SERVICE BULLETIN
SB2561

ADDRESSEES	:	Owners and operators of vehicles listed under "Application" ABC FleetAssist
VEHICLE MODEL	:	CX35, CX45
MANUAL CHAPTER	:	10.42 Body and accessories – Passenger seats
BULLETIN TYPE	:	**Field change program**
DATE	:	November 02nd, 2026
SUBJECT	:	**Replacement of backrest inclination system gas strut**
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 with “Kiel Avance 1020” passenger seats:

Vehicle	VIN	Number
CX45	84246 84248→84249 84279, 84284, 84288, 84290, 84305 84312→84316 84320, 84323	15
CX35	83076→83079	4

DESCRIPTION

VDL Van Hool has been informed by Kiel (manufacturer of passenger seats) about potential leakage at the gas strut of the backrest inclination system, resulting in the fact that the backrest may not return to its upright position when requested. This problem is related only to the gas strut of the manufacturer “Piston- Gas Springs”. The new gas strut (manufacturer “Stabilus”) provides the same functionality and force characteristics and therefore ensure proper operation of the backrest inclination system.



Figure 1: Location of gas strut (seat cushion removed)



Figure 2: Gas Strut type which must be replaced

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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

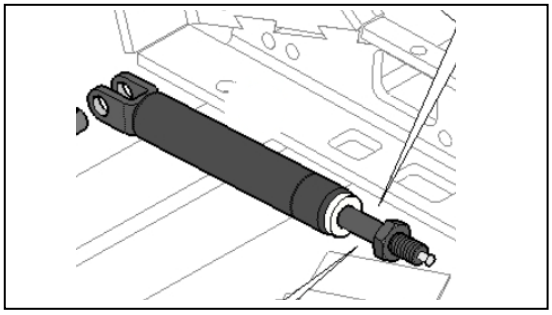


Figure 3

VH reference	Description	Quantity*
11466106	“Stabilus” gas strut (670N)	1

**Quantity suited for one passenger seat*

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	Replace the gas strut as explained in the Kiel document attached.
2	Notify ABC Companies by mail. Write the text “SB2561 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 SB2561 on the VDL Van Hool customer portal. Write the text "SB2561 completed for VIN…." 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:**

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

   Labor allowance: 30 minutes of labor will be awarded per passenger seat

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

2. **Claim references:**

   Job code: O62561N

   Claim submission: Contact ABC FleetAssist for guidance.

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.

1. PURPOSE

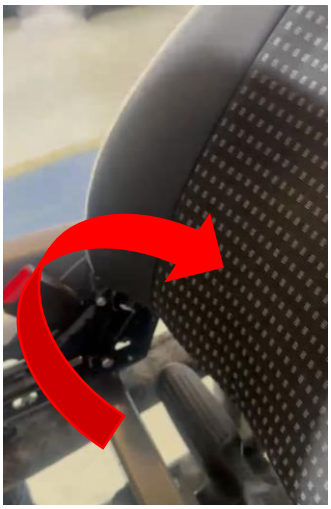
Piston Replacement

2. APPLICATION

- First, the limiters are removed.



- The backrest is moved to the fully reclined position.

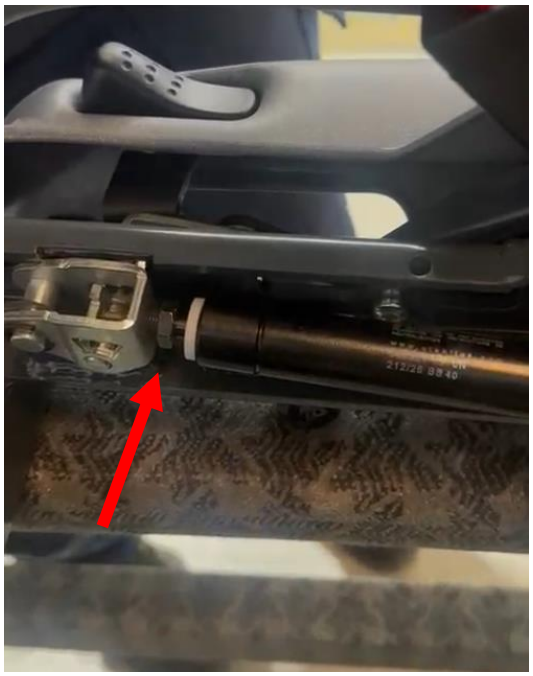


- The piston mounting bolt is removed whilst holding the bolt collar in place with a 17 mm spanner.





- The nut at the front of the piston is loosened using a 13 mm spanner.

- The piston is turned anti-clockwise. The piston is now removed; re-fitting is carried out by following the steps in reverse order.



