SERVICE BULLETIN
SB2564

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	:	**Re-orientation of safety belt retractor**
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
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 reported by Kiel (passenger seats manufacturer) about obstructions during the retraction of the safety belt on passenger seats. Investigation has shown that simple re-orientation of the retractor will eliminate this problem.

The safety belt is routing from a retractor under the seat cushion, up to the pivoting anchorage point above the shoulder, diagonally across your chest, into a buckle at your hip, and then across your lap to the third anchorage point on the seat frame.

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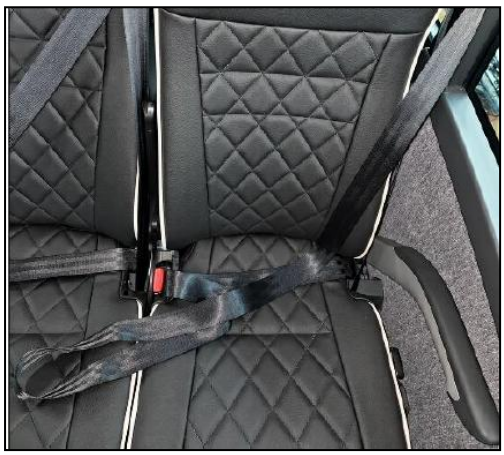


Figure 1: Safety belt obstruction during retraction

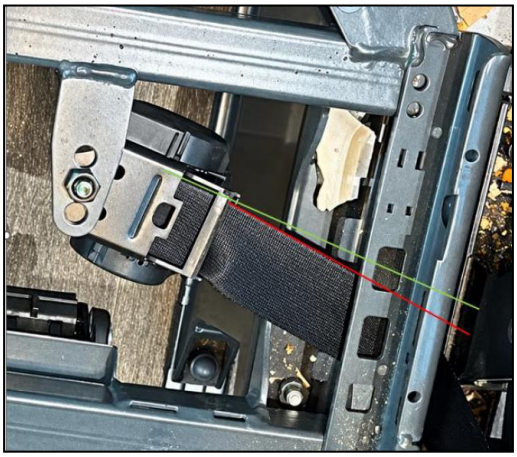


Figure 2: safety belt retraction path
red = not ok
green = ok

To address this issue, Kiel is conducting a field change program, asking you to re-orientate the retractor as explained in this service bulletin.

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

No components needed

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.

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PROCEDURE

Step	Action
1	Remove the cushion from the seat frame by pulling the front side up to gain access to the safety belt retractor.
2	Re-orientate the safety belt retractor as explained further on under “STEP 2 IN DETAIL”.
3	Notify ABC Companies by mail. Write the text “SB2564 completed for VIN….. + number of seats adjusted” in the mail and send the mail to warranty@abc-companies.com.
4	**For ABC Companies only:** register through the registration button located behind service bulletin SB2564 on the VDL Van Hool customer portal. Write the text "SB2564 completed for VIN…. + number of seats adjusted" in the field "Remark". Labor allowance will only be awarded after VDL Van Hool has received the registration.

End of procedure

STEP 2 IN DETAIL: TO RE-ORIENTATE RETRACTOR

Step	Action
2.1	Slacken the retractor fixation screw.
2.2	By using an angle ruler, rotate the retractor as shown to obtain a better retractor entrance alignment with respect to the safety belt.  **Figure 3: Proper retractor orientation**
2.3	Retighten the retractor fixation screw to a torque of 24 Nm (18 ft.lbf).
2.4	Reinstall the seat cushion.
2.5	Repeat steps 2.1 up to and including 2.4 for every passenger seat.

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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: 3 minutes of labor will be awarded per passenger seat

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

2. **Claim references:**

   Job code: O62564N

   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.