PREVOST

SAFETY RECALL   SR23-02

DATE : January 2023	SECTION : 06 ELECTRICAL
SUBJECT:	ENGINE REAR STOP BUTTON

First Release

01-20-2023

APPLICATION

NOTICE TO SERVICE CENTERS		
*Verify vehicle eligibility by checking warranty bulletin status with **SAP** or via **ONLINE WARRANTY SYSTEM** available on Service / Warranty tab of Prevost website.*		
Model	**VIN**	
X3-45 Coaches Model Year:2017 - 2018	2PCG3349XHC736092, 2PCG33495HC736114, 2PCG33490HC736182 2PCG33491HC736188, 2PCG33497HC736194, 2PCG33490HC736196 2PCG33492HC736197, 2PCG33499HC736200, 2PCS33497HC736206 2PCG33495HC736209, 4RKG33491H9737417, 4RKG33493H9737418 4RKG33495H9737419, 4RKG33491H9737420, 4RKG33493H9737421 4RKG33495H9737422, 4RKG33497H9737423, 4RKG33499H9737424 4RKG33490H973742,5 4RKG33492H9737426, 4RKG33497J9737430 4RKG33499J9737431, 4RKG33490J9737432, 4RKG33492J9737433 4RKG33494J9737434, 4RKG33496J9737435.	
This Safety Recall does not necessarily apply to all the above-mentioned vehicles, some vehicles may 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.		

DESCRIPTION

On vehicles affected by this recall, the engine stop button located in the engine compartment may not stop the engine when it is running.

The issue results from a software problem (the software did not include the stop function when the engine is running).

Therefore, a corrected software version that includes the engine stop button functionality must be installed on all potentially affected vehicles (corrected software:06100173 Revision P09 and 06100076 Revision P38).

Please make an appointment in a Prevost Service Center or contact your Prevost Service representative to have the vehicle program upgraded. It requires VPG (Vehicle Program Generator) software.

For operators having the required equipment & software, please contact a Prevost Service representative to receive the vehicle program update file (refer to procedure below to proceed).

EQUIPMENT

Required equipment to perform this bulletin:

Part No.	Description	Qty
N/A	LAPTOP (WITH VPG SOFTWARE)	1
N/A	RS232 SERIAL INTERFACE CABLE	1
N/A	VIRTUAL SERIAL PORT ADAPTER USB TO RS232	1
066009	INTERFACE HARNESS DB9 PC/MASTER ID-MU	1

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.
>
> 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.

