SERVICE BULLETIN

SB1480

ADDRESSEES	:	Owners and operators of vehicles listed under "Application" ABC Customer Care and Parts Source
VEHICLE MODEL	:	CX45, CX35, TX40, TX45, TD925US, TDX25US
MANUAL CHAPTER	:	9.6 Occupant protection system – Seat belts
BULLETIN TYPE	:	Safety Recall (NHTSA 18V-209) (TC 2018-187)
DATE	:	April 18th, 2018
SUBJECT	:	**To change rigid seat belt buckles of aisle side passenger seats**
TERMS & CONDITIONS	:	Refer to chapter "Warranty" further on in this bulletin.

APPLICATION:

The Safety Recall, subject of this bulletin, is applicable to above mentioned vehicle models equipped with Van Hool passenger seats and manufactured in 2015, 2016, 2017 and 2018.

DESCRIPTION:

Subject vehicles have passenger seats equipped with seat belt buckles of which the outer casing may fail. These casings are held in place by one plastic notch only. When subjected to great pressure (e.g. by standing on the buckle or tampering with the buckle), these casings may fail and consequently slide down, thereby uncovering the buckle mechanism. These buckles, as and when the covers have slid down, may give passengers the impression that the buckle mechanism is defective and as such inhibit passengers from buckling up. Van Hool has determined that the seat belt buckles at the aisle side are prone to this phenomenon due to the rigid fixation of these buckles.

To address this issue, Van Hool is conducting a Safety Recall to change the rigid seat belt buckles of the aisle side passenger seats by flexible buckles.

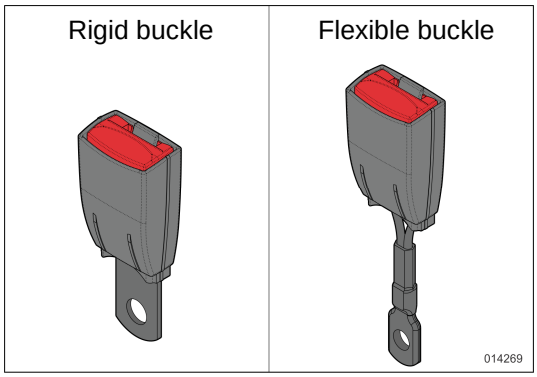


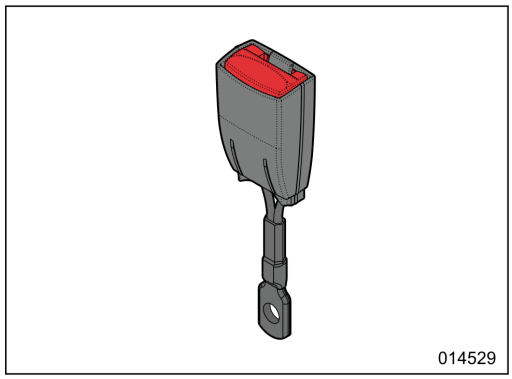
Figure 1: Seat belt buckle types

JOB QUALIFICATION:

The task has to be carried out by an experienced technician, trained in the operations at hand. If you are not sure that you are qualified, contact ABC Customer Care.

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COMPONENTS AND PRODUCTS:

Components
 014529 **Figure 2**

VH reference	Description	Qty
11568344	Flexible seat belt buckle	1

- Notwithstanding the fact that the seat belt buckle fasteners are reusable, a fastener kit for one pair of seats is available at ABC Companies under VH number 11609832. The kit contains screw 7/16” x 1” 20 UNF, screw 7/16” x 3/4” 20 UNF, washer 11436124 (2x), spring washer 660636600 (2x), nut 11348018 (2x).
- Waste disposal: dispose of removed components and used products in accordance with the local environmental regulations.

PREPARATIONS:

- Make sure that the parking brake is applied and stop the engine.
- Switch off all systems and turn off the battery master switch.
- Install a “DO NOT OPERATE” tag on the instrument panel.
- **Read the entire procedure before starting to work.**

WARNING!
Observe safe shop practices at all times.

