

ADDRESSEES	: Owners and operators of coaches listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	: CX45 MY2023
MANUAL CHAPTER	: 10.54. Body and accessories – Body structure
BULLETIN TYPE	: Field change program
DATE	: May 10 th 2023
SUBJECT	: To support lower cross bar and change gas springs of radiator compartment access door
CONDITIONS	: Refer to chapter “Warranty” further on in this bulletin.

APPLICATION

The field change program, subject of this bulletin, applies to the following vehicles:

Vehicle model	Vehicle identification number
CX45 MY2023	81819, 81820, 81976, 84001 → ?????

DESCRIPTION

Van Hool has received some complaints about the unintended unlocking of the radiator compartment access door while driving. Investigation has shown that this issue is caused by a lack of rigidity of the cross bar (containing the lock catcher) at the bottom of the compartment. To address this issue, Van Hool is conducting a field change program whereby the affected cross bar will be supported by an extra bracket and the gas springs of the compartment access door will be replaced with a more powerful type. This service bulletin gives step-by-step instructions to this end.

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

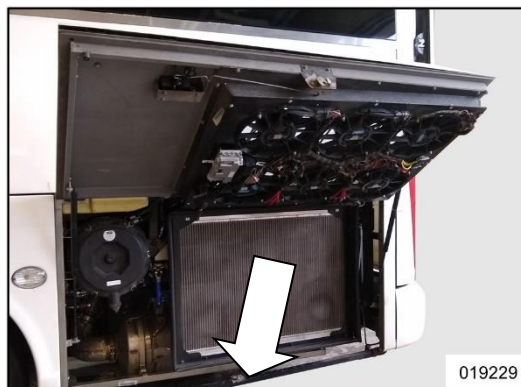


Figure 1: Location of cross bar at the bottom of the radiator compartment

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PARTS

Parts of retrofit kit VH11862124

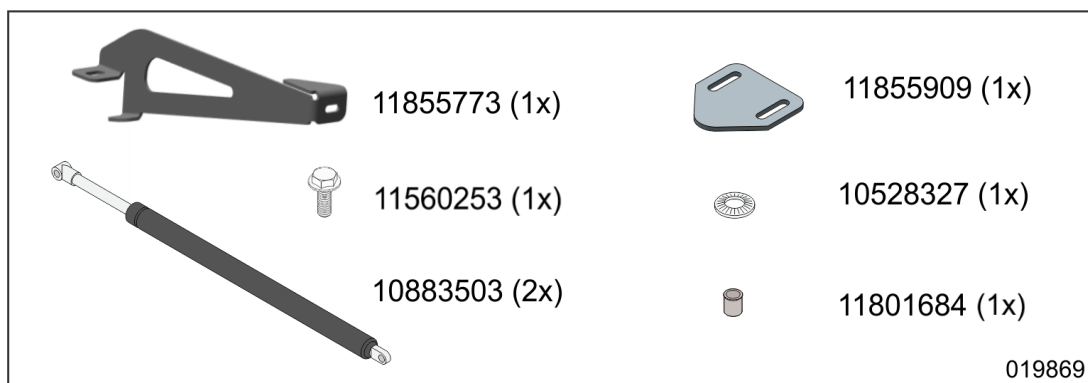


Figure 2

VH reference	Description	Qty*
10883503	Gas spring	2
11855773	Bracket	1
11560253	Self-locking flange screw M6	1
11855909	Spacer plate	1
10528327	Serrated conical spring washer M10	1
11801684	Blind rivet nut	1

*Suited for 1 vehicle

SPECIAL TOOLS

Hand tool to install blind rivet nut (VH11421258 or equivalent)

JOB QUALIFICATION

This task has to be carried out by a technician trained in the operations at hand.

