Warranty Bulletin

<QF7720962 rev4>

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First Release [État]

TGW SOFTWARE UPDATE FOR 3G DECOMISSIONING 9700 (B13R)

MODEL YEAR(S) AND VEHICLE SERIAL NUMBERS (VIN) INVOLVED

Verify vehicle eligibility by chec SYSTEM avail	NOTICE TO SERVICE CENTERS king warranty bulletin status with SAP or via ONLINE WARRANTY able on Service / Warranty tab of Prevost website.
Model	VIN
	3CET2V922J5 <u>186069</u> , 3CET2V929J51 <u>86070</u>
	3CET2V926J5 <u>186270</u> , 3CET2V924J5 <u>187126</u>
	3CET2V928J5 187128 , 3CET2V921J5 <u>188024</u>
Volvo 9700 us/can	3CET2V925J5 <u>188026</u> , 3CET2V920J5 <u>188029</u>
Model Year: 2018 - 2020	3CET2V927J5 189193 , 3CET2V920J5 <u>189519</u>
	3CET2V926J5 <u>190075</u> , 3CET2V928J5 <u>191373</u>
	3CET2V923K5 <u>195008</u> , 3CET2V928L5 <u>200494</u>
	3CET2W424L5 201932
This bulletin does not necessarily app	ly to all the above-mentioned vehicles, some vehicles may have been modified

before delivery. The owners of the vehicles affected by this bulletin will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.

DESCRIPTION

On the vehicles affected by this bulletin reprogram the TGW gateway to the latest version. These vehicles could not be reached with Over the Air updates.

MATERIAL

No parts are needed for this bulletin:

Tools required:

Description	Qty
Vocom interface and cables	1
Shop laptop with Tech tool	1

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PROCEDURE

DANGER

Park vehicle safely, apply parking brake, stop the engine.

Lock out & 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. Connect the vehicle's battery charger to a 120-Volt outlet.
- 2. Connect Premium Tech Tool (PTT) to the vehicle On-Board Diagnostics connector (OBD). Connect the PC to a functional LAN or Wi-Fi connection and a power source.
- 3. Turn the ignition switch to "ON".

4. Log in to PTT.

5. On *Product* tab (item A), identify the vehicle (item B).

Produc	t Product History Diagnose Test Cal	ibrate Program	Impact		
Selec	ted Product (PREVH 720635)				
🌀 Re	fresh 🛛 🛞 Settings	itest Selections 🛛 🔚 🕻	DBD/LVD ▼		
Product	Details			Product	t Status
Chassi	s ID:	VIN		Status	Description
PREVH	720635	2PC	CH33493KO <mark>720635</mark>	S	No DTCs with status Active.
Model:	—	Cor	npany:	0	Control unit information. Details >>
PREVH		Volv	vo Buses	i	Current battery level: 14.1 V.
Emissi US17 + Electric Multiple	on Level: OBD2016 cal System: xxed version 3				
Connec	tivity			Campai	gns (0)
Status	Description			There ar	re no available campaigns for this product.
~	VOCOM I (USB) is connected to the computer.				
0	The selected product PREVH 720635 is connected. Product Data Retrieved:		2019-05-21 14:30:1	,	
	Central Data Retrieved:		2019-05-21 14:30:2	,	

- 6. Enter work order number.
- 7. Click Start Work.

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Work Order Number	x				
Charge Batteries					
Charge batteries (12/24V) while vehicle is in workshop.					
Enter a work order number or select a recently used work order numbe	r in the list.				
Enter work order number:					
Enter Notes:					
Start Work	Cancel				

- 13. Select Program.
- 14. Select 1700-08-03-39 Program electronic Control Unit in the list.
- 16. Select Telematics Gateway (TGW)
- 15. Then click *Program* at the bottom right-hand corner

ech fool								
ech Tool	Links Help				_			📲 St-Nicolas SH
roduct	Product History	Diagnose	Test	Calibrate	Program	Impact	Maidcom	VBC Remote
vaila	ble updates							1700-08-03-39 Program Electronic Control Unit
	Software Package				Status			
	Vehicle Electronic Unit (Telematics GateWay (To	VECU) GW)						This operation shows all updates that are available for this product. Select the software packages for the control units to be updated and then click Program to start.
								To reinstall the same software version in a control unit, exit the operation and select the operation Replace hard
								When multiple software packages are selected, there will be a request to run a key cycling after each package
								Package status information
								If a software package requires attention, a symbol is shown in the Status column
								Control unit calibration
								It may be necessary to perform calibrations after an Electronic Control Unit has been programmed
								Program > Cancel
assis ID: F	REVX 737968 VIN: 4RK	J33493N9737968	3 Work Or	rder: 11111				Program > Can

- 18. At the Automatically checked conditions step, tick the Confirmed check box.
- 19. Then click Continue.