<QF7720957 rev 9>

VERIFICATION OF THE VEHICLE PROGRAM REVISION NUMBER

1. Check the vehicle program revision number with the Driver Information Display (DID) in the dash.

2. Select the Diagnostics menu.
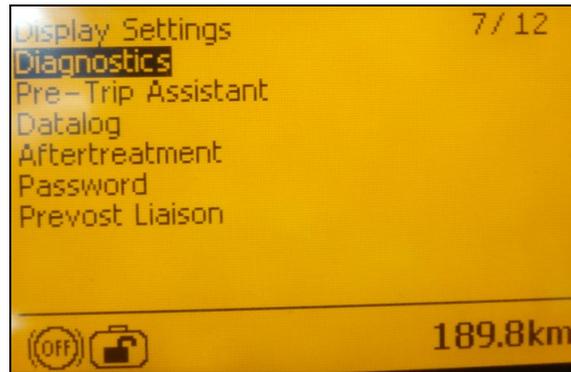
Figure 1

3. Select Part Number menu.
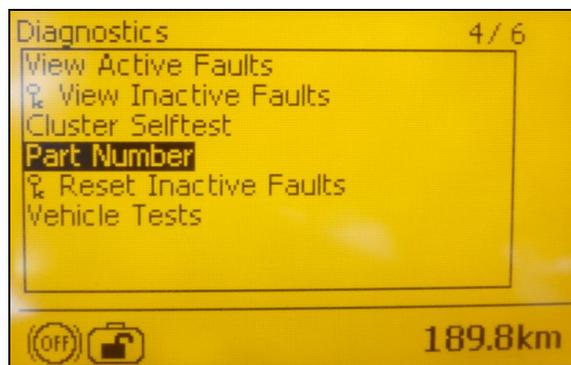
Figure 2

4. Select Electrical System menu.
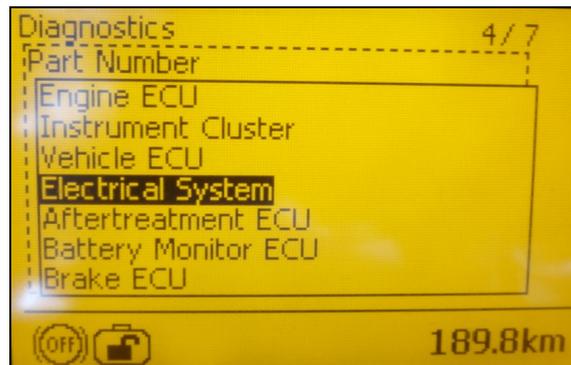
Figure 3

5. The DID shows the software number (program number) and the actual revision number just after the ''**P**'' letter for the vehicle (rev 8 in the example).

6. Note the program number and the revision number.

NOTE
The vehicle program number begins with ''06''
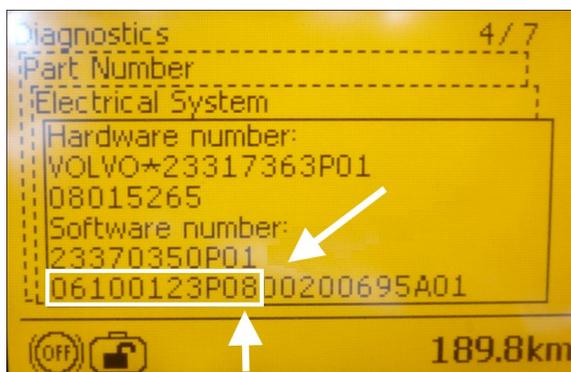
Figure 4

7. Table 1 shows the revision number needed, according to the program number.

8. Compare the vehicle program number and revision number shown in the DID with the corresponding numbers in Table 1.

9. If the vehicle has the program revision number shown in Table 1 or a higher number, the bulletin is complete.

10. If the vehicle's program needs to be upgraded, move next section of the bulletin.

REQUIRED REVISION NUMBER	
PROGRAM	**REVISION**
06100076	P38
06100173	P09

Table 1

IMPORTANT

If the bulletin is performed by a Prevost Service Center, use computer and VPG software for the program revision number upgrade.

If the vehicle operator is having the equipment required to proceed to the vehicle programming, the operator must contact a Prevost Service representative to have the vehicle program update file sent to him. Refer the representative to procedure shown in bulletin **SCI19-20**, explaining how to send the file.

VEHICLE PROGRAM UPDGRADE

1. Connect the 110 power line on the vehicle.

2. Turn the ignition to ''ON'' position.

3. Activate the Hazard flashers.

4. Locate the RS232 serial port into the front service compartment at the right top corner.
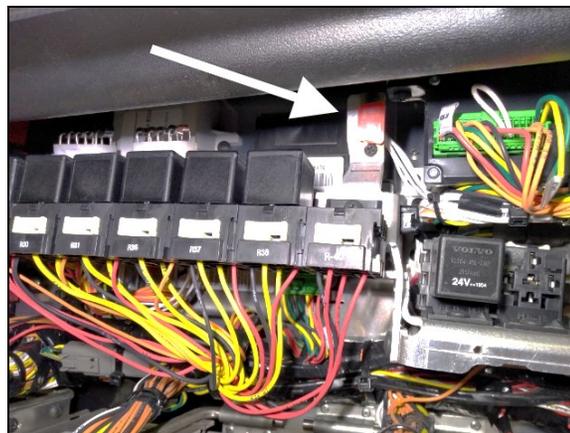
Figure 5

