



**PREVOST**

**SAFETY  
RECALL**

**SR19-42**

DATE :	November 2019	SECTION :	06 ELECTRICAL
SUBJECT:	POTENTIOMETER INSTALLATION		

First Release

11-28-2019

**APPLICATION**

<b>NOTICE TO SERVICE CENTERS</b>	
<i>Verify vehicle eligibility by checking warranty bulletin status with <b>SAP</b> or via <b>ONLINE WARRANTY SYSTEM</b> available on Service / Warranty tab of PrevoSt website.</i>	
Model	VIN
H3-45 coaches Model Year: 2020	From 2PCH33497LC7 [REDACTED] up to 2PCH33498LC [REDACTED] incl.
H3-45 VIP motorhomes Model Year: 2020	From 2PCVS3493LC [REDACTED] up to 2PCV3349XLC7 [REDACTED] incl.
X3-45 coaches Model Year: 2019 - 2020	From 2PCG33494KC [REDACTED] up to 2PCG33496LC [REDACTED] incl.
X3-45 VIP commercial use Model Year: 2019 - 2020	From 2PCCS3499KC [REDACTED] up to 2PCCS3496LC7 [REDACTED] incl.
<p><b>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.</b></p>	

**DESCRIPTION**

On vehicles affected by this recall, the dashboard potentiometer (controlling the dash illumination intensity) may not have been factory installed.

**MATERIAL**

Order kit # SR19-42, which includes the following parts:

Part No.	Description	Qty
563915	KNOB POTENTIOMETER OHMITE	1
563881	POTENTIOMETER OHMITE 25OHMS 25W	1
562291	TERMINAL, RECEPT, ST, 22-18, 1/4, N-INS	1
562499	SHRINK .250in .125in CLEAR -55C, +135C	1in

**NOTE**

Material can be obtained through regular channels.

**PROCEDURE**



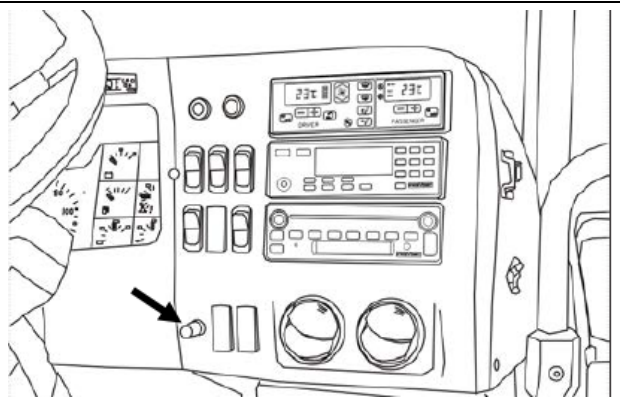
**DANGER**

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 Commuter type vehicles, set the battery master switch (master cut-out) to the OFF position.

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.

**NOTE**

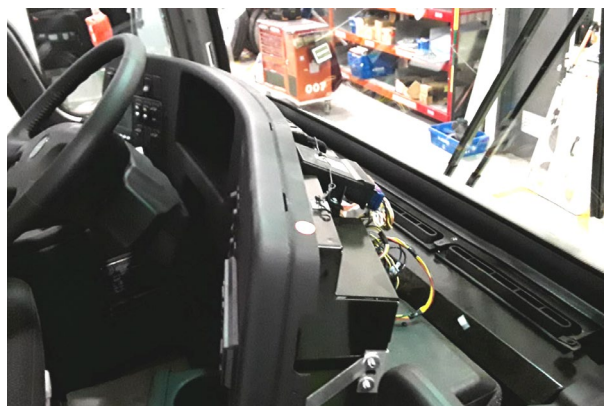
Confirm that the dashboard potentiometer is missing and proceed with the following steps.



