SERVICE BULLETIN
SB2553

ADDRESSEES	:	Owners and operators of vehicles listed under "Application" ABC FleetAssist
VEHICLE MODEL	:	CX35, CX45, CX45E
MANUAL CHAPTER	:	10.42 Body and accessories – Passenger seats
BULLETIN TYPE	:	**Field change program**
DATE	:	November 02nd, 2026
SUBJECT	:	**Replacement of passenger seats grab-handle shells**
TERMS & CONDITIONS	:	Refer to chapter "Warranty" further on in this bulletin.

APPLICATION

This Field Change Program, subject of this bulletin, is applicable to the below mentioned vehicles equipped with “Kiel Avance 1020 Leather and Textile” passenger seats:

Vehicle	VIN	Number
CX45E	82022→82038	17
CX45	84005→84016, 84021→84025, 84038→84041, 84044→84045, 84054→84056, 84061→84064, 84066, 84068→84070, 84072, 84075→84078, 84081→84090, 84092→84101, 84104→84117, 84119→84146, 84148→84169, 84178→84190, 84195→84199, 84215→84216, 84218→84223, 84225→84231, 84235, 84237→84238, 84243, 84245→84274, 84279, 84283→84284, 84286→84296, 84299→84303, 84305→84306, 84309→84324, 84328, 84336→84337, 84339, 84342, 84345→84348, 84351, 84353→84366, 84368→84371, 84373→84376, 84378→84400, 84407→84408, 84411→84412, 84458, 84460, 84462, 84465→84474, 84477→84487, 84489, 84500→84505, 84513→84514, 84516→84528, 84530→84533, 84539, 84565, 84567→84568, 84570→84573, 84575→84577, 84582→84594, 84604→84605, 84607, 84609, 84611→84614, 84616→84618, 84621→84625, 84627, 84632→84635, 84637→84639, 84641→84645, 84652→84653, 84656, 84661→84663, 84671→84679, 84682→84695, 84698→84702, 84705→84714, 84717, 84719→84732, 84735→84747, 84753→84852, 84856, 84858→84879, 84907, 84912→84916, 84927→84931, 84985→84986	596
CX35	83080→83087, 83089→83091, 83094→83099	17

DESCRIPTION

VDL Van Hool has been informed by Kiel (manufacturer of passenger seats) about an issue with the grab-handle shells of the passenger seats. Grab-handle shells are installed beneath the grab handles at the upper rear section of the passenger seats. Their primary function is to cover and protect the area behind the grab handle and to provide a clean, finished surface. The shells do not have a structural or load-bearing function within the seat or grab-handle assembly. Under certain conditions, individual grab-handle shells may be susceptible to cracking or breakage. As a preventive measure, the currently installed grab-handle shells will be replaced with parts from recent production batches that have demonstrated improved robustness.