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						-	Jean R
ry Test	Calibrate Program Impact						
. @		1700-22-03	-12 Replace	Hardware			
2 (P) 3 🦣 🐔	> 10 V 4	Automatical 1 Battery volt 2 Parking br 3 Ignition ke	ly checked co age above 10 V ake applied y in ON position. Eng	nditions			
		Confirmed					
					Continue >		ancel
2PCVS3496M0	C721125 Work Order: 11111				Continue >	C	ancel
2PCVS3496MC Click Co	C721125 Work Order: 11111 ntinue at this screen.				Continue >	C	ancel
2PCVS3496MC Click Co 1700-22	2 -03-12 Replace Hardware				Continue >	C	ancel
2PCVS3496MC Click Co 1700-22	2 -03-12 Replace Hardware			_	Continue >	C	ancel
2PCVS3496MC Click Co 1700-22 Information	2721125 Work Order: 11111 Intinue at this screen. 2-03-12 Replace Hardware			-	Continue >	C	ancel
2PCVS3496MC Click Co 1700-22 Information The table be hardware (S	C721125 Work Order: 11111 ntinue at this screen. 2-03-12 Replace Hardware n: Now displays the currently connected and identifi- ubHW). The table does not indicate specifically w	ed Electronic Control Units (ECU,) and the connected su		Continue >	C	ancel
2PCVS3496MC Click Co 1700-22 Information The table be hardware (S Note: S	C721125 Work Order: 11111 Intinue at this screen. 2-03-12 Replace Hardware n: Now displays the currently connected and identifi- ubHW). The table does not indicate specifically w ome sub hardware may not be displayed in the t	ed Electronic Control Units (ECU, /hat hardware to replace. able until the Electronic Control U) and the connected su Jnit is replaced and	ıb	Continue >	C	ancel
2PCVS3496MC Click CO 1700-22 Information The table be hardware (S programmed	C721125 Work Order: 11111 Intinue at this screen. 2-03-12 Replace Hardware n: Now displays the currently connected and identified ubHW). The table does not indicate specifically w orme sub hardware may not be displayed in the t d.	ed Electronic Control Units (ECU, /hat hardware to replace. able until the Electronic Control U) and the connected su Jnit is replaced and	ıb	<u>Continue</u> >	C	ancel
2PCVS3496MC Click Co 1700-22 Information The table be hardware (S note: S programmed	C721125 Work Order: 11111 Intinue at this screen. 2-03-12 Replace Hardware n: Now displays the currently connected and identifi- ubHW). The table does not indicate specifically w ome sub hardware may not be displayed in the t d.	ed Electronic Control Units (ECU, that hardware to replace. able until the Electronic Control U) and the connected su Jnit is replaced and	Ib	Continue >	Product	ancel
2PCVS3496MC Click CO 1700-22 Information The table be hardware (S Note: S programmed Instruction 1 Turn t 2 Remo 3 Install 4 Turn t 5 Click 0	C721125 Work Order: 11111 C721125 Work Order: 11111 C721125 Work Order: 11111 C7203-12 Replace Hardware In: Iow displays the currently connected and identificubHW). The table does not indicate specifically w ome sub hardware may not be displayed in the t d. C the ignition off Syste the old hardware I the new hardware he ignition on Continue to start programming	ad Electronic Control Units (ECU, hat hardware to replace. able until the Electronic Control U) and the connected su Jnit is replaced and	ıb	Continue >	C	ancel
2PCVS3496MC Click CO 1700-22 Information The table be hardware (S note: S programmed Instruction 1 Turn t 2 Remo 3 Install 4 Turn t 5 Click (C721125 Work Order: 11111 CATINUE at this screen. C2-03-12 Replace Hardware In: Now displays the currently connected and identified UDHW). The table does not indicate specifically w orme sub hardware may not be displayed in the t d. C the ignition off Syste the old hardware Net the	ed Electronic Control Units (ECU, hat hardware to replace. able until the Electronic Control U) and the connected su Jnit is replaced and	ıb	Continue >	C	ancel
2PCVS3496MC Click CO 1700-22 Information The table be hardware (S Note: S programmed Instruction 1 Turn t 2 Remo 3 Install 4 Turn t 5 Click t	C721125 Work Order: 11111 C721125 Work Order: 11111 Cartinue at this screen. C-03-12 Replace Hardware In: Iow displays the currently connected and identificult WhW). The table does not indicate specifically w ome sub hardware may not be displayed in the t d. I he ignition off we the old hardware the new hardware he ignition on Continue to start programming SateWay (TGW) Hardware	ed Electronic Control Units (ECU, that hardware to replace. able until the Electronic Control U) and the connected su Jnit is replaced and	ib	Continue >	C	ancel

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21. Once the programming steps are completed, click *Exit*.

Tech Tool	- 0
Tech Tool Links Help Product History Test Calibrate Program Impact	🖓 Jean Ru
Product Product History Test Calibrate Program Impact	1700-22-03-12 Replace Hardware The following Electronic Control Units have been programmed Engine Control Module (EMS) GXM_9746 It may be necessary to perform calibrations after an Electronic Control Unit has been programmed
	Exit>
assis ID: PREVH 721200 VIN: 2PCVS3493NC721200 Work Order: 11111	Soduct 🥑 Onlin

8. Next, Clear any diagnostic trouble codes (DTC).

PARTS / WASTE DISPOSAL

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 45 minutes (45 min) of labor upon receipt of a warranty claim. Please submit claim via our Online Warranty System, available at www.prevostcar.com (under Service \ Warranty section). Use Claim Type: "Bulletin/Recall" and select "Warranty Bulletin WB22-84 ".

OTHER

VBC Bulletin	-	
Fail Code	06.27-2	
Defect Code	49	
Syst. Cond	В	
Causal Part	7770029	

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