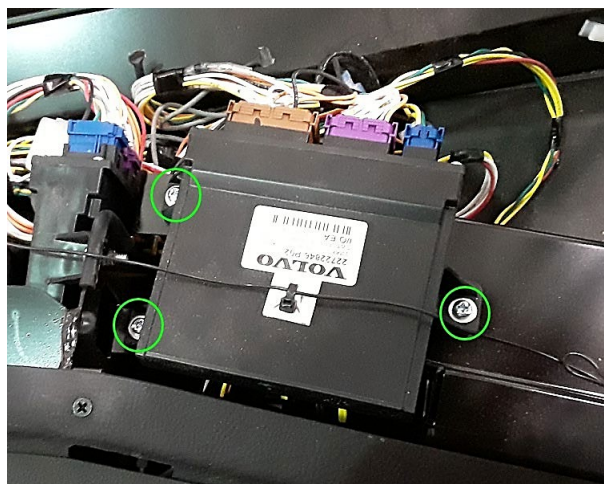
1. Remove the rubber cap installed over the potentiometer opening in the dashboard.



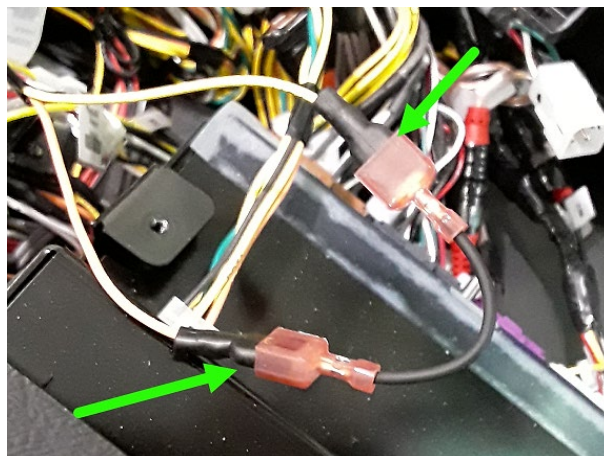
2. Remove the dashboard cover.



3. Under the dash, unscrew and move away (do not disconnect) the AE55 I/O-EA module installed over the potentiometer area.

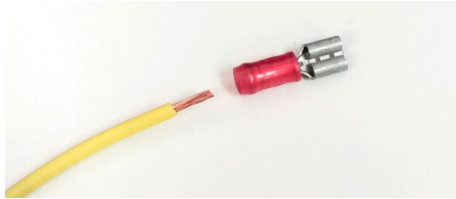


4. Find the potentiometer wires Pot1 (yellow) & A55J1.1 (orange) and remove the jumper wire connecting them together.

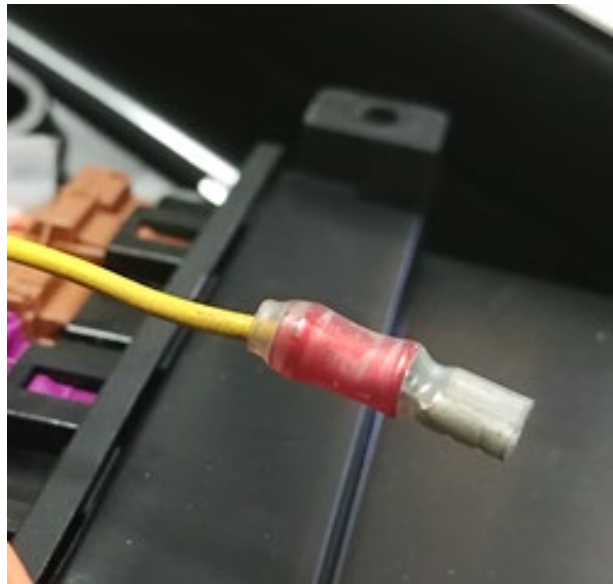


5. Replace the Pot1 terminal.

- Cut the Pot1 wire factory terminal and splice the wire end.
- Install (crimp) the supplied smaller **562291** terminal to the spliced end of the Pot1 wire.

