SERVICE BULLETIN

SB1358A

ADDRESSEES	: ABC Customer Care and Parts Source All owners and operators of Van Hool vehicles
VEHICLE MODEL	: All vehicles
MANUAL CHAPTER	: 10.2 Body and accessories - Exterior lighting
BULLETIN TYPE	: Service information
DATE	: July 20th, 2016
SUBJECT	: Condensation in exterior-lighting lamp housings
TERMS & CONDITIONS	: This service bulletin does not entitle to any reimbursement.

INTRODUCTION:

Van Hool regularly receive questions about the presence of condensate in exterior-lighting lamp housings. This Service Bulletin explains this normal physical phenomenon.

- Each lamp housing contains a quantity of "trapped" air. This air contains water that in humid operating conditions or sudden variations in temperature (e.g.: after cleaning in the washing bay) can condense in the lamp housing. The condensate presents itself in the form of mist or small drops of water that settle on the coldest part of the housing.
- Most of the time, the phenomenon occurs when driven through rain for a long time or stored for a long time at low temperature.
- Normally, the condensate disappears after some time when the vehicle is used in dry surroundings.

The presence of condensate in a lamp housing has no effect on the functionality of the lamp and does not mean that the lamp is faulty (refer to figure 1). However, the presence of water pooling in the lamp housing is an indication that it is failed and should be replaced (refer to figure 2).



Figure 1: Illustration shows condensate in a TX headlamp as example



Figure 2: Illustration shows water pooling in a CX turn signal as example

Continued on next page.

VAN HOOL CUSTOMER PORTAL:

Consult the customer portal regularly for the latest service documentation. Beside the maintenance manual, you will also find the operating manual and the spare parts catalogue of your vehicle on the customer portal. The customer portal is accessible through www.vanhool.be, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the link on the Van Hool website.

INFORMATION HANDLING:

Important additions and modifications regarding technical information not yet included in the manual will be communicated through Service Bulletins.