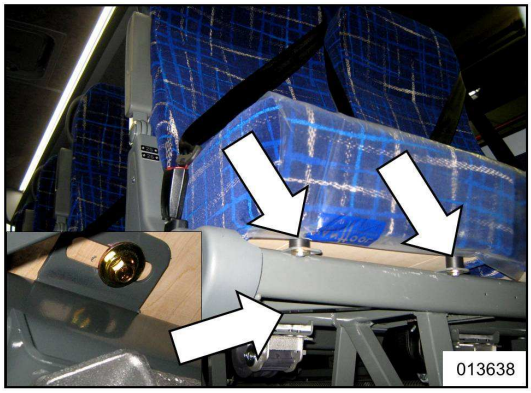
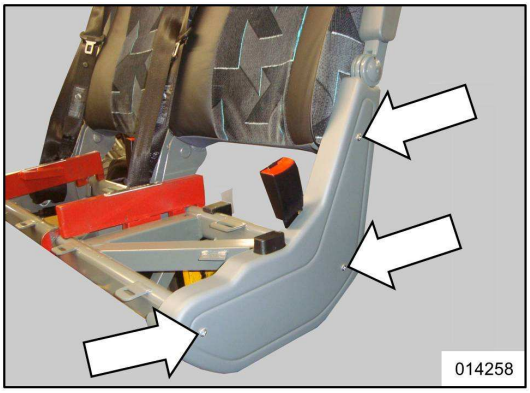
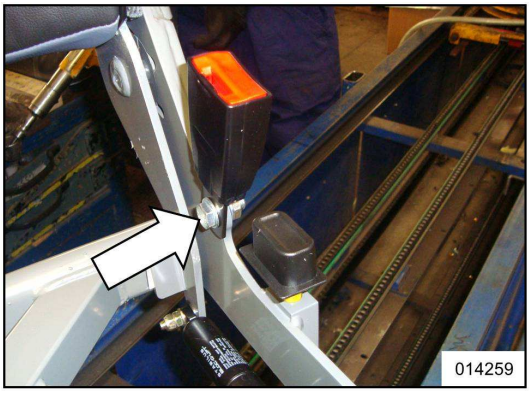
PROCEDURE:

Step	Action
1	**On passenger seat assemblies fixed to floor-mounted and sidewall-mounted seat tracks:** change the rigid seat belt buckles of the aisle side passenger seats by flexible buckles as explained in “STEP 1 IN DETAIL”.
2	**On passenger seat assemblies fixed to floor-mounted and sidewall-mounted seat tracks:** check the condition and installation of the rigid seat belt buckles of the window side passenger seats as explained in “STEP 2 IN DETAIL”.
3	Reinstall the cushion. Secure the fasteners hand tight.
4	Check seat belts operation.
5	Notify ABC Companies by mail. Write the text “SB1480 executed for VIN…..” in the mail and send the mail to warranty@abc-companies.com.
6	**For ABC Companies only:** register through the registration button located behind the Service Bulletin on the Van Hool customer portal. Write the text "SB1480 executed"" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

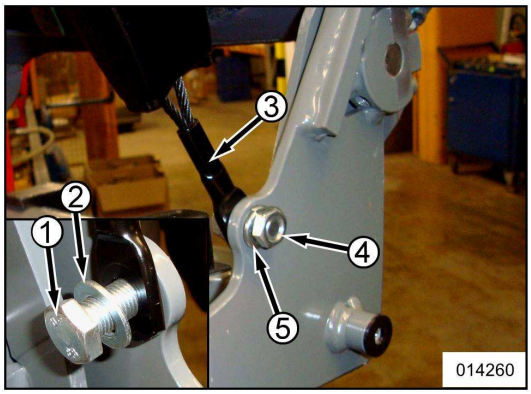
End of procedure

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STEP 1 IN DETAIL: To install flexible seat belt buckles at aisle side passenger seats

Step	Action
1.1	**Working underneath the seat assembly**, remove the seat cushion by removing the screws securing the cushion to the frame.  **Figure 3**
1.2	Remove the side cover.  **Figure 4**
1.3	Unscrew the bolt and remove the rigid seat belt buckle.  **Figure 5**

