



# SERVICE BULLETIN No.1165

Circulate to listed addressees

<b>COACH MODEL</b>	: C2045
<b>BULLETIN TYPE</b>	: Product Improvement
<b>MANUAL &amp; SECTION</b>	: Maintenance Manual: N/A Spare Parts Manual: Section 7410 – Luggage racks
<b>PARTS BOOK REVISION</b>	: Yes
<b>DATE</b>	: December 1, 2005
<b>SUBJECT</b>	: <b>Parcel rack door installation</b>
<b>TERMS &amp; CONDITIONS</b>	: No claims will be accepted with reference to this Bulletin.

## APPLICATION:

The product improvement subject of this Bulletin has been cut into production as from following units:

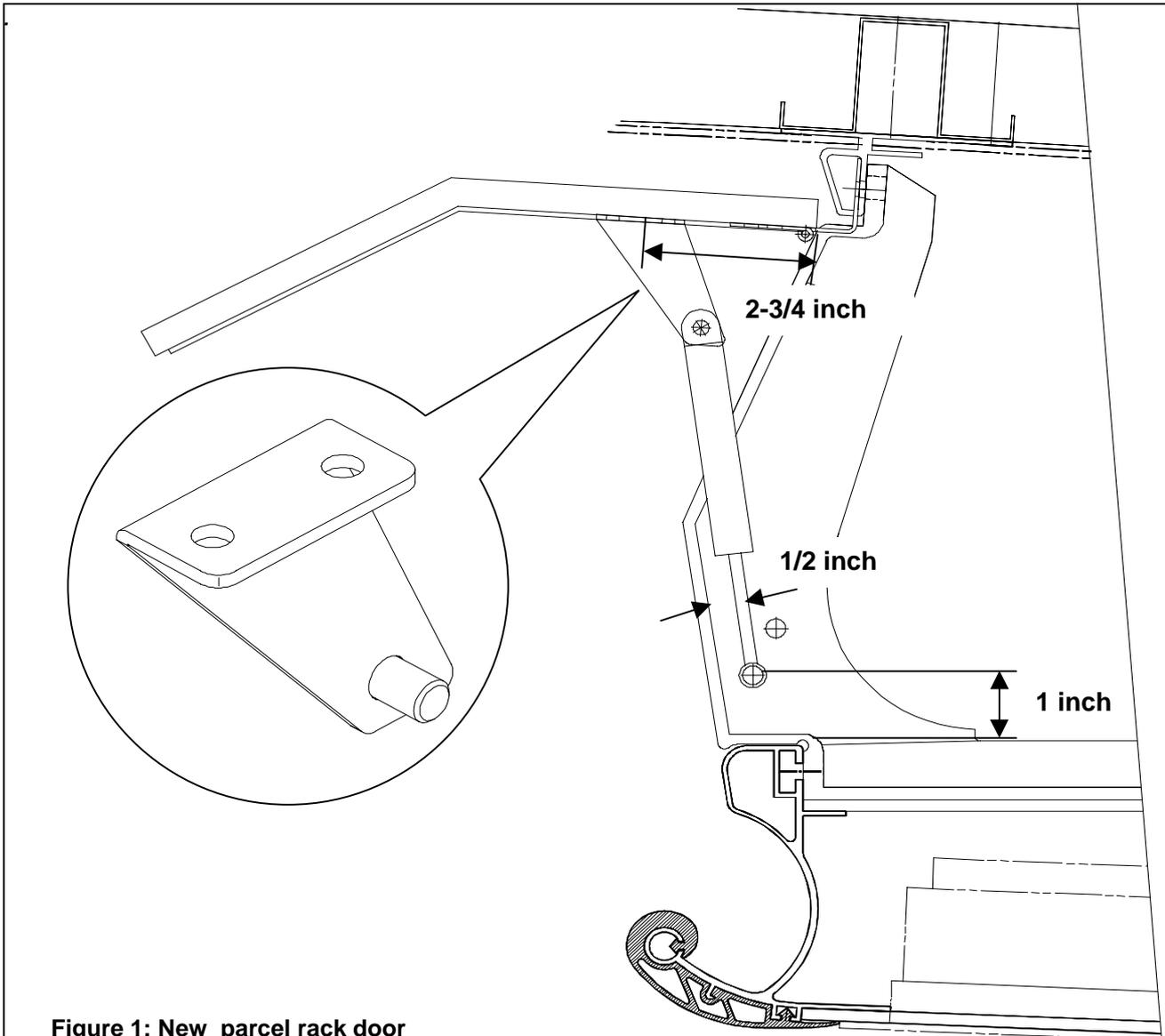
<b>Model</b>	<b>Engine</b>	<b>VIN</b>
C2045	Cummins	45442 →
	Detroit Diesel	45955 →
	Caterpillar	47001 →

