SERVICE BULLETIN

SB1607

ADDRESSEES	: Owners and operators
VEHICLE MODEL	: All vehicles
MANUAL CHAPTER	: 01.01 Complete vehicle - General
BULLETIN TYPE	: Service information
DATE	: 31 January 2019
SUBJECT	: **New on the customer portal (campaign button)**
CONDITIONS	: This service bulletin does not entitle to any reimbursement.

"Safety recalls" and "Field change programs"

To ensure continuous availability of our vehicles and given that safety is our highest priority, Van Hool occasionally launches "Safety recalls" and "Field change programs". These campaigns have to be executed as quickly as possible. To enhance the efficiency of the campaigns, Van Hool will send you a notification mail at the start of each campaign; this mail will contain a click-through link to the service bulletin regarding the campaign, as well as a list of all the vehicles in your possession to which the campaign applies.

New on the customer portal: campaign button

To rapidly obtain an overview of running campaigns, a campaign button has been added to the customer portal.

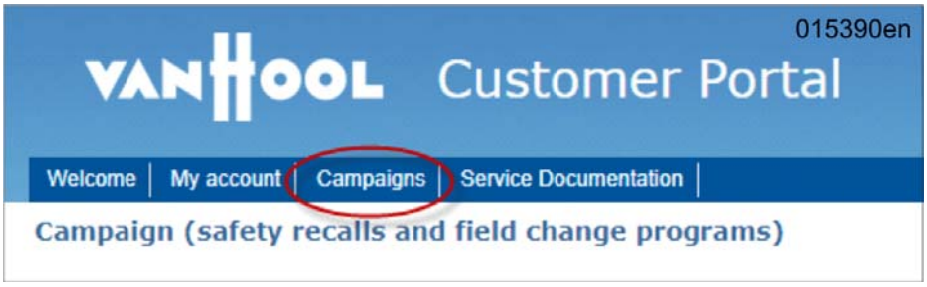


Figure 1

Customer procedure

Step	Action
1	Login on the customer portal.
2	Click on the “Campaigns” button.
3	Tick your choice to obtain the desired list.

Choice	Description
Running campaigns on your vehicles	List with running campaigns and the number of vehicles concerned
Your vehicles with running campaigns	List with running campaigns by construction number

Continued on next page.

Procedure for dealer/service point

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Login on the customer portal.</td></tr>
<tr><td>2</td><td>Click on the “Campaigns” button.</td></tr>
<tr><td>3</td><td>Select your customer.</td></tr>
<tr><td>4</td><td>Tick you choice to obtain the desired list.
<table>
<tr><th>Choice</th><th>Description</th></tr>
<tr><td>Running campaigns on vehicles of selected customer</td><td>List with running campaigns and the number of vehicles concerned</td></tr>
<tr><td>Vehicles of selected customer with running campaigns</td><td>List with running campaigns by construction number</td></tr>
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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. 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, 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.