SERVICE BULLETIN

SB2554

ADDRESSEES	**:** Owners and operators of vehicles with a sliding lift door
VEHICLE MODEL	**:** CX35, CX45
MANUAL CHAPTER	**:** 10.62 Body and accessories – Sliding lift door
BULLETIN TYPE	**: Service information**
DATE	**:** October 22th, 2026
SUBJECT	**: Sliding lift door inspection and repair instructions**
CONDITIONS	**:** This service bulletin does not authorize reimbursement.

The lift door guiding mechanism must be inspected every 25,000 miles to ensure long-lasting trouble-free operation.



Figure 1: Sliding lift door

LUBRICATION

The lift door guide assemblies, guide tracks and rotary latches are lubrication-free.

PARTS

Refer to the VDL Van Hool spare parts manual of your vehicle.

PREPARATIONS

- Park the coach on a level surface.
- Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Put a “DO NOT OPERATE” tag on the steering wheel.
- **Read the entire procedure before beginning to work.**

WARNING!

Observe safe shop practices at all times.

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PROCEDURE

Step	Action
1	Inspect the guide tracks for accumulated dirt or debris, and clean if necessary.
2	Inspect the guide assemblies and their mounting fasteners for looseness or damage.
3	Inspect the roller bearings for unusual noise, excessive play, or rough rotation.
4	• If a defective roller bearing is found at the upper guide assembly, follow the instructions under “STEP 4A IN DETAIL”. • If a loose or defective roller bearing is found at the middle guide assembly, follow the instructions under “STEP 4B IN DETAIL”. • If a loose or defective roller bearing is found at the lower guide assembly, follow the instructions under “STEP 4C IN DETAIL”.
5	Check the door alignment, roller engagement, full travel, smooth operation and proper latching. Confirm there is no binding, excessive play, or abnormal noise before returning the vehicle into service.

