

ADDRESSEES	: Owners and operators of vehicles mentioned under “Application” ABC Customer Care and Parts Source
VEHICLE TYPE	: CX45 with electric cooling fan drive
CONFIGURATION GROUP	: 2.46 Traction engine – Accessory drive
BULLETIN TYPE	: Field change program
DATE	: April 29th, 2025
SUBJECT	: To install a refrigerant compressor bracket reinforced anchoring point
CONDITIONS	: Refer to chapter "Warranty" further on in this bulletin.

APPLICATION:

This field change program bulletin is applicable to the following vehicles:

Model	VIN	Number of vehicles
CX45 MY2023	84432→84441	10

DESCRIPTION:

VDL Van Hool has determined an issue regarding the refrigerant compressor bracket anchoring point at the engine side on the above mentioned vehicles.

To address this issue, VDL Van Hool is conducting a field change program whereby the anchoring point must be replaced by a reinforced type. What to do exactly is explained in this service bulletin.

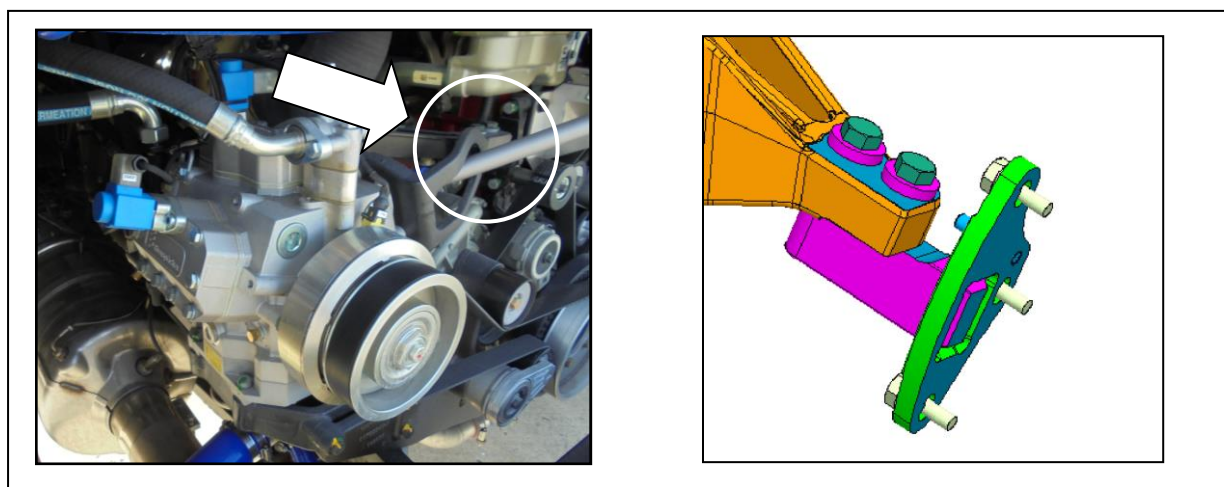
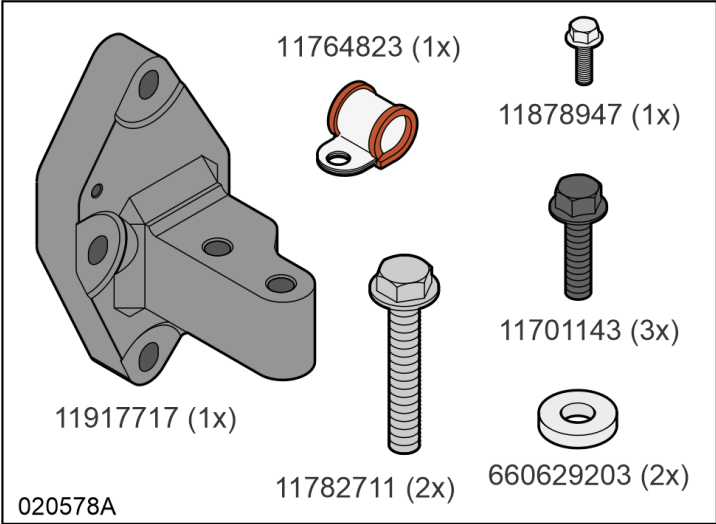


Figure 1: Refrigerant compressor bracket anchoring point

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COMPONENTS

Retrofit kit VH11917982		
 Figure 2		
VH Reference	Description	Qty.*
11917717	Anchoring point	1
11701143	Flanged screw M10x1.5mm; grade 10.9; length 40 mm (to secure anchoring point to engine block)	3
11782711	Flanged screw M12x1.75 mm; grade 10.9; length 60 mm (to secure refrigerant compressor bracket to anchoring point)	2
660629203	Spacer	2
11764823	Cable clamp	1
11878947	Flanged screw M6x1 mm; length 16 mm (to secure cable clamp to anchoring point)	1

* Suited for one vehicle

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

No special tools, equipment or services required.

JOB QUALIFICATION:

No special job qualification required.

PREPARATIONS:

- Make sure that the parking brake is applied and stop the engine.
- Switch off all systems and turn off the battery isolation switch on the dashboard.
- Open the mechanical battery isolation switch.
- Install a "DO NOT OPERATE" warning message on the instrument panel.
- 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	Open the engine compartment rear access door.
2	Remove the original anchoring point.
3	Install the reinforced anchoring point from the kit as follows. - Secure the reinforced anchoring point to the engine block by using the three M10 flanged screws (VH11701143) from the kit. To become a tension-free installation at the end, only hand-tighten the three screws at this stage! - Place the spacers (VH660629203) from the kit onto the two M12 flanged screws (VH11782711) from the kit. Do not reinstall the old spacers! - Apply Loctite 243 on the thread of the two M12 flanged screws. - Install the two M12 flanged screws (provided with new spacers) to secure the refrigerant compressor bracket to the anchoring point. To become a tension-free installation at the end, only hand-tighten the two screws at this stage! - Finally tighten the three M10 flanged screws to 60 ± 9 Nm (44 ± 7 ft.lbf). - Finally tighten the two M12 flanged screws to 100 ± 15 Nm (75 ± 10 ft.lbf). - Secure the nearby electrical cable with the cable clamp (VH11764823) from the kit to the reinforced anchoring point. Tightening torque of M6 flanged screw (VH11878947): $8,6 \pm 1$ Nm (6 ± 0.7 ft.lbf) Figure 3
4	Close the engine compartment rear access door.
5	Notify ABC Companies by mail. Write the text "SB2460 executed for VIN....." in the mail and send the mail to warranty@abc-companies.com .
6	For ABC Companies only: register through the registration button located behind service bulletin SB2460 on the VDL Van Hool customer portal. Write the text "SB2460 executed" in the field "Remark". Labor allowance will only be awarded after VDL Van Hool has received the registration.

End of procedure.

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WARRANTY

1. Terms and conditions:

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

Parts: parts will be supplied through your nearest ABC customer care and parts source facility at no cost.

Labor allowance: 60 minutes of labor will be awarded per vehicle

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

2. Claim references:

Job code: O62460N

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. VDL 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 methods may be equally reasonable or even more effective, depending on the specific circumstances involved. Each carrier that uses the procedures herein must thoroughly ensure 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.

VDL 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.vdlvanhool.com/MyVDL Van Hool](http://www.vdlvanhool.com/MyVDL%20Van%20Hool), and only with a code (password) from VDL Van Hool. If you do not have a password yet, request it by using the link on the VDL Van Hool website.