5. Remove the cap and keep in a safe place.

6. Connect the computer on the vehicle into the RS232 port.

7. Open the computer management application on your computer.

8. Right click on "My Computer" on the desk and click on Manage menu.
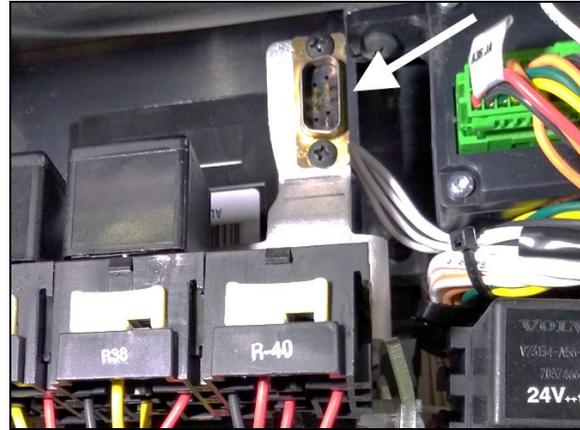
Figure 6

9. Click on 'Device manager''.

10. Expand the ports list.

11. Check the COM port number and note the number.
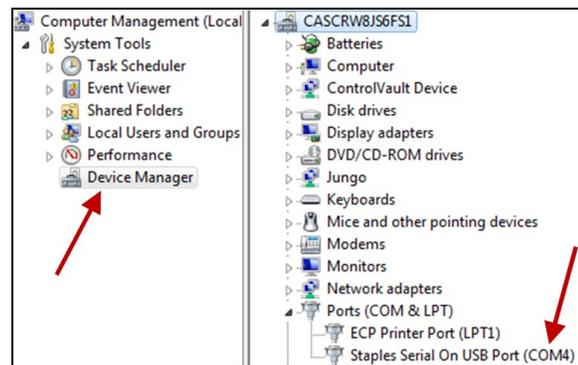
Figure 7

12. Double click on ''COM'' element to open the properties dialog box.

13. Click on ''Port Setting'' tab.

14. Select 115200 for the Bits per second.

15. Select Hardware for the Row control.

16. Click ''OK''.
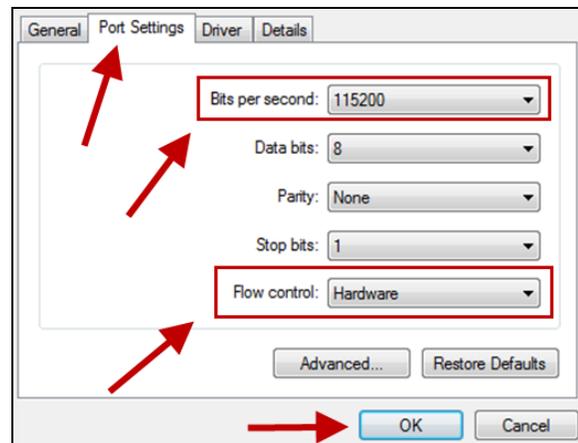
Figure 8

17. Make sure you have the vehicle program update, supplied by the Prevost service center, on your computer.

18. Rename the file and remove the last digits ''.txt''. Keep only the extension ''.exe''

MP_0014 2546 A06

↑

SHORT VIN

NOTE
*The name of the file that you received should match with the VIN of the vehicle you are about to update. It should look like this example: MP_0014**2546**A06.exe.txt. The four numbers before the last letter are the last 4 numbers of the VIN (short VIN).*

19. Launch the vehicle program (double click on the file name or right click on the file name and select Open).

20. Select the port number noted before.

21. Click ''Continue'' button.

Transfert programme Multiplex V1.4

Entrer un port de communication valide pour le Master ID (COM0 à COM9):

COM1   [Continuer]

Figure 9

22. Select the destination of the backup file that will be generated with the update processing.

23. Click on ''Continue'' button.

Entrer un port de communication valide pour le Master ID (COM0 à COM9):
Validation du port de communication COM4...
Validation et configuration du port de communication complétées
SVP, Entrer un répertoire valide pour l'enrégistrement du programme de sauvegarde