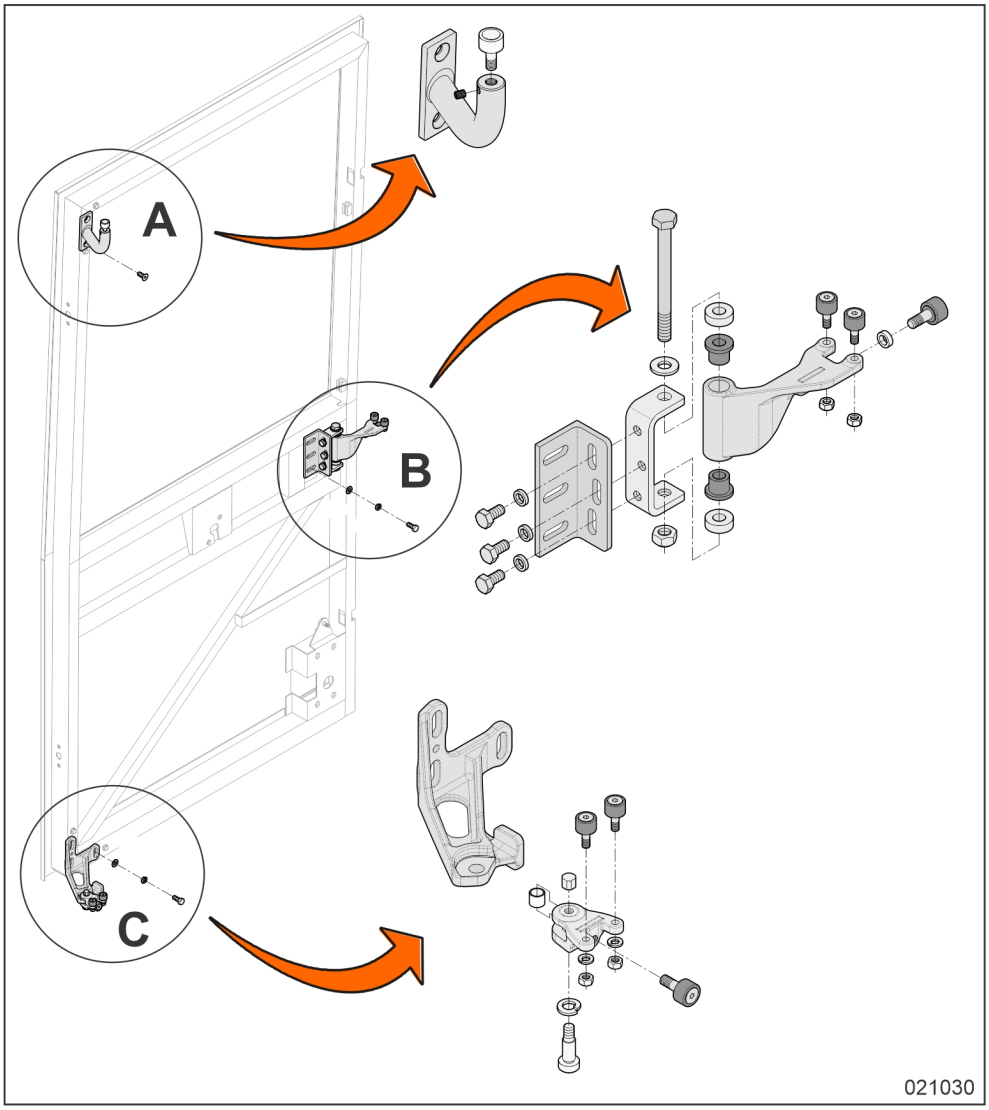


Figure 2: Exploded view of lift door guiding mechanism

A. Upper guide assembly
B. Middle guide assembly
C. Lower guide assembly

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STEP 4A IN DETAIL: To replace roller bearing of upper guide assembly

Step	Action
4.1A	Unlatch the sliding lift door.
4.2A	**At the interior side of the door panel:** remove the with Velcro tape mounted trim panel covering the guide assembly mounting fasteners. Unscrew the fasteners and remove the guide assembly.
4.3A	Replace the roller bearing (refer to figure 4).
4.4A	Reinstall the guide assembly (refer to figure 4).
4.5A	Reinstall the trim panel using new pieces of Velcro tape.



Figure 3: Trim panel covering mounting fasteners

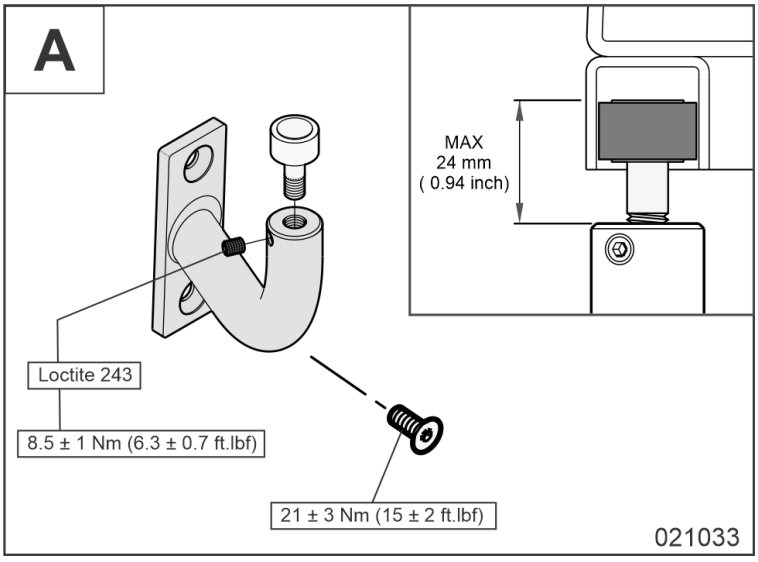
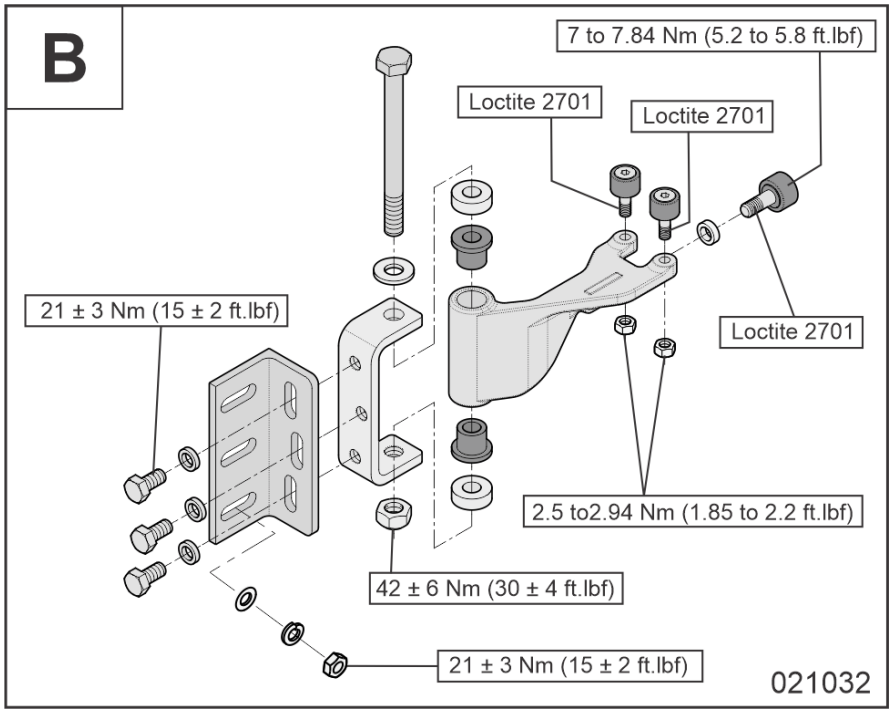


Figure 4: Upper guide assembly

STEP 4B IN DETAIL: To replace roller bearing of middle guide assembly

Step	Action
4.1B	Unlatch the sliding lift door.
4.2B	**At the exterior side of the door panel:** support the sliding lift door to maintain its position and prevent movement when removing the guide assembly. Read “How to support sliding lift door” further on in this document!

