SERVICE BULLETIN
SB1241

ADDRESSEES	: Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: A300K, A300K HYB, A300L, A330, A330 FC, AG300, C2045, T2140, T2145, TD925
SYSTEM/SUBSYSTEM	: Body and accessories – Glass, window and mirrors
BULLETIN TYPE	: Safety Recall Program NHTSA campaign ID number 10V603
DATE	: January 7, 2011
SUBJECT	: **Exterior rear-view mirror – Replacement of the remote control switch assembly**
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

APPLICATION:

VIN of affected units are listed in the warranty section further in this Bulletin.

DESCRIPTION:

1. This service Bulletin has been released because of a safety concern that exists with respect to exterior rear-view mirror remote control switch assemblies manufactured by Hadley. Causal parts are Hadley 509VH or Hadley 509VH1F (Part # VH10983192 or VH11181194) respectively (Figures 1a and 1b).

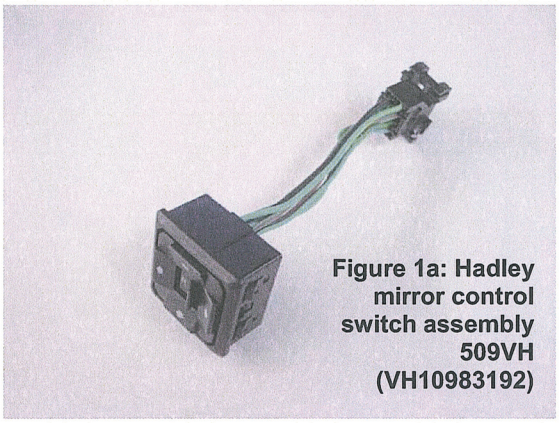


Figure 1a: Hadley mirror control switch assembly 509VH (VH10983192)

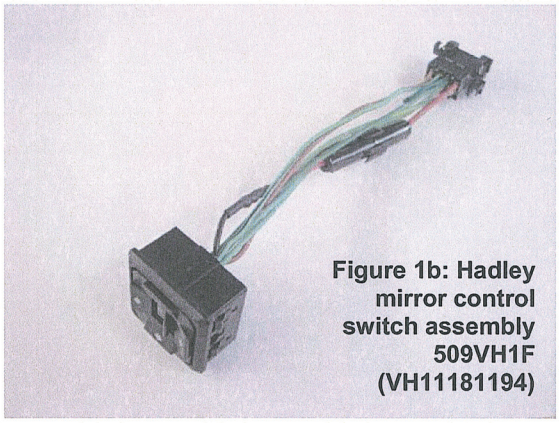


Figure 1b: Hadley mirror control switch assembly 509VH1F (VH11181194)

2. Field experience has shown that the switches of these assemblies are prone to overheating and may fail in an unusual manner.

   - An overheated Hadley mirror switch can cause the rear-view mirrors not to operate.
   - They may not adjust properly from the interior switch, or operate poorly.

- Therefore the driver may not be able to have full use of the rear-view mirrors.
- Also, the plastic housing may melt, possibly resulting in smoke and creating a risk for a potential fire hazard.
- Switch failure can result in operator distraction and/or possible personal injury.

3. To address the issue Hadley advises to replace without delay and as a permanent fix the defective switch assemblies by switch assembly Hadley X516-VHASY (Part # VH11239068).

4. Please act accordingly and replace the old switch assemblies by the new, referring to the materials list and to the procedure further in this Bulletin.
   The terms and conditions of the campaign have been detailed in the warranty section.

MATERIAL:

Causal switches (Figure 2)



Figure 2: The switches subject of this recall are flat in design with only a small flat paddle to change from the RH to LH mirror control functions, and also have four directional arrows.

VH reference	Description	Qty.
10983192	Switch assembly, Hadley 509VH	1
11181194	Switch assembly, Hadley 509VH1F	1

Production fix and field fix (Figures 3 and 4)