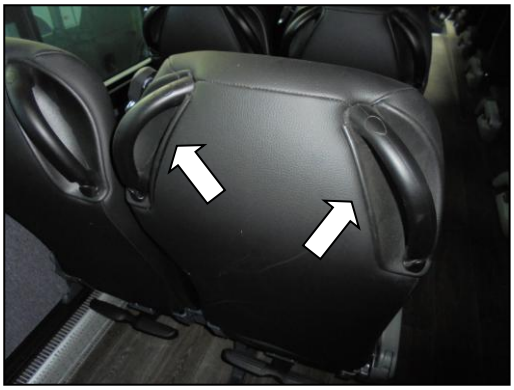


Figure 1: Location of grab-handle shells

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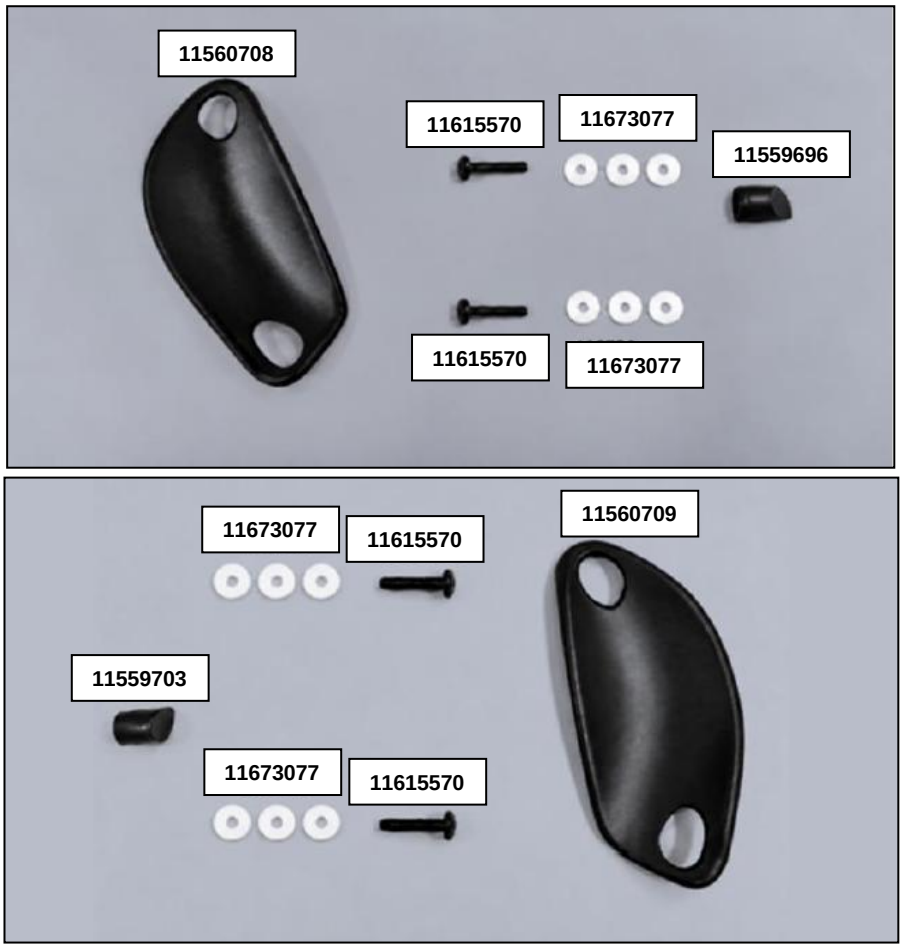
In addition, washers will be installed on the rear side of the grab-handle shells at the upper mounting points. This modification improves load distribution in the mounting area and reduces localized stress on the shell.

As part of this field change program, all affected grab-handle shells will therefore be replaced, and additional washers will be installed at the upper mounting points to further improve load distribution and reduce the risk of future cracking or fracture.

Kiel would like to apologise for the inconvenience caused by this field change program and wishes to thank you in advance for your cooperation.

COMPONENTS

Retrofit kit 11956748



VH reference	Description	Quantity
11560708 (Kiel 2060009)	Grap handle shell, left	1
11615570 (Kiel 3009207)	Screw M6x30	2
11673077 (Kiel 504062)	Spacer	6*
11559696 (Kiel 2060568)	Screw cover, left	2
11560709 (Kiel 2060010)	Grap handle shell, right	1
11615570 (Kiel 3009207)	Screw M6x30	2
11673077 (Kiel 504062)	Spacer	6*
11559703 (Kiel 2060569)	Screw cover, right	2

**Refer to the heading "Number of spacers" further on to determine the number of spacers to be used.*

Continued on next page.

NUMBER OF SPACERS

The number of spacers (VH11673077) used to support the connection of the frame-mounting and grab-shell depends on the depth of the frame within the foam. Refer to the “Kiel Work procedure” at the end of this document to determine the number of spacers.

JOB QUALIFICATION

The task has to be carried out by an experienced technician, trained in the operations at hand. If you are not sure that you are qualified, contact ABC FleetAssist.

PREPARATIONS

- Make sure that the parking brake is applied and stop the engine.
- Switch off all systems and turn off the battery master switch.
- Install a “DO NOT OPERATE” tag on the instrument panel.
- **Read the entire procedure before starting to work.**



WARNING!

Observe safe shop practices at all times.

PROCEDURE

Step	Action
1	Change the grab-handle shells as explained in the “Kiel Work Procedure”.
2	Notify ABC Companies by mail. Write the text “SB2553 completed 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 SB2553 on the VDL Van Hool customer portal. Write the text "SB2553 completed"" in the field "Remark". Labor allowance will only be awarded after VDL Van Hool has received the registration.

End of procedure

WARRANTY

1. **Terms and conditions:**

   Part supply: parts will be supplied through your nearest ABC FleetAssist facility at no cost.

   Labor allowance: 10 minutes of labor will be awarded per passenger seat

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

2. **Claim references:**

   Job code: O62553N

   Claim submission: Contact ABC FleetAssist for guidance.

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HELP DESK

Please call ABC FleetAssist at 877-427-7278, Option 5 for Warranty, if appropriate.

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 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.

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, 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.