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4.3B	**At the interior side of the door panel:** gain access to the guide assembly fasteners as follows. Remove the upper and lower frontmost screws of the trim panel runners. Spread the runners a little apart at the front while pulling the trim panel (against the spring force) as far as possible. Take out the panel from the runners by squeezing the rear corners of the panel.  **Figure 5: Trim panel covering mounting fasteners**
4.4B	*NOTE: Mark the position of the mounting fasteners in relationship to the bracket for ease of reinstallation afterwards.* **At the interior side of the door panel:** remove the guide assembly mounting fasteners and remove the guide assembly.
4.5B	In case of a loose roller bearing: a. Remove the roller bearing. b. Inspect the condition of the roller bearing. Replace the roller bearing if necessary. c. Install the roller bearing (refer to figure 6).  **Figure 6: Middle guide assembly**

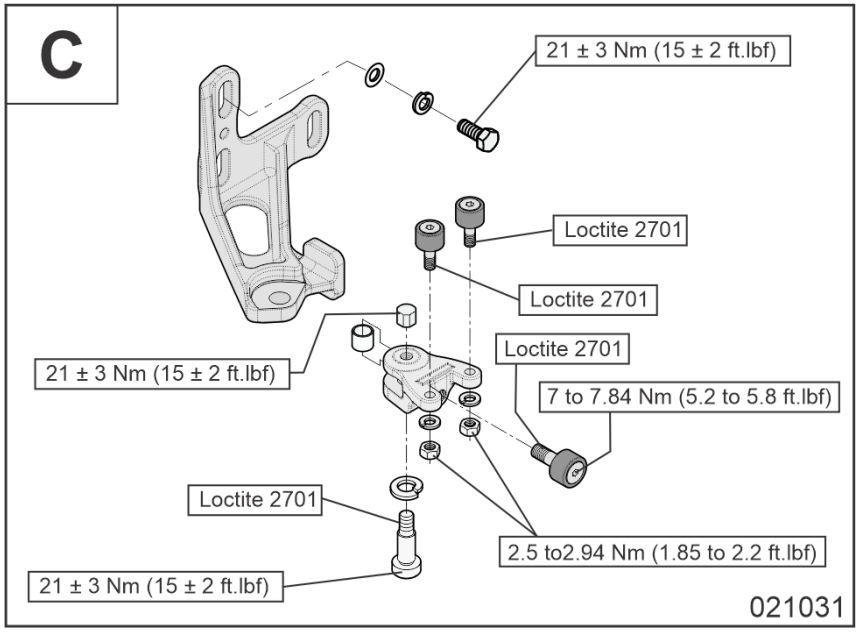
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4.6B	**In case of a defective roller bearing whose stud remains securely fastened:** the removal of a roller bearing is almost impossible due to the fact that the stud is secured with Loctite 2701. It is in this case recommended to replace the bracket together with the three roller bearings (supplied individually). Refer to figure 6 for assembly instructions.
4.7B	Reinstall the guide assembly and the trim panel.

STEP 4C IN DETAIL: To replace roller bearing of lower guide assembly

Step	Action
4.1C	Unlatch the sliding lift door.
4.2C	**At the exterior side of the door panel:** support the sliding lift door to maintain its position and prevent movement when removing the guide assembly. Read “How to support sliding lift door” further on in this document!
4.3C	**At the interior side of the door panel:** remove the screws of the trim panel covering the guide assembly fasteners and remove the trim panel.  **Figure 7: Trim panel covering mounting fasteners**
4.4C	*NOTE: Mark the position of the mounting fasteners in relationship to the bracket for ease of reinstallation afterwards.* **At the interior side of the door panel:** remove the guide assembly mounting fasteners and remove the guide assembly.

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4.5C	**In case of a loose roller bearing:** a. Remove the roller bearing. b. Inspect the condition of the roller bearing. Replace the roller bearing if necessary. c. Install the roller bearing (refer to figure 8).  **Figure 8: Lower guide assembly**
4.6C	**In case of a defective roller bearing whose stud remains securely fastened:** the removal of a roller bearing is almost impossible due to the fact that the stud is secured with Loctite 2701. It is in this case recommended to replace the bracket together with the three roller bearings (supplied individually). Refer to figure 8 for assembly instructions.
4.7C	Reinstall the guide assembly and the trim panel.

