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Revision: H

Procedure updated

11/04/2021

P20EE (diagnostic troubleshooting code) SOLUTION - NOX CONVERSION EFFICIENCY

Prevost vehicles

B13R (9700 us/can)

MODEL YEAR(S) AND VEHICLES INVOLVED

NOTICE TO SERVICE CENTERS <i>Verify vehicle eligibility by checking warranty bulletin status with SAP or via ONLINE WARRANTY SYSTEM available on Service / Warranty tab of Prevost website.</i>	
H3-41, H3-45 coaches Model Year: 2017 - 2019	<u>GHG17</u> or <u>OBD18</u> compliant vehicles From 2PCH33494 <u>HC713735</u> up to 2PCH33492 <u>KC710467</u> (not incl.)
H3-45 VIP motorhomes Model Year: 2017 - 2019	<u>GHG17</u> or <u>OBD18</u> compliant vehicles From 2PCVS3493 <u>HC713747</u> up to 2PCVS3491 <u>KC720591</u> (not incl.)
X3-45 coaches Model Year: 2017 - 2019	<u>GHG17</u> or <u>OBD18</u> compliant vehicles From 4RKG33491 <u>H9737417</u> up to 4RKG33490 <u>K9737576</u> (not incl.)
X3-45 coaches Model Year: 2017 - 2019	<u>GHG17</u> or <u>OBD18</u> compliant vehicles From 2PCG33490 <u>HC736182</u> up to 2PCG33494 <u>KC736404</u> (not incl.)
X3-45 VIP commercial use Model Year: 2017 - 2019	<u>GHG17</u> or <u>OBD18</u> compliant vehicles From 2PCCS3495 <u>HC736180</u> up to 2PCBS3491 <u>KC736437</u> (not incl.)
X3-45 VIP motorhomes Model Year: 2017 - 2019	
VOLVO 9700 Model Year: 2017 - 2019	<u>GHG17</u> or <u>OBD18</u> compliant vehicles From 3CET2V927 <u>H5184392</u> up to 3CET2V926 <u>K5194709</u> incl.

Special Bulletin

SP18-35H

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DESCRIPTION

For the vehicles **on which a notification** for SP18-35 **exists**, perform the following checklist and operations. It has been determined that these vehicles had the code (DTC) P20EE activated.

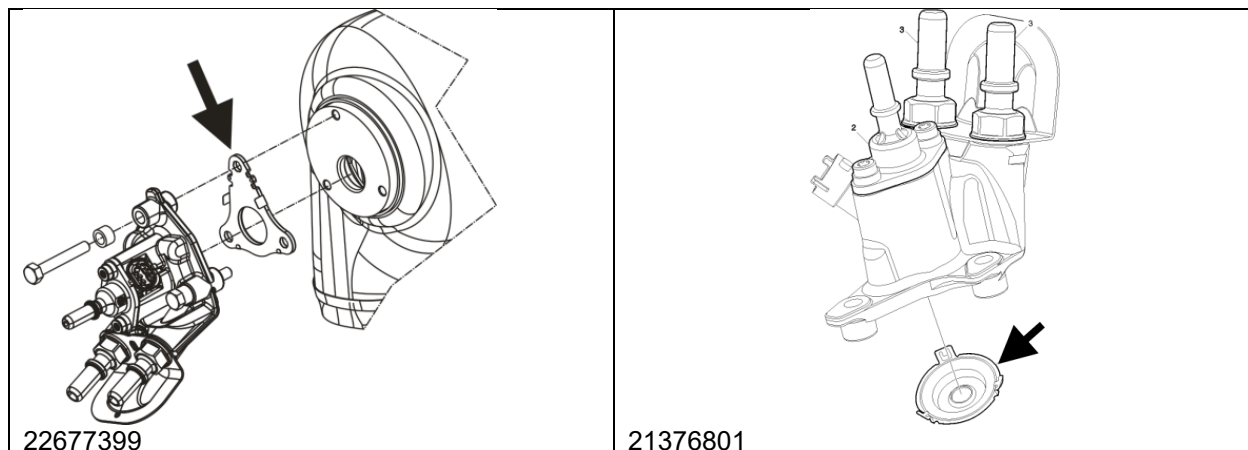
DO NOT perform this special bulletin on a specific vehicle unless a notification exists, otherwise, no reimbursement will be awarded.

You can request a vehicle to be notified, to do so, send a request to the Technical Publications functional mailbox: technicalpublications_prev@volvo.com and include a screen capture of diagnostic troubleshooting code P20EE.

