SERVICE BULLETIN
SB1939

ADDRESSEES	: Owners and operators of coaches listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	: CX45E
MANUAL CHAPTER	: 11.01 Multiplex system
BULLETIN TYPE	: **Field change program**
DATE	: February 24th, 2021
SUBJECT	: **Optimization of multiplex program**
CONDITIONS	: Refer to chapter “Warranty” further on in this bulletin.

APPLICATION

The Field Change Program, subject of this bulletin, is applicable to following vehicles:

Vehicle type	VIN
CX45 E	82000

DESCRIPTION

Van Hool has optimized the multiplex program. Owners and operators are requested to load the new multiplex program according to the step-by-step instructions given in this service bulletin.

Van Hool apologises for the inconvenience caused by this field change program and wishes to thank you in advance for your cooperation.

WHERE DO YOU FIND THE NEW PROGRAM?

The program **11729450 (version A1)** is available through the Van Hool customer portal under the "Software" section.

JOB QUALIFICATION

This task has to be carried out by an experienced automotive technician, trained in the operations at hand.

PREPARATIONS

- Park the vehicle on a level floor.
- 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 message on the instrument panel before starting the checks or repairs.
- **Read the entire procedure before starting to work.**



WARNING!

Observe safe shop practices at all times.

Continued on next page.

PROCEDURE:

Step	Action
1	Download the new multiplex program as described in chapter 11.1 "Multiplex system" of the maintenance manual.
2	Notify ABC Companies by mail. Write the text “SB1939 executed for VIN…..” 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 SB1939 on the Van Hool customer portal. Write the text "SB1939 executed”" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

End of procedure.

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.

WARRANTY

1. Conditions

Van Hool accepts claims for this conversion as follows:

Parts

- Parts supply: none
- Parts evacuation: only evacuate unused parts and pollutants in accordance with the law. Check with the environmental authorities to ascertain the rules in force in your country (or region).

Labor hours allowance: 30 minutes

Campaign expiration date: Service Bulletin issue date + 1 year

2. Claim references:

Job code: O61939N

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

INFORMATION HANDLING:

Important additions and modifications regarding technical information not yet included in the manual will be communicated through Service Bulletins.

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.