PREPARATIONS

- Make sure that the parking brake is applied and turn off the engine.
- Switch off all systems and turn off the battery isolation switch on the dashboard.
- Open the mechanical battery isolation switch.
- **Read the entire procedure before starting to work.**

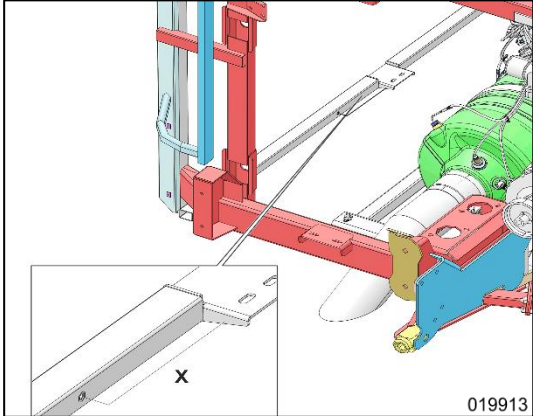
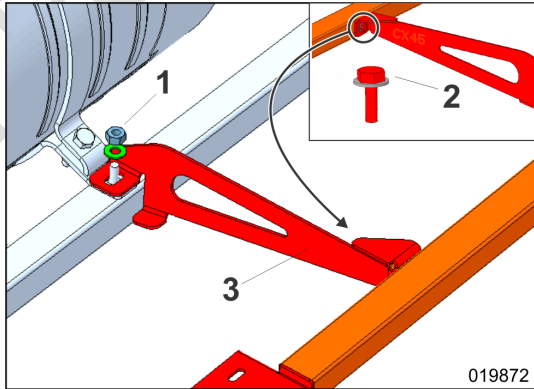


WARNING!

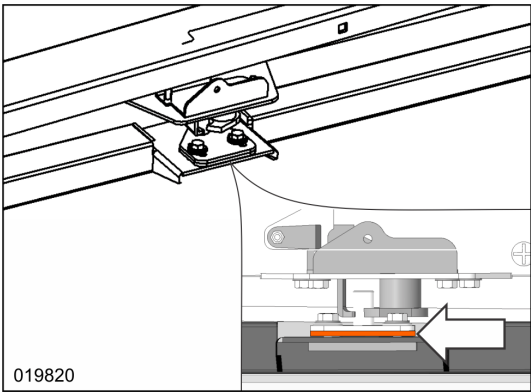
Observe safe shop practices at all times.

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PROCEDURE:

Step	Action
1	Open the radiator compartment access door.
2	Add a blind rivet nut in the lower cross bar as follows: - Mark a hole to be drilled at the inside of the cross bar at a distance of 190 mm (7.5 inch) as indicated in the figure below. - Drill a hole dia. 9 mm (23/64 inch). - Install blind rivet nut 11801684 by using special tool VH11421258 or similar.  Figure 3
3	Install bracket 11855773 (3) from the kit between the exhaust supporting bracket and the cross bar. - Fasten the supporting bracket to the exhaust supporting bracket (1) by using new conical serrated spring washer 10528327 from the kit together with the original screw and the nut. Tightening torque: 42 ± 6 Nm (30 ± 4 ft.lbf). - Fasten the supporting bracket to the cross bar by using the self-locking flange screw 11560253 (2) from the kit. Tightening torque: $8,5 \pm 1$ Nm (6 ± 0.7 ft.lbf)  Figure 4

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4	Introduce the spacer plate 11855909 from the kit under the lock catcher to raise the position. Tighten the bolts again.  Figure 5
5	Change both the original gas springs of the radiator compartment access door with the gas springs 10883503 from the kit. Tightening torque of screws: 21 ± 3 Nm (15 ± 2 ft.lbf).
6	Close the compartment door.
7	Notify ABC Companies by mail. Write the text "SB2290 executed for VIN....." in the mail and send the mail to warranty@abc-companies.com.
8	For ABC Companies only: register through the registration button located behind Service bulletin SB2290 on the Van Hool customer portal. Write the text "SB2290 executed" 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:

Labour hours allowance: 30 minutes per vehicle

Expiration date of campaign: Service bulletin issue date + 1 year

2. Claim references:

Job code: O62290N

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.

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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.

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.