



**SERVICE  
CENTER  
INFORMATION**

**SCI16-40**

DATE : OCTOBER 2016	SECTION : 01 - Engine
SUBJECT : ENGINE INFORMATION DECAL REPLACEMENT	

**APPLICATION**

<b>NOTICE TO SERVICE CENTERS</b>	
<i>Verify vehicle eligibility by looking up warranty bulletin status in <b>SAP</b> or via <b>ONLINE WARRANTY SYSTEM</b> available on Service / Warranty tab of Prevost website.</i>	
<b>Model</b>	<b>VIN</b>
H3-41, H3-45 coaches Model Year : 2015 - 2017	From 2PCH33496 <u>FC712695</u> up to 2PCH33498 <u>HC713480</u> incl.
H3-45 VIP motorhomes Model Year : 2015 - 2017	From 2PCVS3497 <u>FC712694</u> up to 2PCVS3496 <u>HC713435</u> incl.

This bulletin 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 bulletin will be advised by a letter indicating the Vehicle Identification Number (VIN) of each vehicle concerned.

**DESCRIPTION**

This Service Center Information publication describes the procedure related to bulletin **WB16-33**.

On the vehicles affected by this bulletin, replace the engine information decal located in the engine compartment.

Specifically, the decal located on the engine valve cover is correct, but the copy of the decal located on the vertical panel has wrong engine family information. You have to remove the copy and replace it with the replacement decal.

**CORRECTIVE MEASURES**

To ensure conformity with EPA regulations, the decal must be replaced by a *certified Prevost technician*.

Have in hand the Vehicle Identification Number (VIN) and the warranty bulletin number WB16-33.

Since decals are vehicle specific, allow a few days for the order to reach your local Service Center.

## MATERIAL

Order the following parts:

Part No.	Description	Qty
WB16-33	DECAL, ENGINE CERTIFICATION	2*

\*Only one decal needed per vehicle, additional copy is provided as back-up.

### NOTE

Material can be ordered by Prevost personnel only on

<https://prevost.vg-emedial.com/ProductDetail.aspx?ProductId=13238> See APPENDIX A for details.

## PROCEDURE



### DANGER

Park vehicle safely, apply parking brake, stop 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 the Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

Wear all required personal protection equipment (PPE).



### Step A (Engine family number matching)

1. On the top of the engine valve cover (fig 1), check engine family number first character on the engine information decal and write down the letter.

Do not remove any parts.

Because it is not possible to see the decal directly, we suggest using a small camera just over the decal and using the picture to get the information you need.

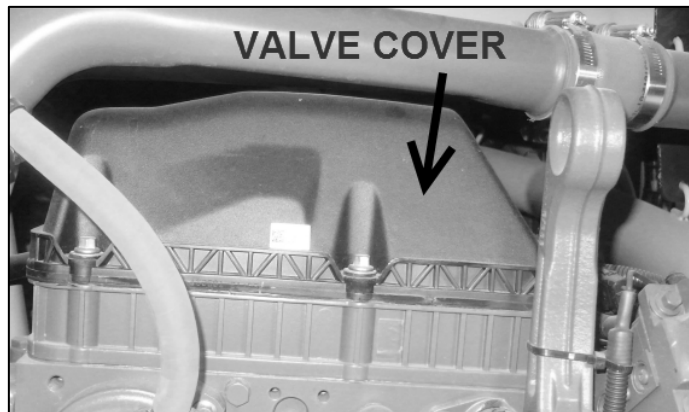


FIG 1

For instance, figure 2 shows the letter **G** as the first character.

Remember the engine information decal located on the valve cover has the correct engine family number so the first character is the reference for the next operations.

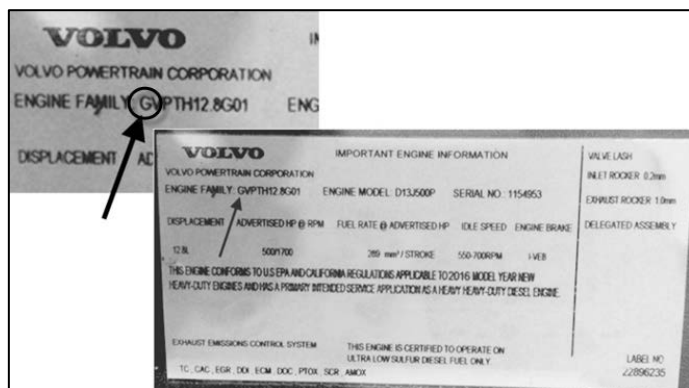


FIG 2

2. On the duplicate engine decal located on the vertical metal panel (fig 3), check the engine family number first character.