MATERIAL

Part required

Part No.	Description	Qty
22677399	GASKET, DEF INJECTION NOZZLE	1
21376801	SEALING PLATE	1



NOTE

Material can be obtained through regular channels.

Other parts that may be required. **Note that these parts are not covered by this bulletin.**

Part No.	Description	Qty
22303390	NOx SENSOR, PRE	1
22303391	NOx SENSOR, POST	1




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DANGER

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

IMPORTANT NOTES

-  DO NOT perform WB18-04 or WB18-84 EMS & ACM SOFTWARE UPDATE before the following checklist, otherwise useful diagnostic codes and monitor data could be erased.
Wb18-04 for Prevost coaches, Wb18-84 for Volvo 9700
-  Any troubleshooting labor of active DTCs (Diagnostic Troubleshooting Codes) other than P20EE is considered as a separate operation of the RO (repair order) and cannot be charged to this special bulletin.
-  Perform the steps in the same order as they appear. If this recommendation is not followed, required diagnostic information might not be recoverable after the software update.

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Vehicle identification		
H3	<input type="checkbox"/>	V.I.N (short) : _ _ - _ _ _ _ _
X3	<input type="checkbox"/>	
9700	<input type="checkbox"/>	

OPERATIONS TO BE PERFORMED IN ADVANCE BY THE SERVICE ADVISOR

Ask the customer whether he/she noticed an abnormal consumption of oil or coolant.

Search all relevant information concerning the aftertreatment system or severe turbo failure in the history of repairs of the vehicle and record. Attach to the repair order.

Also check if SP18-35 has already been performed on that particular coach. If this is the case, do not perform SP18-35 once again, contact the Technical Publications for instructions. You can send a message to the Technical Publications functional mailbox: technicalpublications_prev@volvo.com

NOTE/RESULTS:

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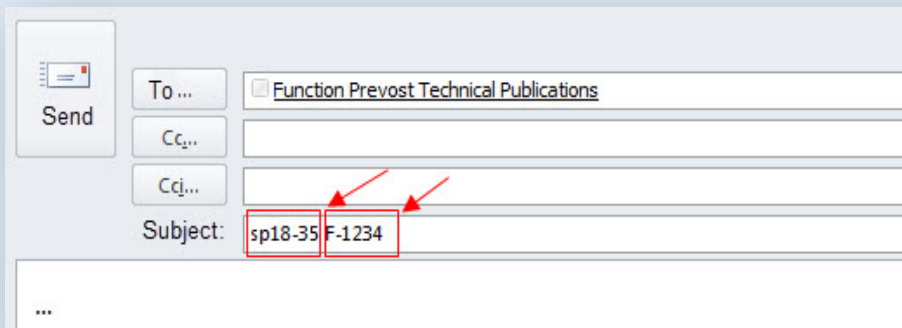
10

Authorization for the replacement of the SCR converter

An analysis of this checklist with the comments/results must be done in order to allow the replacement of the SCR converter.

Scan and send this checklist with all the relevant documents, screen captures, etc. to the Technical Publications functional mailbox: *technicalpublications_prev@volvo.com*

Please indicate in the "subject line": SP18-35 and the short V.I.N. as in the example below...



COMMENTS/RESULTS:

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PARTS / WASTE DISPOSAL

Discard waste according to applicable environmental regulations (Municipal/State [Prov.]/ Federal)

WARRANTY

This diagnostic is covered by Prevost's normal warranty. We will reimburse you the parts and labor upon receipt of a warranty claim according to the following:

PARTS COVERED BY THIS BULLETIN

22677399	DEF injection nozzle gasket	Qty: 1
21376801	sealing plate	Qty: 1

Any other parts such as parts installed to correct exhaust leaks or for the replacement of sensors cannot be charged to this bulletin. These are covered by the normal warranty when applicable and must be charged on a different operation.

LABOR COVERED BY THIS BULLETIN

The time allowed to complete this bulletin in its entirety is 2.25 hours

This allowed time covers the execution of the procedure described in this document only. Any corrective work such as replacing the DEF injector, correcting exhaust leaks or any diagnostic work of active DTCs codes other than P20EE is considered a separate operation on the repair order and cannot be charged to this special bulletin.

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 SP18-35".

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OTHER

VBC Bulletin	N/A
Fail Code	04.04-1
Defect Code	9
Syst. Cond	B
Causal Part	21970125

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