INFORMATION HANDLING

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

WI-QA-CS-1 Rev.01 Kiel seating - Work Instruction

Assembly of Grab-Handle and Grab-Shell with Distance Spacers - AVANCE 1020 US Seats

Document	WI-QA-28	**Revision**	Rev.1
Application	AVANCE 1020 US Seats	**Torque**	6 Nm
Purpose	Service / replacement assembly	**Status**	Released

1. Purpose

This work instruction describes the correct installation of the grab-handle shell, grab handle, mounting screws and plastic distance spacers on AVANCE US passenger seats. It is written so that a service technician who is not familiar with this assembly can perform the installation in a clear and repeatable sequence.

SCOPE NOTE - IMPORTANT
The source instruction provided defines the installation sequence only. It does not define how the existing grab handle / shell is removed. This instruction therefore starts after the existing assembly has been removed.

2. Parts and tools

Required parts	Required tools
• New grab-handle shell (P/N:11560708 – **left**, 11560709 – **right**) • Grab handle (P/N:11515834 – **left**, 11515832 – **right**) • 2 × screws (P/N: 11615570) • 2 × plastic spacers (P/N: 504062) • Plastic screw covers (P/N: 11559696 – **left**, 11559703 – **right**)	• Suitable screwdriver / bit • Calibrated torque-controlled tool • Plastic / soft-face hammer

3. Before starting

Check that all parts are available and free from visible damage. Keep the mounting points clean and accessible. Do not tighten either mounting screw until the grab-handle assembly is correctly positioned on the backrest.

3. Determine the number of spacers to be applied



STEP 1 Position the caliper

After removing the grab handle, position the caliper at the lower mounting hole as shown.

Move the depth probe vertically downward until it touches the metal frame.

CHECK: The depth probe is positioned at the lower mounting hole and is in contact with the metal frame.



STEP 2 Measure the mounting depth

Measure the depth to the metal frame at the mounting hole five times and use the average value.

Standard average depth: 0.73 in (18.5 mm) = 2 spacers on each mounting screw.

For each additional 0.08 in (2 mm), add one spacer.

For each 0.08 in (2 mm) less, remove one spacer.

CRITICAL: The number of spacers must be the same on both mounting screws.

Measurement should be taken only for one seat. The results counts for all the seats in the coach.

Note: Fill out the measurement form with the first 5 measurements of 1 seat and calculate the average value. Also include the VIN number and number of spacer implement

Example

VIN Number _____

Seat meas.	Data
1	
2	
3	
4	
5	
AVG	

Nb. Of spacer implemented

_____

4. Work sequence - preparation and positioning



STEP 1 Prepare the new grab-handle assembly

Position the grab handle on the new grab-handle shell and insert the two mounting screws (P/N 11615570) through the openings.

CHECK: The handle is correctly seated on the shell and both screws are inserted.



STEP 2 Install the distance spacers

Install two plastic distance spacers (P/N 504062) on each mounting screw on the rear side of the grab-handle shell.

CRITICAL: The number of spacers depends on the measured depth defined in Section 3. The standard is two spacers on each screw. The number of spacers on both screws must always be equal.

Number of spacers on both screws is always equal



STEP 3 Position the assembly on the backrest

Position the complete grab-handle / shell assembly on the backrest and align both mounting screws with the corresponding mounting points.

CHECK: The assembly sits correctly against the backrest before tightening.

5. Work sequence - fastening and finishing



STEP 4 Fasten the lower mounting point
Fasten the grab handle at the lower mounting position using a suitable torque-controlled tool.
TIGHTENING TORQUE: 6 Nm



STEP 5 Fasten the upper mounting point
Fasten the grab handle at the upper mounting position using a suitable torque-controlled tool.
TIGHTENING TORQUE: 6 Nm



STEP 6 Install the plastic cover
Install the plastic cover carefully using a plastic / soft-face hammer.
CHECK: The cover is fully seated and is not visibly damaged.

6. 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

7. Final inspection

After installation, perform the following visual and functional checks before releasing the seat:

Check	Acceptance criterion
☐	Grab handle is firmly attached and correctly positioned.
☐	Grab-handle shell is correctly seated against the backrest.
☐	Both plastic distance spacers were installed - one on each mounting screw.
☐	Lower mounting screw tightened to 6 Nm.
☐	Upper mounting screw tightened to 6 Nm.
☐	Plastic covers are fully seated and undamaged.
☐	No visible damage, deformation, loose parts or abnormal gaps are present.

RELEASE CRITERION
The seat may be released only when all final inspection items above are fulfilled.