## DESCRIPTION:

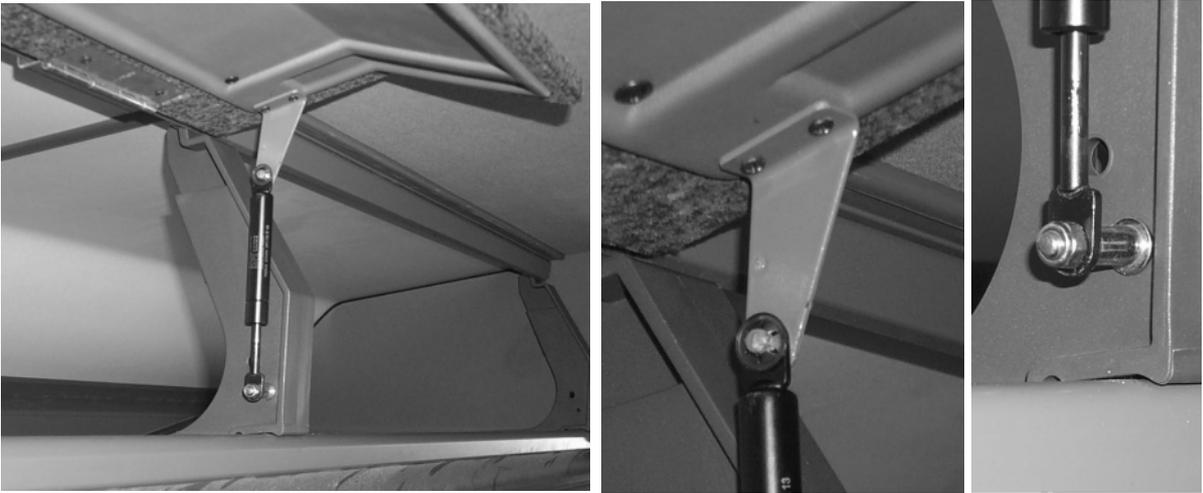
1. The installation of the optional parcel rack doors on C2000 Series coaches has been changed to provide improved retention. The new doors feature a redesigned and relocated gas strut mounting bracket and a larger ABS liner with a glued-in aluminum back-up plate to accept the mounting screws (see Figures 1).
2. In the interest of improved service life, the procedure in this Bulletin shows a revised installation method for old-style parcel rack doors, fitted to coaches in the field.

*Service personnel: please read, initial and circulate.*

<b>Service Manager</b>	<b>Parts Manager</b>	<b>Warranty Administrator</b>	<b>Workshop Foreman</b>	<b>Service Technician</b>



**Figure 1: New parcel rack door installation**



## **PARTS AND PRODUCTS:**

### **New parts**

<b>Part No.</b>	<b>Description</b>	<b>Qty.</b>
VH 10867703	Mounting bracket, gas strut, LH	1
VH 10868023	Mounting bracket, gas strut, RH	1
VH 10873178	Back-up plate for VH 10867703	1
VH 10871240	ABS liner for door, 2 ft 9-1/2 inch (850 mm)	1
VH 10871245	ABS liner for door, 2 ft 11-11/32 inch (897 mm)	1
VH 10871255	ABS liner for door, 3 ft 3-5/8 inch (1006 mm)	1
VH 10871261	ABS liner for door, 3 ft 2-11/16 (982 mm)	1