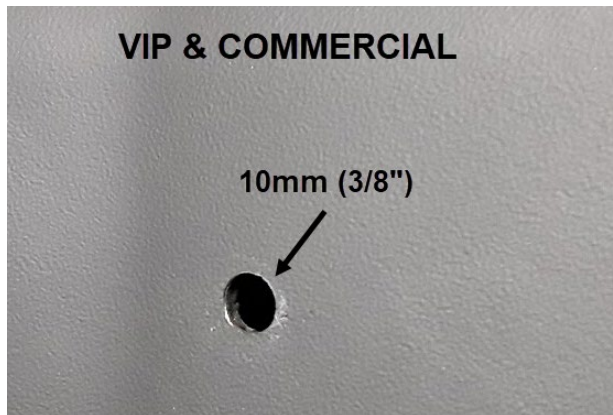


- Install the supplied **562499** shrink tubing over the new connector (metal/spade part of the connector must be entirely covered).



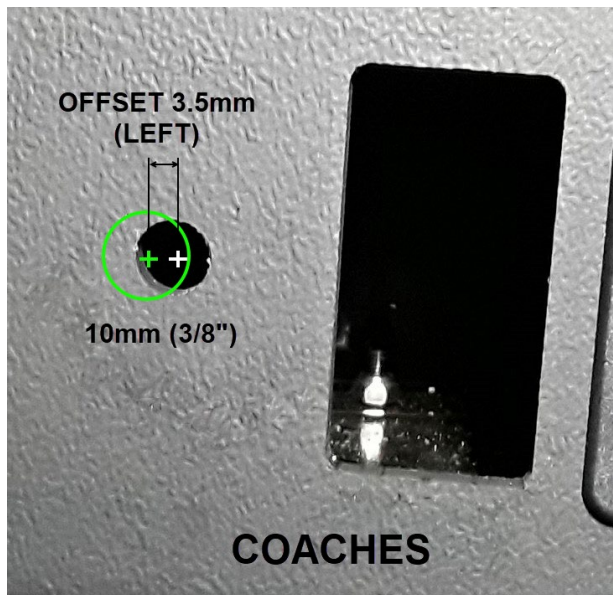
6. H3-45 VIP and X3-45 VIP Commercial use vehicles:

- Enlarge the potentiometer opening to 10mm (3/8in) using a regular drill bit.



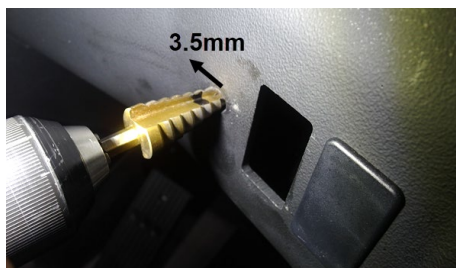
H3-45 & X3-45 Coaches:

- Enlarge & offset 3.5mm (9/64in) to the left the potentiometer opening using either, a 10mm (3/8in) die grinder bit, a stepped bit or a round file.



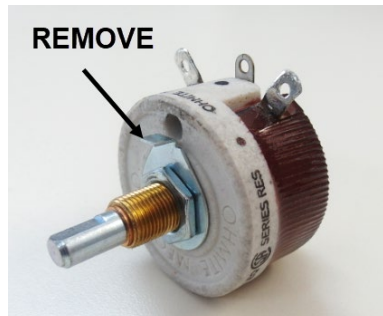
**NOTE**

*H3-45 & X3-45 vehicles: If present, remove the dash switch next to the potentiometer opening.*

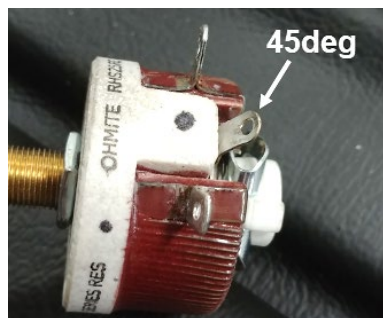


7. Connect the supplied **563881** potentiometer (once installed, tab connectors will point down).

- Remove & discard the potentiometer locating tab (reinstall the lock nut).



- Connect the Pot1 wire (smaller terminal) to the potentiometer center tab (carefully bent the center tab 45deg).

