

ADDRESSEES	: Owners and operators of vehicles mentioned under “Application” ABC Customer Care and Parts Source
VEHICLE TYPE	: CX45 MY2023/2025
CONFIGURATION GROUP	: 2.34 Traction motor – Cooling system
BULLETIN TYPE	: Field change program
DATE	: December 05th, 2025
SUBJECT	: To install additional supporting point for cooling pipes
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→84569	138
CX45 MY2025	84570→84750, 84753→84859	288

DESCRIPTION:

VDL Van Hool has been informed about an issue regarding some cooling pipes supporting points on the above mentioned vehicles.

To address this issue, VDL Van Hool is conducting a field change program whereby the front and rear supporting points indicated in figure 2 must be checked for possible damage. In addition, an extra cooling pipe supporting point (figure 1) must be installed at the rear of the vehicle.

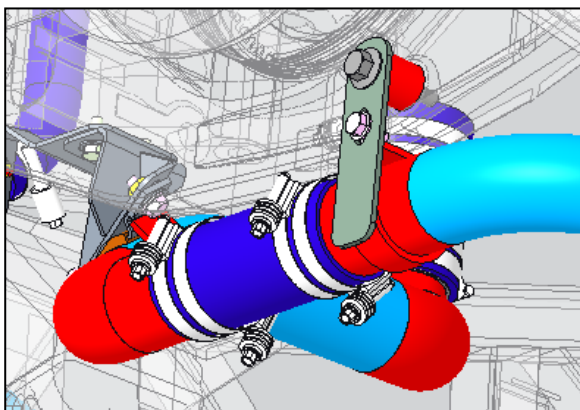


Figure 1: Additional cooling pipe supporting point (at rear of vehicle)

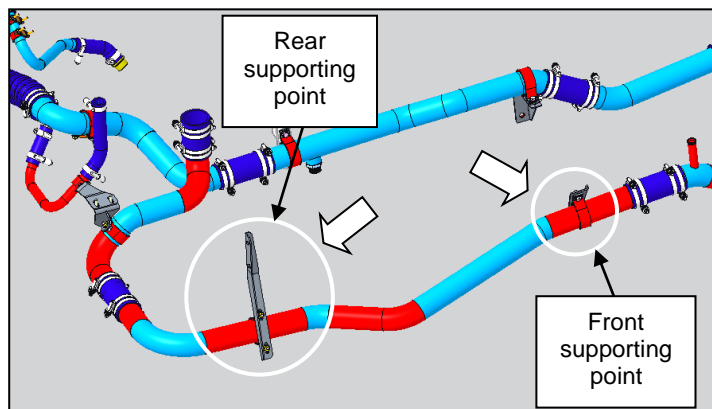


Figure 2: Location of front and rear supporting points to be checked for possible damage

Continued on next page

COMPONENTS

Components of retrofit kit VH11938746		
VH reference	Description	Quantity*
Additional supporting point		
11935904	Plate	1
11926814	Hexagon flange screw M12x1.75 (length 55 mm)	1
11935905	Spacer	1
11452553	Serrated hexagon flange screw M8x1.25 (length 20 mm)	1
11592816	Serrated hexagon flange nut M8	1
11764834	P-clamp	1
Replacement components for front and rear supporting point		
11847671	Omega clamp	2
11847670	Saddle for omega clamp	2
11452553	Serrated hexagon flange screw M8x1.25 (length 20 mm)	4
11592816	Serrated hexagon flange nut M8	4

*Suited for one vehicle

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

No special tools, equipment or services required.

JOB QUALIFICATION:

No special job qualification required.

PREPARATIONS

- Park the coach on a level-surfaced service pit.
- Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Turn off the mechanical battery switch.
- Put a "DO NOT OPERATE" tag on the instrument panel.
- **Read the entire procedure before beginning to work.**



WARNING!

Observe safe shop practices at all times.

Continued on next page.

PROCEDURE

Step	Action
1	Check the front and rear supporting points indicated in figure 2 for possible damage. If necessary, replace the omega clamps and related saddles. Tightening torque for M8 nut securing omega clamp to bracket: 21 ± 3 Nm (15 ± 2 ft.lbf)
2	<div data-bbox="323 367 408 450" data-label="Image"> </div> <p>CAUTION! It is important that the silicone hose still has been aligned regarding to the cooling pipes after the installation of the additional supporting point. If necessary, adjust the position of the existing supporting point at the left.</p> <p>Install the additional supporting point.</p> <div data-bbox="429 618 970 1059" data-label="Image"> </div> <p style="text-align: right;">Figure 4</p> <p>Tightening torques:</p> <ul style="list-style-type: none"> • M12 screw: 70 ± 10 Nm (50 ± 7 ft.lbf) • M8 nut: 21 ± 3 Nm (15 ± 2 ft.lbf)
3	Notify ABC Companies by mail. Write the text "SB2517 executed for VIN....." 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 SB2517 on the VDL Van Hool customer portal. Write the text "SB2517 executed" in the field "Remark".

End of procedure.

Continued on next page.

WARRANTY

1. Terms and conditions:

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

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

Labor allowance: 15 minutes labor allowance will be awarded per vehicle

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

2. Claim references:

Job code: O62517N

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.