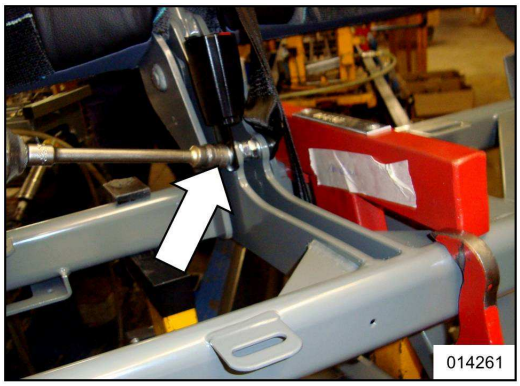
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1.4	*NOTE: The seat belt buckle release button should be visible for the passenger when he/she has fastened the belt.* Install the flexible seat belt buckle as follows: a. Install flexible seat belt buckle 11568344 (3) by using screw 7/16" x 1" 20 UNF (1), washer (2), spring washer (5), and nut (4). b. Put the flexible seat belt buckle in the proper direction and tighten the bolt to 22 ft.lbf (30 Nm).  **Figure 6**
1.5	Reinstall the side cover.

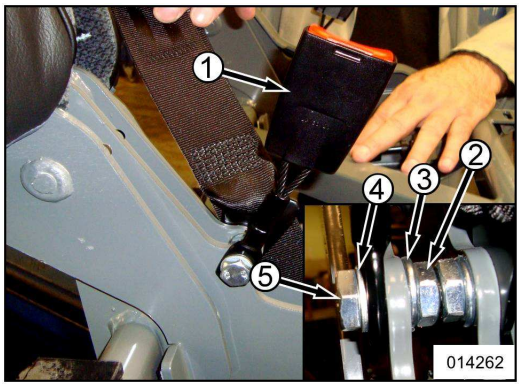
<u>STEP 2 IN DETAIL</u>: To check installation and condition of rigid seat belt buckles at window side passenger seats

NOTE: Rotating rigid seat belt buckles in good condition must not be changed!

- Check the rigid seat belt buckles for proper operation, loose or damaged parts. Have rigid seat belt buckles replaced by flexible seat belt buckles if you are in doubt about their condition. If necessary, change the rigid seat belt buckle by a flexible one as explained in the table below.
- Check the rigid seat belt buckles for rotation around its anchor point. Have non-rotating seat belt buckles replaced by flexible seat belt buckles. If necessary, change the rigid seat belt buckle by a flexible one as explained in the table below.

Step	Action
2.1	**In the middle of the seat frame,** unscrew the bolt and remove the rigid seat belt buckle.  **Figure 7**

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2.2	*NOTE: The seat belt buckle release button should be visible for the passenger when he/she has fastened the belt.* **In the middle of the seat frame,** install the new flexible seat belt buckle: a. Install flexible seat belt buckle 11568344 (1) by using screw 7/16" x 3/4" 20 UNF (5), washer (4), spring washer (3) and nut (2). b. Put the flexible seat belt buckle in the right direction and tighten the bolt to 22 ft.lbf (30 Nm).  **Figure 8**

WARRANTY:

1. Terms and conditions:

Part supply: parts will be supplied through your nearest ABC customer care and parts source facility at no cost.

Labor allowance: 10 minutes of labor will be awarded per seat belt buckle replaced

Campaign expiration date: Service Bulletin issue date + 1 year.

2. Claim references:

Job code: O61480V

Claim submission: Contact ABC Customer Care Warranty Department for guidance.

HELP DESK:

If there are any questions, please call ABC Customer Care & Parts Source toll-free for guidance on 1-877-427-7278. Listen for the prompts for warranty and select that option.

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DISCLAIMER:

The procedures contained herein are not exclusive. Van Hool cannot possibly know, evaluate, or advise the transportation industry of all conceivable ways in which a procedure may be undertaken or of the possible consequences of each such procedure. Other procedures may be as good, or better, depending upon the particular circumstances involved. Each carrier who uses the procedures herein must first satisfy itself thoroughly that neither the safety of its employees or agents, nor the safety or usefulness of any products, will be jeopardized by any procedure selected.

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.