C:\Users\ub60052\Desktop   [Explorer...] [Continuer]
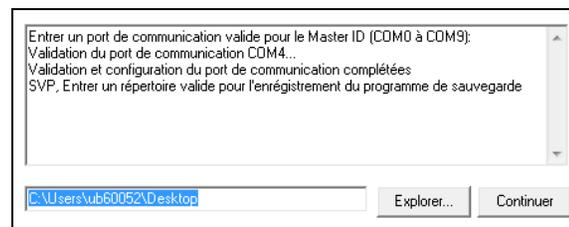
Figure 10

24. Program processes.

Lecture du programme Multiplex en cours... 44% complété!
Lecture du programme Multiplex en cours... 45% complété!
Lecture du programme Multiplex en cours... 46% complété!
Lecture du programme Multiplex en cours... 47% complété!
Lecture du programme Multiplex en cours... 48% complété!
Lecture du programme Multiplex en cours... 49% complété!
Lecture du programme Multiplex en cours... 50% complété!

[Annuler]

Figure 11

25. Wait until you get the message ''TRANSFER COMPLETED''.

26. Click ''Finish'' button.

Transfert du programme Multiplex en cours... 98% complété!
Transfert du programme Multiplex en cours... 99% complété!
Transfert du programme Multiplex en cours... 100% complété!
Reprogrammation du CECM en cours...
>>>TRANSFERT DU PROGRAMME MULTIPLEX COMPLÉTÉ AVEC SUCCÉS!!!<<<
Dans le véhicule, couper l'alimentation et ouvrir de nouveau pour démarrer le nouveau programme Multiplex.

[Terminer]

Figure 12

27. Disconnect the computer.

28. From the rear electrical compartment, trip circuit breaker CB6 and reset after 5 seconds.

29. The system needs some time to complete the update. Wait until the head lights shut down or until you have access to information on the DID.

30. Check in the DID the Software number (program number) and compare again with the table 1.
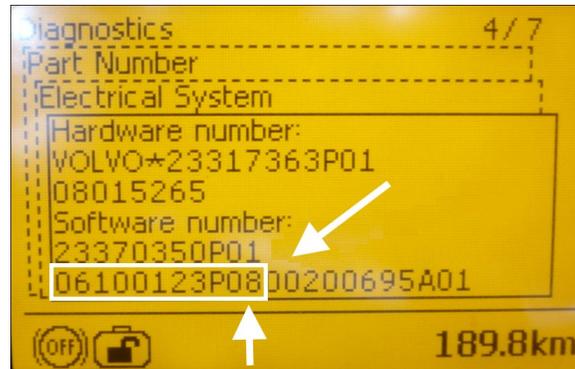
Figure 13

31. Reinstall the RS232 serial port cap.

32. Start the vehicle and validate that the rear stop button will stop the running vehicle once pressed.

33. Bulletin is complete.
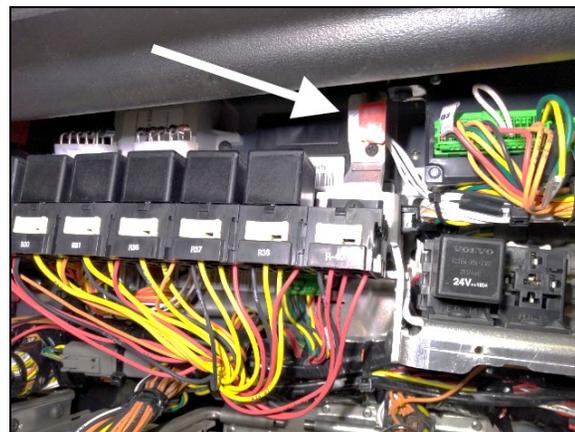
Figure 14

WARRANTY

This modification is covered by Prevost's normal warranty. We will reimburse you half an 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 SR23-02 ".

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	06.27-2
Defect Code	49
Syst.Cond	R
Causal Part	7770029

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: SR23-02)

VEHICLE SERIAL NUMBER: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

PERFORMED BY	OWNER/OPERATOR
We hereby certify that Safety Recall Instructions with regard to Safety Recall SR23-02 have been performed. **Name:** **Addr:**	**Name:** **Addr:**
Phone: **Fax:**	**Phone:** **Fax:**
Signature : Date:	Signature : 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