SERVICE BULLETIN
SB1564

ADDRESSEES	**:** Owners and operators
VEHICLE MODELS	**:** All
MANUAL CHAPTER	**:** 1.01 Complete vehicle - General
BULLETIN TYPE	**:** Service information
DATE	**:** 19 March 2019
SUBJECT	: **How to file a warranty request?**
CONDITIONS	**:** This Service Bulletin does not entitle to any reimbursement.

APPLICATION

The service information, subject of this bulletin, applies to all vehicle models.

INTRODUCTION

Van Hool feels very strongly about quality and constantly focuses on product improvement. This is why we would like to ask you to provide us with the correct information as quickly as possible when filing a warranty request. A fully documented diagnostic is key in this process. The more precise and complete the supplied information is, the quicker we can finalize your request, with financial compensation when applicable. For this reason, follow the procedure below as closely as possible.

PROCEDURE:

Step	Action
1	Check whether the repair works fall under the current warranty conditions. • Easily wearing and maintenance-prone parts are excluded from warranty: 24V-system batteries, bearings, seals, carbon brushes, clutch, wiper blades, tyres, shock absorbers, ... • Maintenance and repair notes can be claimed at all times.
2	Identify the petitioner: • Dealer and/or workshop address • Warranty request date
3	Identify the vehicle: • Construction number (last five digits of the chassis number) • Client name • Taking-into-service date • Fault date • Speedo reading

Continued on next page.

4	Give an accurate and complete description of the complaint and mention the exact circumstances under which it occurs: • Version according to driver/client • Version according to technician Evidence such as photos and videos can be a very important aid at this stage.
5	Give a full description of the diagnosis. • Does the on-board diagnostic system contain active faults? • If not, go to the next step. If so, note the fault codes on the warranty request and go to the next step. • Analyse the problem. If applicable, use the diagnostic equipment available with our supplier. If applicable, note any fault codes present. Carry out the necessary measurements before dismantling. • Motivate all the actions you undertake. • Store any "error logs", "log files", "diagnose protocols", "screenshots", videos and photos and add them to the warranty request. For useful tips and instructions, consult the "Service documentation" menu on the Van Hool customer portal. This page offers a view of all the available documents for you to consult/download.
6	Repair the fault. • Only replace the components that absolutely have to be changed in order to remedy the problem. • Erase the current fault codes and check whether the repair has been carried out properly. • Replaced components have to reach Van Hool for further analysis within 30 days after the intervention date, clearly labelled with the vehicle construction number.
7	File the warranty request with all the supplements in the usual way. The warranty request has to reach Van Hool for further treatment within 14 days after the intervention. All the supplements have to refer clearly to your warranty request.

HELP DESK

If you have any more questions, address your usual contact person at the Service Department or at your local Van Hool Service Point.

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.

Continued on next page.

VAN HOOL CUSTOMER PORTAL:

Consult the customer portal regularly for the latest service documentation. In addition to 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.