C71</u> <u>1467</u>
	2PCH33494 <u>8C71</u> <u>0995</u>	2PCH33497 <u>9C71</u> <u>1379</u>	2PCH33496 <u>9C71</u> <u>1468</u>
	2PCH33498 <u>8C71</u> <u>1096</u>	2PCH33416 <u>9C71</u> <u>1383</u>	2PCH33498 <u>9C71</u> <u>1469</u>
	2PCH33493 <u>8C71</u> <u>1202</u>	2PCH33492 <u>9C71</u> <u>1385</u>	2PCH33494 <u>AC71</u> <u>1473</u>
	2PCH33492 <u>8C71</u> <u>1207</u>	2PCH33494 <u>9C71</u> <u>1386</u>	2PCH33496 <u>AC71</u> <u>1474</u>
	2PCH33493 <u>8C71</u> <u>1216</u>	2PCH33413 <u>9C71</u> <u>1387</u>	2PCH33491 <u>AC71</u> <u>1477</u>
	2PCH33492 <u>8C71</u> <u>1224</u>	2PCH3349X <u>9C71</u> <u>1389</u>	2PCH33493 <u>AC71</u> <u>1478</u>
	2PCH33491 <u>8C71</u> <u>1232</u>	2PCH33496 <u>9C71</u> <u>1390</u>	2PCH33495 <u>AC71</u> <u>1479</u>
	2PCH33492 <u>8C71</u> <u>1241</u>	2PCH33498 <u>9C71</u> <u>1391</u>	2PCH33499 <u>AC71</u> <u>1484</u>
	2PCH33497 <u>8C71</u> <u>1249</u>	2PCH3349X <u>9C71</u> <u>1392</u>	2PCH33490 <u>AC71</u> <u>1485</u>
	2PCH33494 <u>8C71</u> <u>1256</u>	2PCH33493 <u>9C71</u> <u>1394</u>	2PCH3341X <u>AC71</u> <u>1486</u>
	2PCH33491 <u>8C71</u> <u>1263</u>	2PCH33497 <u>9C71</u> <u>1396</u>	2PCH33494 <u>AC71</u> <u>1487</u>
	2PCH33492 <u>8C71</u> <u>1272</u>	2PCH33490 <u>9C71</u> <u>1398</u>	2PCH33498 <u>AC71</u> <u>1489</u>
	2PCH33499 <u>8C71</u> <u>1303</u>	2PCH33495 <u>9C71</u> <u>1400</u>	2PCH33494 <u>AC71</u> <u>1490</u>
	2PCH3349X <u>9C71</u> <u>1313</u>	2PCH33499 <u>9C71</u> <u>1402</u>	2PCH33498 <u>AC71</u> <u>1492</u>
	2PCH33490 <u>9C71</u> <u>1322</u>	2PCH33492 <u>9C71</u> <u>1404</u>	2PCH33491 <u>AC71</u> <u>1494</u>
	2PCH33496 <u>9C71</u> <u>1325</u>	2PCH33491 <u>9C71</u> <u>1409</u>	2PCH33499 <u>AC71</u> <u>1498</u>
	2PCH3349X <u>9C71</u> <u>1327</u>	2PCH33493 <u>9C71</u> <u>1413</u>	2PCH33499 <u>AC71</u> <u>1503</u>
	2PCH33493 <u>9C71</u> <u>1329</u>	2PCH33416 <u>9C71</u> <u>1416</u>	2PCH33490 <u>AC71</u> <u>1504</u>
	2PCH33491 <u>9C71</u> <u>1331</u>	2PCH33492 <u>9C71</u> <u>1418</u>	2PCH33492 <u>AC71</u> <u>1505</u>
	2PCH33495 <u>9C71</u> <u>1333</u>	2PCH33494 <u>9C71</u> <u>1422</u>	2PCH33494 <u>AC71</u> <u>1506</u>
	2PCH33499 <u>9C71</u> <u>1335</u>	2PCH33496 <u>9C71</u> <u>1423</u>	2PCH33496 <u>AC71</u> <u>1507</u>
	2PCH33492 <u>9C71</u> <u>1337</u>	2PCH33498 <u>9C71</u> <u>1424</u>	2PCH33498 <u>AC71</u> <u>1508</u>
	2PCH33496 <u>9C71</u> <u>1339</u>	2PCH33493 <u>9C71</u> <u>1427</u>	2PCH3349X <u>AC71</u> <u>1509</u>
	2PCH33494 <u>9C71</u> <u>1341</u>	2PCH33495 <u>9C71</u> <u>1428</u>	2PCH33496 <u>AC71</u> <u>1510</u>
	2PCH33498 <u>9C71</u> <u>1343</u>	2PCH33493 <u>9C71</u> <u>1430</u>	2PCH33498 <u>AC71</u> <u>1511</u>
	2PCH33491 <u>9C71</u> <u>1345</u>	2PCH33495 <u>9C71</u> <u>1431</u>	2PCH33491 <u>AC71</u> <u>1513</u>