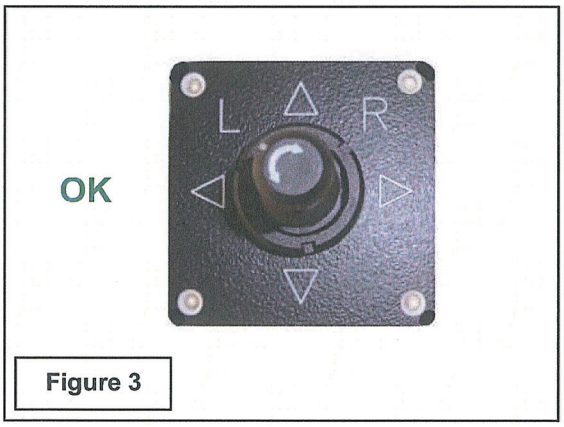


Figure 3

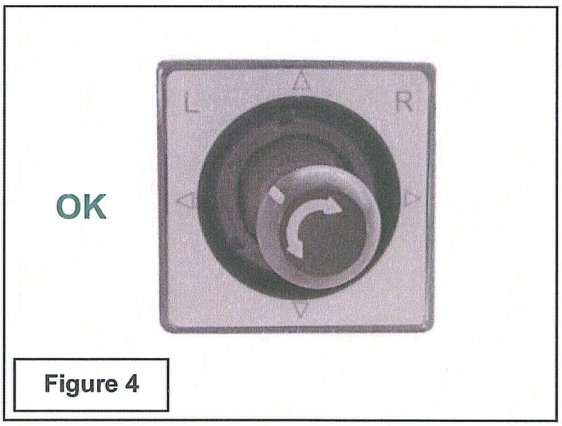


Figure 4

Continued on next page.

CAUTION: The production and field fix switches are a "joystick" design that rotates to change the RH to LH mirror functions.
If already installed, these switches are not subject to this recall.

VH reference	Description	Qty.	Refer to
11192087	Switch assembly, Hadley X516VH-1F	1	Figure 3
11239068	Switch assembly, Hadley X516-VHASY	1	Figure 4

- Old parts will be no longer available as service replacements.
- Only part # VH11239068 will be supplied to address the issue subject of this Bulletin.
- Material may be obtained through regular channels.
- Parts/Waste disposal: discard old material according to applicable environmental regulations.

PROCEDURE: To replace the exterior rear-view mirror remote control switch assembly

1. **General:**

   - This job has to be carried out by a technician proficient in automotive electrics.
   - For more information refer to the service literature that comes with the vehicle.

2. **Special tools, equipment or services:**

   - This job does not require special tools, equipment nor services.

3. **Preparations:**

   - Park the vehicle safely, apply the parking brake, stop the engine, switch off all systems and turn off the battery master switch.
   - Read the entire procedure before beginning to work.
   - Observe safe shop practices at all times.

4. **To replace the mirror control switch:**

   NOTE: For ease of access and to avoid damage, it is recommended to detach the panel holding the switch from the console/dashboard before removal.

   1) In the driver's area, locate the old design mirror control switch (Figures 5 through 8).

