SERVICE BULLETIN
SB1621

ADDRESSEES	: Owners and operators of coaches listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	: CX.., TX.., TDX25US
MANUAL CHAPTER	: 10.62 Body and accessories – Passenger seats
BULLETIN TYPE	: Field change program
DATE	: November 19th, 2019
SUBJECT	: **To check fastening of passenger seat foot rests**
TERMS & CONDITIONS	: Refer to the warranty section further in this bulletin.

APPLICATION

The field change program, subject of this bulletin, is applicable to some CX.., TX.. and TDX25US vehicles equipped with Kiel Avance passenger seats.

DESCRIPTION:

Van Hool has been informed by KIEL, manufacturer of passenger seats, about a possible problem on some vehicles with the fastening of the footrest bracket to the passenger seat frame. The issue is explained by poorly executed welds (due to an error in a welding process change at KIEL).

From unit 81522 onwards, the passenger seats are manufactured according to an improved welding process.

This bulletin has been released to assist in checking/improving the footrest bracket fastening.

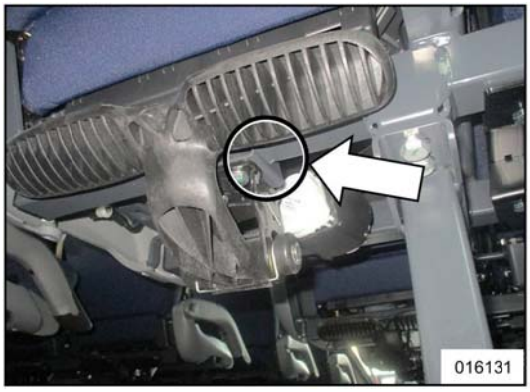


Figure 1: Right weld securing footrest bracket to seat frame



Figure 2: Left weld securing footrest bracket to seat frame

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COMPONENTS:

Components of retrofit kit VH11706660

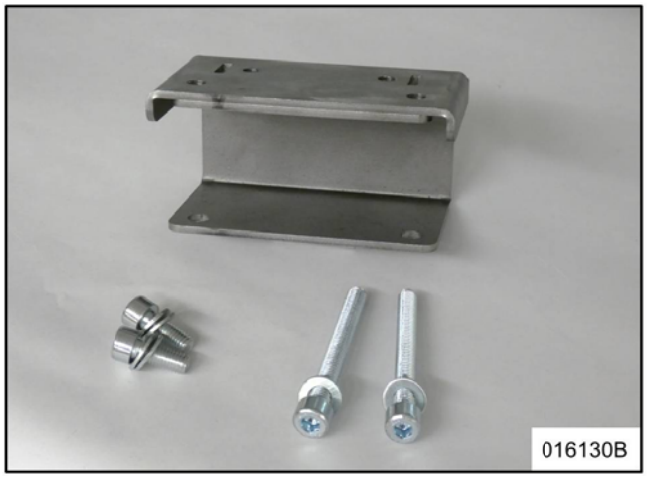


Figure 3

VH reference	Description	Quantity*
11706663	Screw-on bracket (painted)	1
11707777	M8 Allen screw; length 70 mm (2.75 inch)	2
11707781	M8 washer	2
11707774	M8 Allen screw; length 20 mm (0.8 inch)	2
11707781	M8 washer	4

* Sufficient for one footrest

PREPARATIONS:

- Park the vehicle over a flat inspection pit, with the front wheels in the straight-ahead position.
- Apply the parking brake. Stop the engine.
- Switch off all systems and turn off the battery isolation switch on the dashboard.
- Put a "DO NOT START" warning on the instrument panel before starting the works.
- Put chocks in front of and behind the drive axle wheels.
- **Read the entire procedure before starting to work.**

WARNING!

Observe safe shop practices at all times.

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PROCEDURE:

Step	Action
1	**To be executed for every footrest:** check the footrest bracket fastening by applying your foot force fully on the footrest (refer to figure 4).  **Figure 4: Applying foot force fully on the footrest** Do the welds securing the footrest bracket to the seat frame show signs of breaking? • If not, the footrest bracket check is finished. • If so, install the "screw-on bracket" over the existing footrest bracket as explained in "STEP 1 IN DETAIL".
2	Notify ABC Companies by mail. Write the text "SB1621 completed for VIN….. + number of "screw-on brackets" used" in the mail and send the mail to warranty@abc-companies.com.
3	**For ABC Companies only:** register through the registration button located behind Service Bulletin SB1621 on the Van Hool customer portal. Write the text "SB1621 completed" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

STEP 1 IN DETAIL: To install "screw-on bracket" over footrest bracket

Step	Action
1.1	Remove the seat cushion.
1.2	Remove the footrest from the bracket.
1.3	If necessary, push the existing footrest bracket back home and machine the bracket edges to make sure the "screw-on bracket" fits further on.
1.4	Slide the "screw-on bracket" over the existing footrest bracket. Secure the bracket by using the two long screws from the kit. Provide each screw with a washer at the screw head side. Tightening torque screws: 25 Nm (18 ft.lbf).  **Figure 5**

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1.5	Reinstall the footrest by using the two short screws from the kit. Provide each screw with a **double** washer at the screw head side to prevent the screw end from touching the seat frame . Tightening torque screws: 25 Nm (18 ft.lbf).
1.6	Reinstall the seat cushion.

WARRANTY:

1. Terms and conditions:

Van Hool will accept warranty claims for this repair as follows:

Parts: parts will be supplied through regular channels, free of charge

Labor allowance:

- 60 minutes of labor will be awarded per vehicle for inspection of the footrest fixation
- 30 minutes of labor will be awarded per "screw-on bracket" installed

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

2. Claim references:

Job code: O61621N

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.

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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.