	<p>2PCH33495<u>9C71</u> <u>1347</u></p> <p>2PCH33499<u>9C71</u> <u>1349</u></p> <p>2PCH33497<u>9C71</u> <u>1351</u></p> <p>2PCH33490<u>9C71</u> <u>1353</u></p> <p>2PCH33494<u>9C71</u> <u>1355</u></p> <p>2PCH33496<u>9C71</u> <u>1356</u></p> <p>2PCH33498<u>9C71</u> <u>1357</u></p> <p>2PCH33491<u>9C71</u> <u>1359</u></p> <p>2PCH3349X<u>9C71</u> <u>1361</u></p> <p>2PCH33493<u>9C71</u> <u>1363</u></p> <p>2PCH33495<u>9C71</u> <u>1364</u></p> <p>2PCH33499<u>9C71</u> <u>1366</u></p> <p>2PCH33490<u>9C71</u> <u>1367</u></p> <p>2PCH33494<u>9C71</u> <u>1369</u></p> <p>2PCH33490<u>9C71</u> <u>1370</u></p> <p>2PCH33498<u>9C71</u> <u>1374</u></p>	<p>2PCH33492<u>9C71</u> <u>1435</u></p> <p>2PCH33496<u>9C71</u> <u>1437</u></p> <p>2PCH33498<u>9C71</u> <u>1438</u></p> <p>2PCH3349X<u>9C71</u> <u>1439</u></p> <p>2PCH33496<u>9C71</u> <u>1440</u></p> <p>2PCH33493<u>9C71</u> <u>1444</u></p> <p>2PCH33497<u>9C71</u> <u>1446</u></p> <p>2PCH33492<u>9C71</u> <u>1449</u></p> <p>2PCH33499<u>9C71</u> <u>1450</u></p> <p>2PCH33490<u>9C71</u> <u>1451</u></p> <p>2PCH3341X<u>9C71</u> <u>1452</u></p> <p>2PCH33498<u>9C71</u> <u>1455</u></p> <p>2PCH33493<u>9C71</u> <u>1461</u></p> <p>2PCH33495<u>9C71</u> <u>1462</u></p> <p>2PCH33497<u>9C71</u> <u>1463</u></p> <p>2PCH33492<u>9C71</u> <u>1466</u></p>	<p>2PCH33495<u>AC71</u> <u>1515</u></p> <p>2PCH33497<u>AC71</u> <u>1516</u></p> <p>2PCH33499<u>AC71</u> <u>1517</u></p> <p>2PCH33499<u>AC71</u> <u>1520</u></p> <p>2PCH33492<u>AC71</u> <u>1522</u></p> <p>2PCH33496<u>AC71</u> <u>1524</u></p> <p>2PCH33493<u>AC71</u> <u>1531</u></p> <p>2PCH33497<u>AC71</u> <u>1533</u></p> <p>2PCH33499<u>AC71</u> <u>1534</u></p> <p>2PCH33490<u>AC71</u> <u>1535</u></p> <p>2PCH33492<u>AC71</u> <u>1536</u></p> <p>2PCH33494<u>AC71</u> <u>1537</u></p> <p>2PCH33496<u>AC71</u> <u>1538</u></p>
<p>X3-45 Coaches</p> <p>Model Year: 2008 – 2010</p>	<p>2PCG33497<u>8C72</u> <u>9259</u></p> <p>2PCG33490<u>8C72</u> <u>9295</u></p> <p>2PCG33494<u>8C72</u> <u>9364</u></p> <p>2PCG33496<u>9C72</u> <u>9514</u></p> <p>2PCG33491<u>9C72</u> <u>9520</u></p> <p>2PCG33491<u>9C72</u> <u>9582</u></p> <p>2PCG33495<u>9C72</u> <u>9584</u></p> <p>2PCG3349X<u>9C72</u> <u>9614</u></p> <p>2PCG33498<u>9C72</u> <u>9630</u></p> <p>2PCG3349X<u>9C72</u> <u>9712</u></p> <p>2PCG33497<u>9C72</u> <u>9733</u></p> <p>2PCG33490<u>9C72</u> <u>9752</u></p> <p>2PCG33499<u>9C72</u> <u>9765</u></p> <p>2PCG33493<u>AC72</u> <u>9796</u></p> <p>2PCG33495<u>AC72</u> <u>9797</u></p> <p>2PCG33497<u>AC72</u> <u>9798</u></p>	<p>2PCG33499<u>AC72</u> <u>9799</u></p> <p>2PCG33491<u>AC72</u> <u>9800</u></p> <p>2PCG33493<u>AC72</u> <u>9801</u></p> <p>2PCG33495<u>AC72</u> <u>9802</u></p> <p>2PCG33497<u>AC72</u> <u>9803</u></p> <p>2PCG33499<u>AC72</u> <u>9804</u></p> <p>2PCG33490<u>AC72</u> <u>9805</u></p> <p>2PCG33492<u>AC72</u> <u>9806</u></p> <p>2PCG33494<u>AC72</u> <u>9807</u></p> <p>2PCG33496<u>AC72</u> <u>9808</u></p> <p>2PCG33498<u>AC72</u> <u>9809</u></p> <p>2PCG33494<u>AC72</u> <u>9810</u></p> <p>2PCG33496<u>AC72</u> <u>9811</u></p> <p>2PCG33498<u>AC72</u> <u>9812</u></p> <p>2PCG3349X<u>AC72</u> <u>9813</u></p> <p>2PCG33491<u>AC72</u> <u>9814</u></p>	