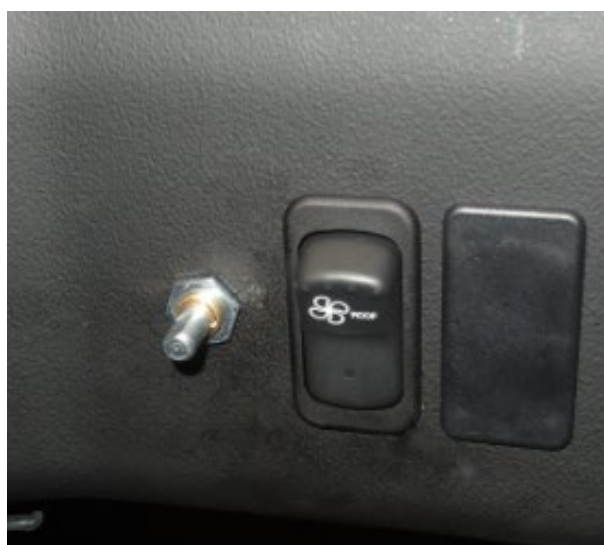


- Connect the A55J1.1 wire to the lower right tab (viewed from front, knob side as shown).



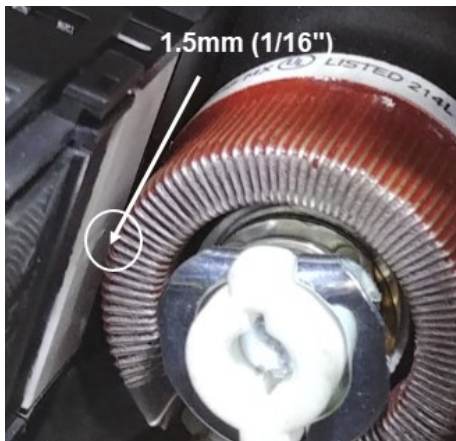
8. Install the potentiometer on the vehicle dashboard.

- Insert the potentiometer in the dash opening (connectors pointing down).
- Secure the potentiometer to the dash using the supplied locknut.
- H3-45 & X3-45 coaches: Reinsert & reconnect the rocker switch next to the potentiometer & check for correct clearance.



### **IMPORTANT**

There must be at least a 1.5mm (1/16in) gap between the rocker switch and the potentiometer body.



- Install the potentiometer knob (secure with the small locknut on the side of the knob).
- Connect the vehicle power & turn the lights on to validate that the potentiometer is working properly.
- Make sure that there is sufficient obscurity inside the driving area and watch for a dimming effect on the panel switches, radio & cluster display.
- Make sure that the knob pointer travel is correct (pointer is at the lower left at the low setting and lower right at the max setting).
- Reinstall the AE55 I/O-EA module and the dash cover.



## PARTS DISPOSITION

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 the parts and one hour (1.0) of labor upon receipt of a completed A.F.A. Please submit claim via our Online Warranty System, available at [www.prevestcar.com](http://www.prevestcar.com) (under service \ warranty section). Use Claim Type: "Bulletin/Recall" and select "Safety Recall SR19-42".

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](mailto:prevost.onlinewarranty@volvo.com) or by fax at 418-831-9301.

## OTHER

VBC Bulletin	N/A
Fail Code	06.07
Defect Code	09
Syst.Cond	R
Causal Part	562845

Access all our Service Bulletins on <http://techpub.prevestcar.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.





**Safety Recall  
Certification Sheet  
(Ref: SR19-42)**

**VEHICLE SERIAL NUMBER:**

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PERFORMED BY		OWNER/OPERATOR	
We hereby certify that Safety Recall Instructions with regard to Safety Recall SR19-42 have been performed.			
Name: _____		Name: _____	
Addr: _____		Addr: _____	
Phone: _____		Phone: _____	
Fax: _____		Fax: _____	
Signature : _____	_____	Signature : _____	_____
Date: _____	_____	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):**

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**TELEPHONE:** \_\_\_\_\_

**FAX:** \_\_\_\_\_

**Please return this completed document with your A.F.A. form**