

ADDRESSEES	: Owners and operators of vehicles mentioned under "Application"
VEHICLE MODEL	: All vehicles
MANUAL CHAPTER	: 10.34 Body and accessories – Emergency side windows
BULLETIN TYPE	: Service information
DATE	: January 17 th , 2023
SUBJECT	: Inspection instructions related to emergency side windows
CONDITIONS	: This service bulletin does not entitle to any reimbursement.

INTRODUCTION

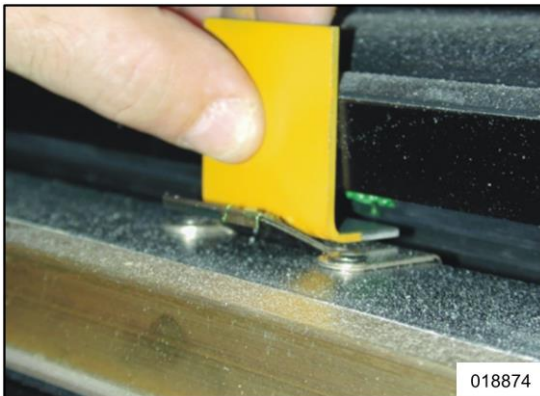
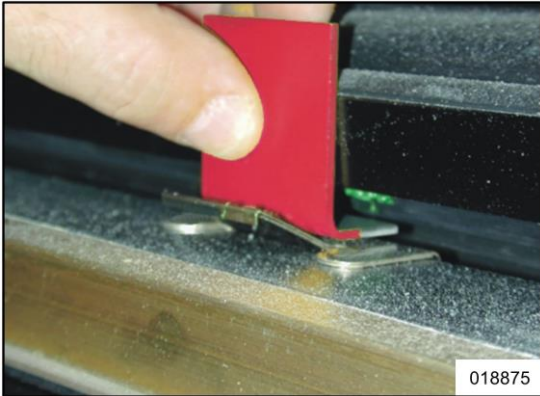
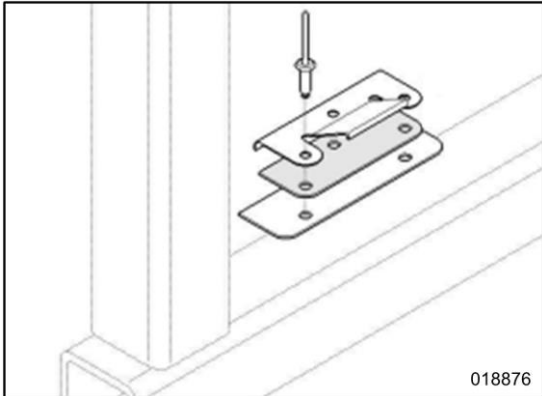
This service bulletin provides inspection instructions related to emergency side windows.

TO CHECK EMERGENCY SIDE WINDOW OPERATION

Step	Action
1	Working inside the vehicle: by using precision spring scales, measure the force required to pull the emergency exit handle to unlock the window. Maximum allowable force required: 90 N (20 lbf).  Figure 1: Checking the emergency window handle pulling force
2	Push the window outwards. Confirm that it opens without undue effort. Maximum allowable force required: 266 N (60 lbf).
3	Check, and if necessary correct the following : • emergency release handle: operation, actuation of slider plungers • catches: damage, lubrication, installation height (refer to "STEP 3 IN DETAIL") • rubber seals: damage, general condition, sealing action
4	If needed, grease the catches with a multi-purpose grease which does not affect the sealing rubbers.
5	Close the window. To close, push the window outward to an angle of at least 45°. Releasing the window will make it fall shut.

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STEP 3 IN DETAIL: To check window catch installation height

Step	Action												
3.1	Open the window by pulling the emergency release handle.												
3.2	Check the catch position for the proper gap using the yellow and red gauge: - Yellow gauge (2 mm – see Figure 2) should fit between rivet head and slider. - Red gauge (3 mm – see Figure 3) should not fit between rivet head and slider.  Figure 2: The 2 mm yellow gauge (VH10959946) should fit between the rivet head and the slider  Figure 3: The 3 mm red gauge (VH10959947) should not fit between the rivet head and the slider If necessary, drill-out the rivets securing the window catch. Adjust the catch height by using the proper spacer or a combination of spacers. Secure the catch and spacer(s) with rivets VH660611605 to the vehicle frame.  Figure 4: Window catch fixation <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>VH reference</th><th>Description</th></tr> </thead> <tbody> <tr> <td>10893950</td><td>Spacer for window catch, thickness 1 mm</td></tr> <tr> <td>10895595</td><td>Spacer for window catch, thickness 1 mm, 82 mm wide</td></tr> <tr> <td>10893956</td><td>Spacer for window catch, thickness 2 mm</td></tr> <tr> <td>10885729</td><td>Spacer for window catch, thickness 3 mm</td></tr> <tr> <td>10885730</td><td>Spacer for window catch, thickness 6 mm</td></tr> </tbody> </table>	VH reference	Description	10893950	Spacer for window catch, thickness 1 mm	10895595	Spacer for window catch, thickness 1 mm, 82 mm wide	10893956	Spacer for window catch, thickness 2 mm	10885729	Spacer for window catch, thickness 3 mm	10885730	Spacer for window catch, thickness 6 mm
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3.3	Re-check the catch position for the proper gap using the yellow and red gauge: - Yellow gauge (2 mm – see Figure 2) should fit between rivet head and slider. - Red gauge (3 mm – see Figure 3) should no longer fit between rivet head and slider.												

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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.

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/service, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the above link.

INFORMATION HANDLING:

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