<p>2PCG33493<u>AC72</u> <u>9815</u></p> <p>2PCG33495<u>AC72</u> <u>9816</u></p> <p>2PCG33497<u>AC72</u> <u>9817</u></p> <p>2PCG33490<u>AC72</u> <u>9819</u></p> <p>2PCG33497<u>AC72</u> <u>9820</u></p> <p>2PCG33499<u>AC72</u> <u>9821</u></p> <p>2PCG33490<u>AC72</u> <u>9822</u></p> <p>2PCG33492<u>AC72</u> <u>9823</u></p> <p>2PCG33494<u>AC72</u> <u>9824</u></p> <p>2PCG33496<u>AC72</u> <u>9825</u></p> <p>2PCG33498<u>AC72</u> <u>9826</u></p> <p>2PCG3349X<u>AC72</u> <u>9827</u></p> <p>2PCG33491<u>AC72</u> <u>9828</u></p> <p>2PCG33493<u>AC72</u> <u>9829</u></p> <p>2PCG3349X<u>AC72</u> <u>9830</u></p>
<p>XLII-45 Entertainer</p> <p>Model Year: 2009</p>	<p>2PCY33497<u>9C72</u> <u>9591</u></p> <p>2PCY33496<u>9C72</u> <u>9596</u></p> <p>2PCY33493<u>9C72</u> <u>9619</u></p> <p>2PCY3349X<u>9C72</u> <u>9620</u></p> <p>2PCY33493<u>9C72</u> <u>9622</u></p> <p>2PCY33499<u>9C72</u> <u>9625</u></p> <p>2PCY33492<u>9C72</u> <u>9627</u></p>	<p>2PCY33496<u>9C72</u> <u>9629</u></p> <p>2PCY33494<u>9C72</u> <u>9631</u></p> <p>2PCY33496<u>9C72</u> <u>9632</u></p> <p>2PCY3349X<u>9C72</u> <u>9634</u></p> <p>2PCY33491<u>9C72</u> <u>9635</u></p> <p>2PCY33499<u>9C72</u> <u>9642</u></p> <p>2PCY33495<u>9C72</u> <u>9654</u></p>	<p>2PCY33495<u>9C72</u> <u>9668</u></p> <p>2PCY33494<u>9C72</u> <u>9726</u></p> <p>2PCY33490<u>9C72</u> <u>9738</u></p> <p>2PCY33499<u>9C72</u> <u>9768</u></p> <p>2PCY33499<u>9C72</u> <u>9818</u></p>

DESCRIPTION

Wires within the smart remote actuator (SRA) connector located on the engine, below the turbocharger, are subject to vibration during engine operation. This vibration can result in terminal fretting which produces very fine dust particles, and can be seen as a fine green dust inside the connector. When these particles migrate between the female and male pin connections, intermittent contact problems may result and be made evident by SID 27 and PSID 232 fault codes. Installation of a back shell and securing of the SRA harness is necessary in order to prevent any dysfunction.

The following Volvo D13 engines are affected by this defect and must be corrected : From serial number 901653 up to 929271 included.

You must make an appointment at one of PrevoSt Service Centers or PrevoSt Certified Service Providers. Please, contact your PrevoSt Regional Service Manager to find out the nearest service center location or refer to **Parts and Service** tab on PrevoSt web site or go to www.prevoStcar.com/network for the list of the nearest PrevoSt Certified Service Providers.

PrevoSt 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, Ohio, Michigan, 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

Service technicians, for the complete procedure, refer to Volvo document ***“FSB 255-016” Turbocharger Smart Remote Actuator (SRA) Faults*** 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 0.7 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 WB10-17.