



SERVICE BULLETIN

SB1268

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: TX40-TX45
MANUAL SECTION	: Chapter 10.10: Windshield wipers
BULLETIN TYPE	: Field Change Program
DATE	: September 09th, 2014
SUBJECT	: To prevent windshield wiper blades lifting from the windshield
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

APPLICATION:

Model	VIN
TX40	41200→41206
TX45	41100→41164 41167→41169 41180 41182→41191 41193→41195 41250→41259 41261

DESCRIPTION:

- It has been determined that under certain conditions, it is possible that the wiper blades may lift from the windshield at highway speed.
- To address this issue, DOGA and Van Hool are conducting a Field Change Program, the terms and conditions of which are explained further on under "Warranty".
- Owners and operators of the affected units should follow the procedure below to replace the wiper arms.
- Old and new wiper arms can be identified by the spring hook design located on the inside of the lower part of the arm as shown in Figure 1.

MATERIAL:

Old parts

VH Reference	Description	Qty.
10951137	Wiper arm with old spring hook	2

New parts

VH Reference	Description	Qty.
11422003	Wiper arm with new spring hook	2

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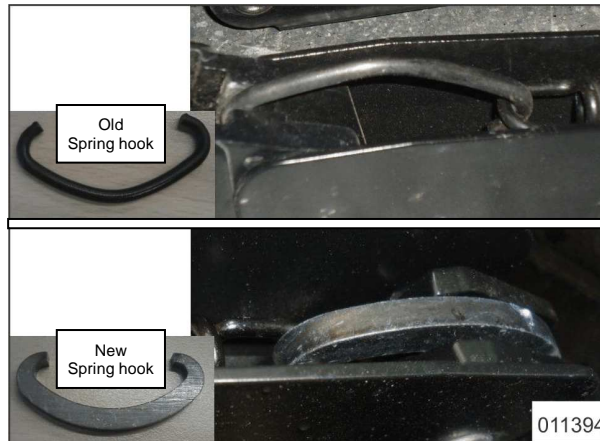


Figure 1

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 steering wheel.




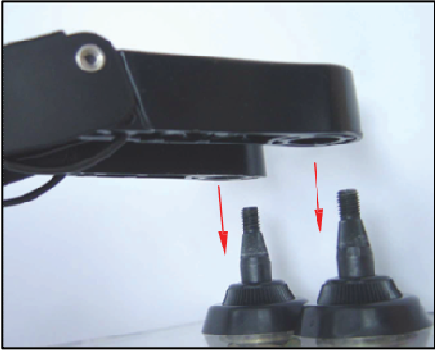

CAUTION!

Observe safe shop practices at all times.


PROCEDURE:

Step	Action
1	Make sure the wiper motor is in the park position prior to starting work. <i>(Procedure to put wiper motor in the park position: Actuate windshield wiper control to engage wiper motor. Put windshield wiper control back in the "off" position. Wiper motor will stop when it arrives its park position.)</i>
2	Pull the wiper arm away from the windshield.
3	Carefully remove the windshield washer fluid hose connection.
4	Remove the nuts retaining the wiper arms to the pivot shafts and carefully take away the old wiper arm.
5	Clean the serrations on the wiper arm pivot shafts with a wire brush.
6	Remove the existing wiper blade assembly from the arm assembly. <i>NOTE: Inspect each wiper blade for wear and replace as necessary.</i>
7	Install the removed wiper blade assembly to the new wiper arm assembly.

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8	<p>Position the assembled wiper arm on the serrated pivot shafts in such a way that the wiper blade comes vertical on the windshield (parallel to the middle windshield post).</p> <p><i>NOTE: It may be necessary to remove and reposition the wiper arms to obtain correct position of the wiper blade. Do not attempt to manually move the wiper arms to make wiper blade adjustments as damage to the wiper linkage or motor may occur.</i></p> <p>a) Remove cap-plugs from the wiper arm.</p>  <p>b) Position the wiper arm on the serrated pivot shafts.</p>  <p>c) Mount the retaining nuts on the pivot shafts (without tightening).</p>  <p>d) Hold the wiper arm at the correct position (parallel to the middle windshield post) and tighten the retaining nuts to a torque of 25 to 33 ft.lbf. (35 to 45 Nm).</p>
9	Install the windshield washer hose connection.
10	After 30 minutes, re-tighten the retaining nuts with the same torque as earlier indicated. The connection relaxes slowly over time, and by re-tightening the nuts you ensure a reliable connection.

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11	<p>Put the cap-plugs in the wiper arm.</p> 
12	<p>Repeat the above procedure for the other windshield wiper arm.</p>

WARRANTY:

1. Terms and conditions:

Van Hool will accept warranty claims for this repair as follows:

Parts: parts will be supplied through regular channels, free of charge.

Labor allowance: 0.5 (half) hour of labor will be awarded per coach repaired.

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

2. Claim references:

- Causal part: 10951137
- Job code: F50564V

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.