

ADDRESSEES	: Owners and operators of coaches listed under "Application" ABC Customer Care and Parts Source
VEHICLE MODEL	: TDX25E
MANUAL SECTION	: 08.02 Climate control – control system
BULLETIN TYPE	: Field Change Program
DATE	: December 20th, 2022
SUBJECT	: Optimization of driver's cab climate control system operation
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

APPLICATION:

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

Vehicle type	VIN
TDX25E	89501→89507

DESCRIPTION:

Van Hool have received some complaints about the temperature control for the driver's cab. Investigation has shown that some vehicles have left the factory with an incorrect dashboard potentiometer temperature control.

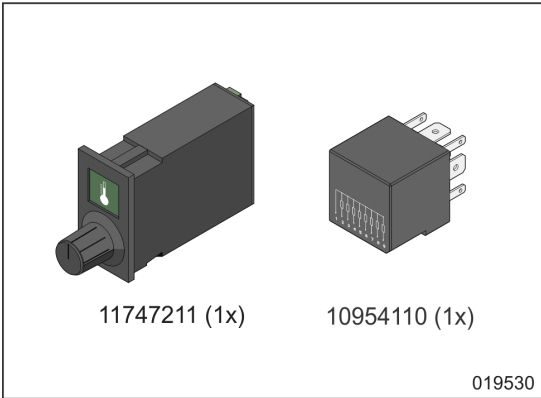
To address this issue, Van Hool is conducting a Field Change Program at which the existing potentiometer control must be replaced by one with a different resistance curve. Additionally some small modifications with respect to resistors must be made in junction boxes EK1 and EK2. Follow the step-by-step instructions in this service bulletin about this. From VIN 89508 onwards, the vehicles are manufactured according to the new set-up.



Figure 1: Temperature control (potentiometer) of driver's cab control system

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MATERIAL:

Retrofit kit		
 11747211 (1x) 10954110 (1x) 019530 Figure 2		
VH reference	Description	Qty.*
11747211	Temperature control (OEM reference E35-8275 or 14909**)	1
10954110	Resistors block	1

*Suited for one vehicle

** Due to supply chain disruptions, new temperature control unit may be fabricated starting from control unit 10700773 (OEM reference 14909) but where the fan symbol lens has been replaced by a temperature symbol lens.

JOB REQUIREMENTS:

Job technician's qualifications/experience: electricity.

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

This job requires no special tools, equipment or services.

PREPARATIONS:

- Park the coach on a level-surfaced service pit.
- Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Turn off the mechanical battery switch.
- Put a "DO NOT OPERATE" tag on the instrument panel.
- **Read the entire procedure before beginning to work.**



WARNING!

Observe safe shop practices at all times.

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PROCEDURE:

Step	Action
1	Remove the dashboard temperature control unit as follows: a. Undo and remove the two Torx screws securing the dash panel that holds the temperature control unit. Tilt the panel forwards so that the rear of temperature control unit can be reached. b. Disconnect the connector from the temperature control unit. c. Working behind the dash panel: compress the control unit locking tangs firmly and push the control unit out of its mounting hole. d. Insert the new temperature control unit into the mounting hole and push firmly home until a click can be heard. e. Reconnect the temperature control. f. Re-install the dash panel. Secure hand-tight in place using the Torx screws covered during removal.
2	In junction box EK1: remove resistor R123.2.
3	In junction box EK2: replace resistors block RB2 with the resistor block 10954110 from the kit.
4	Notify ABC Companies by mail. Write the text "SB2248 completed for VIN....." in the mail and send the mail to warranty@abc-companies.com .
5	For ABC Companies only: register through the registration button located behind Service Bulletin SB2248 on the Van Hool customer portal. Write the text "SB2248 completed" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

End of procedure.

WARRANTY:

1. Conditions

Van Hool accepts claims for this conversion as follows:

Compensation for labor hours: 30 minutes per vehicle

Campaign expiration date: Service Bulletin issue date + 1 year

2. Claim references:

- **Job code:** O62248N
- **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.

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 himself thoroughly that neither the safety of his employees or agents, nor the safety or usefulness of any products, will be jeopardized by any procedure selected.

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INFORMATION HANDLING:

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

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.