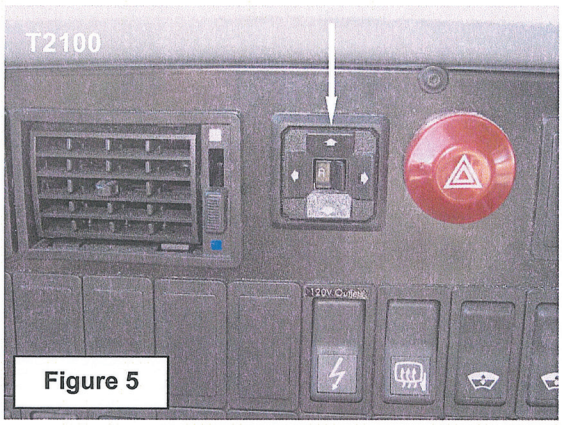


Figure 5

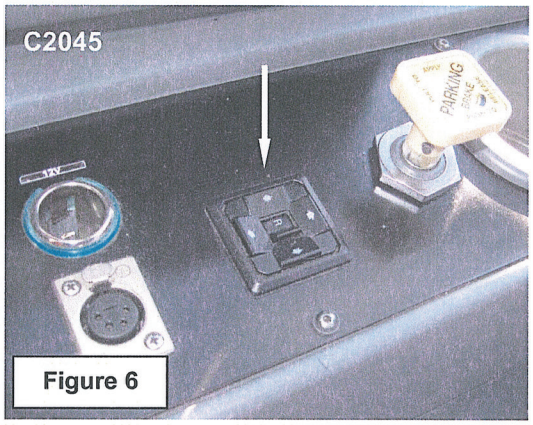


Figure 6

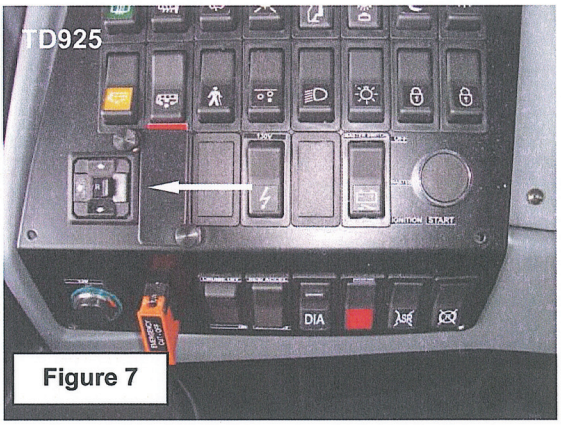


Figure 7

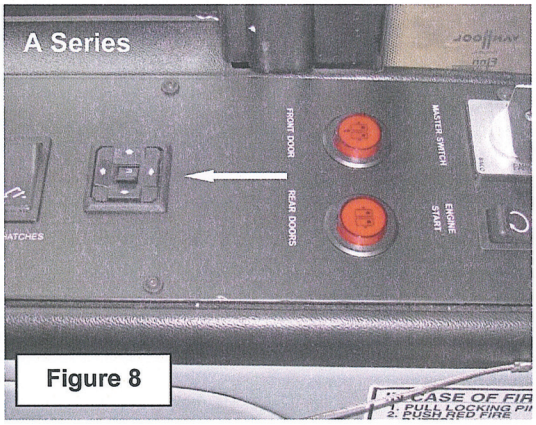


Figure 8

2) Reaching behind the switch panel, press the switch retaining lugs and push/pull the switch out of the panel.

3) Depress the switch assembly multi-connector locking tabs and disconnect the connector from the mirror wiring harness.
Remove and discard the switch assembly.

4) Install the new switch assembly in reverse order to removal of the old one (Figure 8).

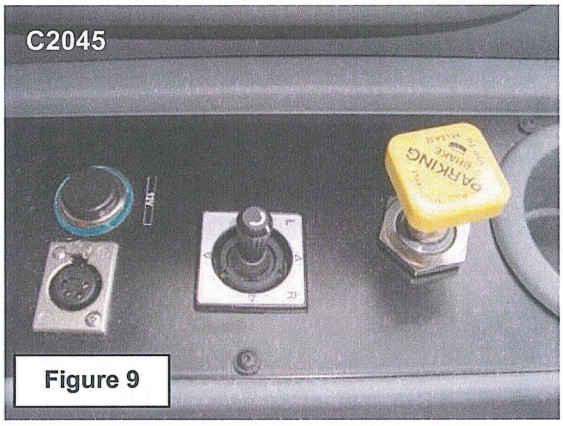


Figure 9

5) Check switch operation.

6) Reinstall the panel holding the switch assembly for a permanent fit.

Procedure complete.

ATTACHMENTS:

Owner's Notification Letter
Owner's Certification Letter

WARRANTY:

1. Application:

The recall campaign, subject of this Bulletin is applicable to following units:

Model	VIN
A300K	63647, 63649, 63761 → 63785, 63959 → 63982, 63999, 64562 → 64585, 64678 → 64691, 64817 → 64830
A300K HYB	63648
A300L	64527 → 64561, 64649 → 64660, 64692 → 64693, 64866 → 64879
A330	61175 → 61177, 61505 → 61620, 61821 → 61832
A330 FC	61726 → 61729, 61950
AG300	62077 → 62079, 62159 → 62212, 62618 → 62627, 62656 → 62670, 62705 → 62709, 62842 → 62856
C2045	46046 → 46049, 46051 → 46057, 46068 → 46258, 46642, 46676, 46678, 46681 → 46962, 47142, 47181 → 47183, 47185 → 47189, 47191 → 47628
T2140	40150 → 40173, 40614 → 40629
T2145	44325 → 44394, 44656 → 44695, 44819, 44826 → 44857
TD925	42301 → 42387, 42389 → 42394, 42396 → 42401, 42414 → 42464

2. Terms and conditions:

CAUTION: Owners are required to certify on the OWNER'S CERTIFICATION LETTER, which has been included with this Bulletin that the recall remedy has been carried out in accordance with the manufacturer's instructions.

Van Hool/ABC-Companies will accept warranty claims for this repair as follows:

Parts:

- Supply: parts will be supplied through regular channels, free of charge.
- Return: none. Discard old parts according to applicable environmental regulations.

Labor allowance: 0.25 hour (fifteen minutes) of labor will be awarded per unit repaired.

Campaign expiration/target date: Service Bulletin issue date + 1 year

3. Claim references:

- Causal parts: Hadley 509VH (VH10983192), Hadley 509VH1F (VH11181194)
- Job code: O06042N

Claim submission: If there are any questions regarding this campaign, please call ABC Customer Care & Parts Source toll-free for guidance on 1-877-427-7278.

INFORMATION HANDLING:

Important supplements to and modifications of the technical information not yet included in the Van Hool manuals are communicated by means of Service Bulletins.
File the Service Bulletins at the back of your manual, in numerical order.
To make sure that you will be reminded of the Bulletins that have appeared in the meantime while paging the manual, mark the pages concerned by hand with the Service Bulletin number.

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