



SERVICE BULLETIN

SB1372

ADDRESSEES	: Owners and operators of coaches listed under "Application"
VEHICLE MODEL	: CX35
SYSTEM/SUBSYSTEM	: 01.09 Complete vehicle - Automatic fire suppression system
BULLETIN TYPE	: Field Change Program
DATE	: October 01st, 2016
SUBJECT	: To change 3/4" fitting in extinguishing agent distributor of fire suppression system
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin

APPLICATION:

The subject of this Field Change Program is applicable to following units:

Model	VIN
CX35	48775→48874 49225→49228 49333

DESCRIPTION:

- On the above mentioned vehicles the straight 3/4" fitting in the extinguishing agent distributor must be changed. It has been determined that fitting 11106146 gives rise to extinguishing agent leakage when the fire suppression system is activated. The distributor is accessible from the vehicle inside through the front floor trap above the engine.
- To address this issue, Van Hool is 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 change the 3/4" fitting in the extinguishing agent distributor.

MATERIAL:

Old part

VH Reference	Description	Qty.
11106146	Straight fitting (3/4"-14 NPTF male/ 3/4"-14 NPTF male)	1

New part

VH Reference	Description	Qty.
11265341	Straight fitting (3/4"-14 NPTF male/ 3/4" 37° flare male)	1

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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 Customer Care.

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

No special tools equipment or services are needed.

PREPARATIONS:

- Make sure that the parking brake is applied and stop the engine.
- Switch off all systems and turn off the battery isolation switch on the dashboard.
- Open the mechanical battery isolation switch.
- Install a "DO NOT OPERATE" warning message on the instrument panel.
- Put chocks in front of and behind the drive axle wheels.
- Read the entire procedure before starting to work.



WARNING!

Observe safe shop practices at all times.

PROCEDURE:

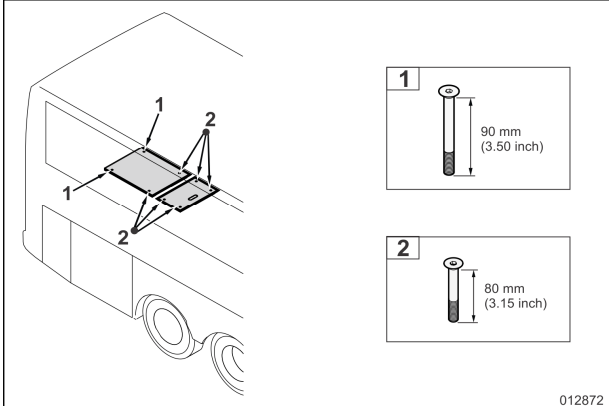
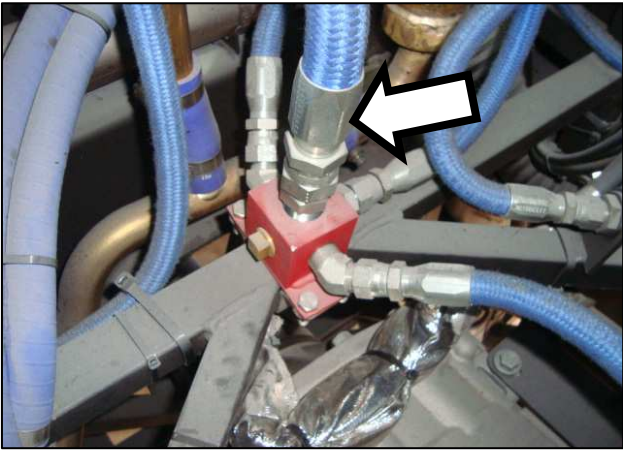
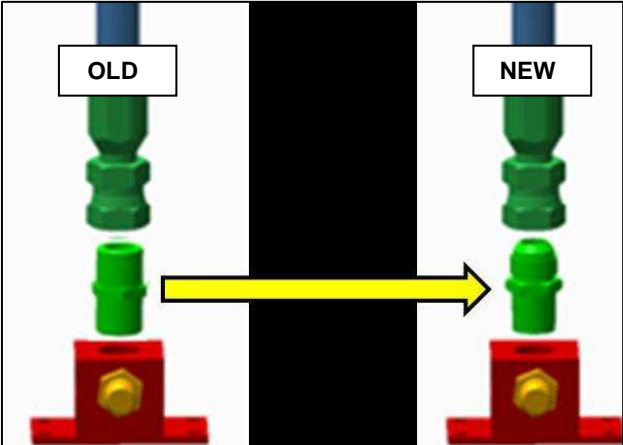
Step	Action
1	<p>At the vehicle inside, open both the floor traps above the engine.</p> <p><i>NOTE: Pay attention to the place of the screws that are used. Do not mix them up at reinstallation!</i></p> <div><p>012872</p></div>

Figure 1

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2	<p>Disconnect the thickest blue hose at the extinguishing agent distributor.</p>  <p>Figure 2</p>
3	<p>Remove the straight fitting in the distributor and replace it by straight fitting 11265341.</p>  <p>Figure 3</p>
4	Reconnect the hose at the distributor.
5	Close both the floor traps above the engine. <i>Do not mix fixing screws (refer to Figure 1)!</i>

End of procedure

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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: 20 minutes of labor will be awarded per vehicle

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

2. Claim references:

- Causal part: 11106146
- Job code: 005022N

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.

INFORMATION HANDLING:

Important supplements and modifications of technical information not yet included in the manual are communicated by means of Service Bulletins.

VAN HOOL CUSTOMER PORTAL:

Consult the Van Hool customer portal for the latest service documentation. Beside 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.vanhool.be, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the link on the Van Hool website.