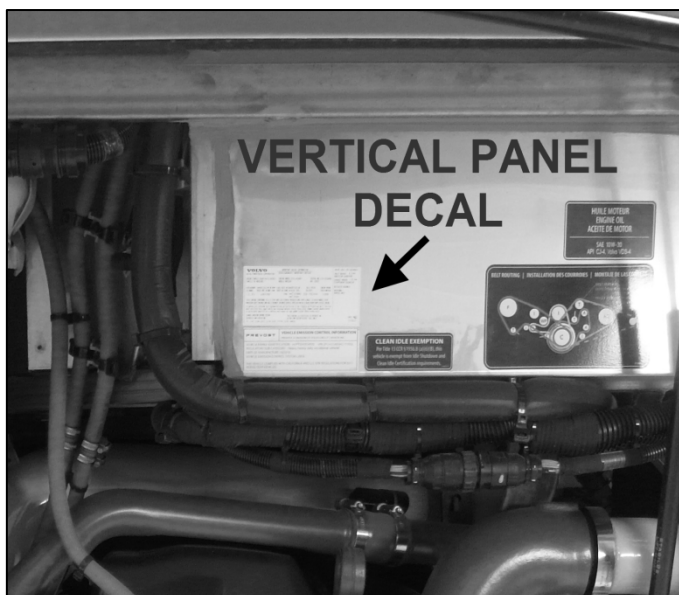


FIG 3

3. Compare the engine family number first character on the valve cover decal with engine family number first character on the vertical panel.

4. You must have the same letter.

5. **If characters match:** If the engine family number first character on the valve cover is same than the engine family number first character on the vertical panel, **BULLETIN IS COMPLETED.**
6. **If characters don't match:** If the engine family number first character on the valve cover is different than the engine family number first character on the vertical panel, you need to proceed to Step B.

#### Step B (Replacement of vertical panel engine information decal)

7. Open the replacement kit WB16-33 and check the engine family number on the two replacement decals. It must be the same number.
8. Compare engine family number first character between the engine valve cover decal and the replacement decals. The characters must match.
9. **If characters don't match:** Stop processing the bulletin and contact your Prevost service manager representative.
10. **If characters match:** Keep processing the bulletin.
11. Be careful not to damage other decals located on the vertical panel, if applicable.

- Gently remove the engine information decal located on the vertical metal panel. Use a window scraper with a new blade to avoid making marks on the surface (Fig.4).

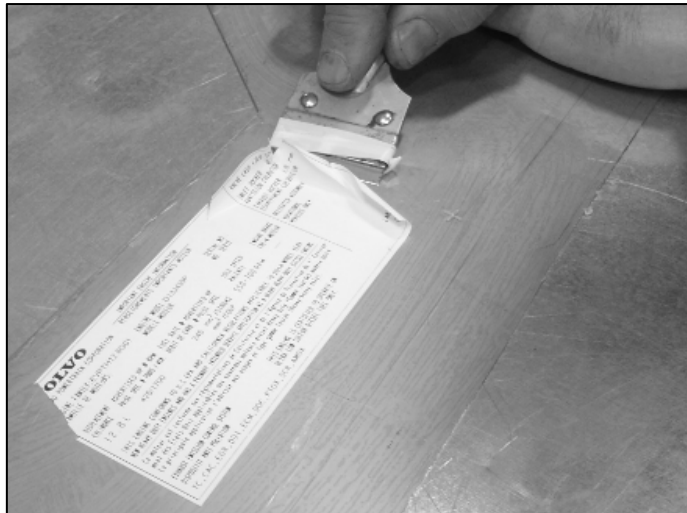


FIG 4

- After removing old decal, use soft cleaning product such as anti-silicone to clean the surface and wait until the surface is dry before applying the new decal.

- Caution:** The decals are fragile so remove the backing paper very gently to avoid any tearing.

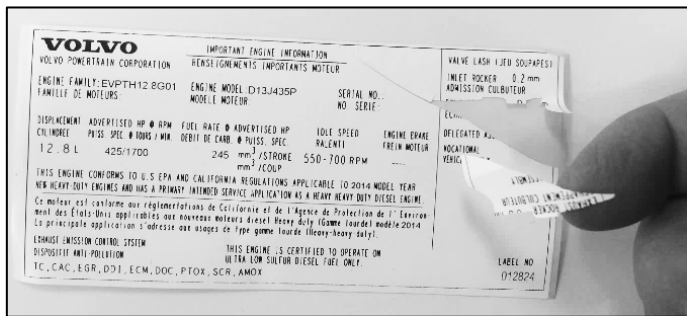


FIG 5

- Gently apply the replacement decal at the same location than the old decal.
- To be sure it is well bonded to the metal surface, rub the decal with a plastic scraper from the middle toward sides. If you see any air bubbles on the surface of the decal, use a small needle to bust it and rub again with the scraper.