HOW TO SUPPORT SLIDING LIFT DOOR

WARNING!

The sliding lift door weighs approximately 70 kg (155 lbs). Use suitable equipment to support the sliding lift door! The equipment must maintain the door at height, but the set-up must also allow you to move the lift door bottom away from the door opening to create working space for the removal of the middle and lower guide assemblies. Additionally a board must be secured to the upper part of the lift door, to prevent the lift door from falling through the door opening (for example a wooden board wrapped with some cloths to prevent paint damage and secured with a clamp). Figure 9 shows an example of a supporting set-up.

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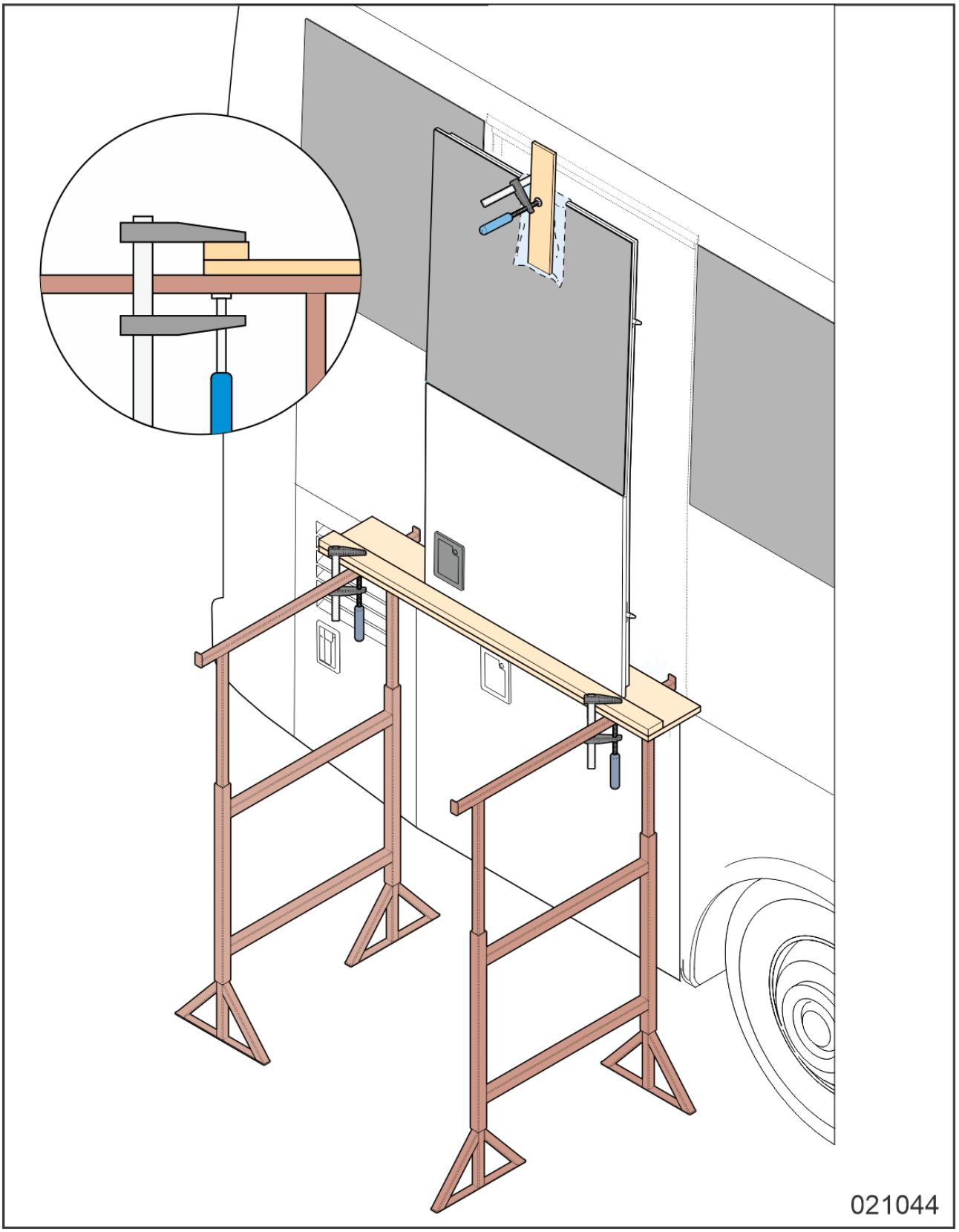


Figure 9: Set-up for supporting sliding lift door (example)

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HELP DESK

If there are any questions, please call ABC FleetAssist 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, 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.