SERVICE BULLETIN

SB1504

ADDRESSEES	: Owners and operators of vehicles listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	: CX35 with Cummins ISL9 engine
MANUAL SECTION	: 6.10 Transmission
BULLETIN TYPE	: Field Change Program
DATE	: September 19th, 2018
SUBJECT	: **To install new transmission oil dipstick**
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

DRAFT review only.

DESCRIPTION:

Field experience has shown that on the above-mentioned vehicle type the sealing of the oil dipstick with regard to its tubing is inadequate, causes oil leakage at the dipstick cover. To address this issue, a new dipstick with O-ring seal in the cover has been developed. From August 2018 onwards, vehicles are factory equipped with the new transmission oil dipstick.

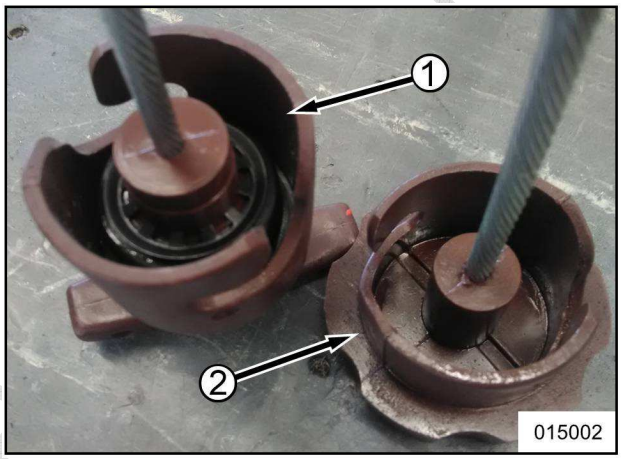


Figure 1: View on cover of new (1) and old (2) transmission oil dipstick

JOB QUALIFICATION:

This task does not require any specific experienced automotive technician.

SPECIAL TOOLS, EQUIPEMENT OR SERVICES:

No special tools are needed.

Continued on next page.

PARTS:

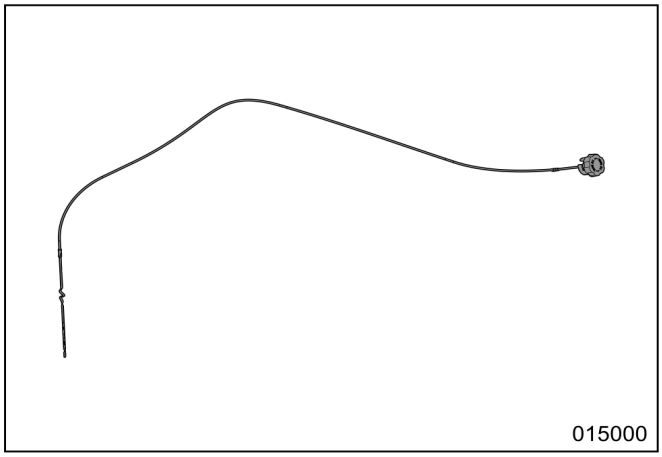


Figure 2: New transmission oil dipstick (VH reference: 11624274)

PREPARATIONS:

- Park the coach on a level surface with the front wheels straight.
- Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Put a “DO NOT OPERATE” tag on the steering wheel.
- **Read the entire procedure before beginning to work.**

WARNING!

Observe safe shop practices at all times.

PROCEDURE:

Step	Action
1	Open the engine compartment door.
2	Clean any debris from the area that may enter the transmission when the dipstick is removed.
3	Replace the old transmission oil dipstick by the new one from the kit.
4	Adjust the transmission oil level if necessary.
5	Notify ABC Companies by mail. Write the text “SB1504 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 "SB1504 executed"" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

End of procedure.

DRAFT! For review only.

Continued on next page.

WARRANTY:

1. Conditions

Van Hool accepts claims for this conversion as follows:

Compensation for labor hours: 6 minutes (0.1 hour)

Campaign target date: Service Bulletin issue date + 0,5 year

2. Claim references:

- **Job code**: O61504N
- **Causal part**: 11433054
- **Claim submission:** Contact ABC Customer Care Warranty Department for guidance.
- **Monitoring and performance:** The claim records pertaining to this Bulletin will be used to determine that the remedy has been executed in accordance with the manufacturer's instructions and to evaluate the status of this Field Change Program.

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.

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.

DRAFT: For review only.

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.

DRAFT! For review only.