### **Parts for revised installation of old-style doors (see Figure 2)**

<b>Part No.</b>	<b>Description</b>	<b>Qty.*</b>
VH 10611107	Tap nut, M5x10x12	2
VH 660284921	Bolt, M5X0.8X12	2
VH 660636200	Lock washer, M5	2

\*Quantities per door



- Parts may be purchased from your nearest ABC Customer Care & Parts Source dealership.
- Parts and products disposition: discard according to applicable environmental regulations.

## **PROCEDURE:**

### **1. General:**

- This job should be executed by a technician experienced in body and trim repair

### **2. Special tools, equipment or services:**

- This job requires the use of a 5/16 inch (8 mm) drill bit with a flat washer brazed on the body, 1/2 inch (13 mm) from the tip, to provide a positive stop and ensure a fixed drill depth (VH 313080039).

### **3. Preparations:**

- Park the coach on a level surface with the front wheels straight. 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 instrument panel.
- Read the entire procedure before beginning to work.

**CAUTION: Observe safe shop practices at all times.**

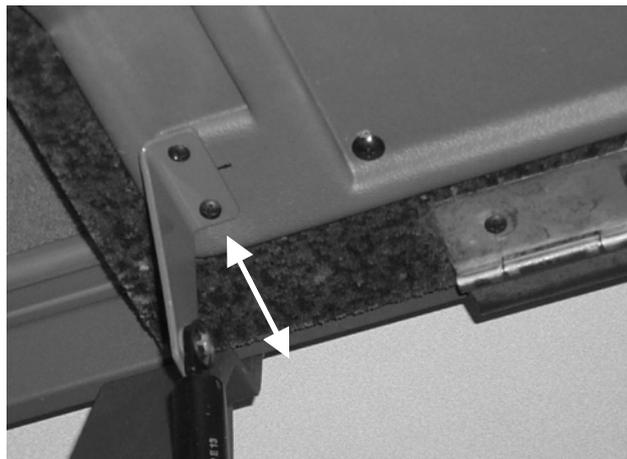
#### 4. **To change the gas strut upper mounting bracket installation:**

Job time estimate: modifying the parcel rack doors of one vehicle takes approximately 1 hour.

- 1) Open the parcel rack door.
- 2) Undo and remove the two self-tapping screws securing the gas strut upper mounting bracket to the door.
- 3) Line-up the gas strut and mounting bracket so that they are parallel to the parcel rack post (see Figure 3). Make sure that the bracket is at the same distance from the long side of the door as per factory installation (see Figure 4). The bracket holes should match the screw holes.



**Figure 3 (left): Gas strut parallel to parcel rack post**  
**Figure 4 (below): Bracket to long side distance**



- 4) If the bracket holes do not match the screw holes, mark the new position of bracket holes on the ABS liner with a prick punch.
- 5) Drill two 5/16 inch (8 mm) holes to accept the self-tapping nuts VH 10611107.
- 6) Install the self-tapping nuts. Secure hand tight.

**CAUTION: Do not over-tighten the self-tapping nuts. Over-tightening will render the mounting holes useless.**

- 7) Reinstall the gas strut mounting bracket with bolts VH 660284921 and lock washers VH 660636200. It may be necessary to remove some of the liner material to make the bracket base meet the panel dead flat. Tighten to a torque of 3 ft.lbf (4 Nm).
- 8) Check parcel rack door operation.

*Procedure complete.*

**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 safety or usefulness of any products, will be jeopardized by any procedure selected.

**SERVICE INFORMATION:**

Service Bulletins are issued to supplement or supersede information in the Van Hool manuals. Note Service Bulletin number, date and subject on the register at the end of the relevant chapter(s). File Service Bulletin separately for future reference.

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