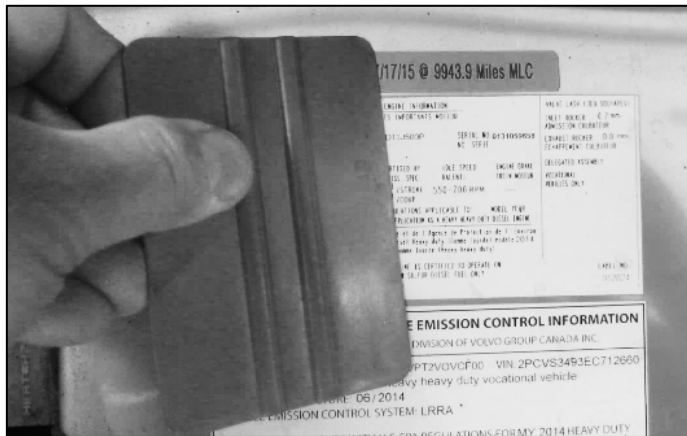


FIG 6

- We supply two replacement decals. In case you miss the first try, remove the decal using the same method described in previous paragraphs and try again.
- Destroy all unused decals.
- BULLETIN IS COMPLETED.**

## PARTS / WASTE DISPOSAL

DO NOT RETURN THE REPLACED PARTS. Discard waste according to applicable environmental regulations (Municipal/State[Prov.]/ Federal)

## WARRANTY

This modification is covered by Prevest's normal warranty. We will reimburse you 15 minutes of labour.

## OTHER

VBC Bulletin	N/A
Fail Code	18.08
Defect Code	09
Syst. Cond	B
Causal Part	012824

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](mailto:technicalpublications_prev@volvo.com) and type  
"ADD" in the subject to receive our warranty bulletins by e-mail.



# APPENDIX A

## HOW TO ORDER DECALS

To order decals, use eMedia Center website at:

<https://prevost.vg-emediacom/ProductDetail.aspx?ProductId=13238>

Write down the quantity you request and click on **Add to Cart** button to switch to the next step.

Decal engine certification	
Item Description	
Campaign Decal for WB16-33	
Price	
Retail	\$0.00
Add to Cart	
Item	Qty
WB16-33	<input type="text" value="3"/>
<input type="button" value="Add to Cart"/>	

Click on **Checkout Now** button.

Login or register if necessary.

Click on **Continue** button.

View Cart					
Name	Item	Quantity	Unit Price	Total Price	Modify
Decal engine certification	WB16-33	<input type="text" value="3"/>	\$0.00	\$0.00	<a href="#">Remove</a>
<b>Total</b>			\$0.00	\$0.00	
<input type="button" value="Checkout Now - Passer à la caisse"/>					

Write the VIN number into the appropriate location if one item.

If more than one vehicle, use the recommended file type to list all items and download it using **Browse** button.

Click on **Continue** button.

Please enter a Vehicle VIN Number for your purchased item: WB16-33  
17 Character VIN number required:

WRITE HERE IF ONLY ONE ITEM

Attach a document (Word, Excel, Text, CSV) that includes a 17 character VIN and Fleet Unit Number, if applicable.

Multiple VIN Upload:  DOWNLOAD FILE IF MORE THAN ONE ITEM

Click on **My Account** button at the upper right of the screen if you wish to check history and order details (picture on the right).

Order Details	
<input type="button" value="Order History"/>	<input type="button" value="View and Edit Profile"/>
You have requested the order status for the following:	
<b>Confirmation Number:</b> RTL CUZZZ	
<b>Email:</b> dominique.gagnon@volvo.com	
Items Ordered	Price
<b>3 of:</b> WB16-33 ( Decal engine certification )	\$0.00
VIN: <a href="#">VIN-file-sample.xlsx</a>	
3 Current Status:	
New	
<b>Subtotal:</b>	\$0.00
<b>Shipping Charge:</b>	\$0.00
<b>Taxes:</b>	\$0.00
<b>Total:</b>	\$0.00

You will receive an automatic order confirmation by email (picture below).

Prevost eMedia Center Order Confirmation ORDER #:				
First Name: XXXXXXXXXXXX	Phone: XXXXXXXXXXXX			
Last Name: XXXXXXXXXXXX	Email: XXXXXXXXXXXX			
Billing Address:		Shipping Address:		
XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	
XXXXXXXXXXXXXX				
Payment Method:				
Card Number: XXXXXXXXXXXX	Expiration Date: XXXXXXXXX			
Item	Product Name	Qty	Unit Price	Total Price
WB16-33	Decal engine certification	XXX	\$0.00	\$0.00
<b>Shipping:</b>				\$0.00
<b>Total:</b>				\$0.00