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| ADDRESSEES | : Owners and operators of coaches listed under Application ABC Customer Care and Parts Source |
| VEHICLE MODEL | : CX45, CX35, TX40, TX45, TD925US, TDX25US |
| MANUAL CHAPTER | : 02.34 Engine cooling – Surge tank |
| BULLETIN TYPE | : Field change program |
| DATE | : February 08th, 2019 |
| SUBJECT | : Improper operating coolant surge tank filler cap |
| CONDITIONS | : Refer to chapter “Warranty” further on in this bulletin. |

APPLICATION

The field change program, which is subject of this Service Bulletin, applies to coaches produced after May 2016.

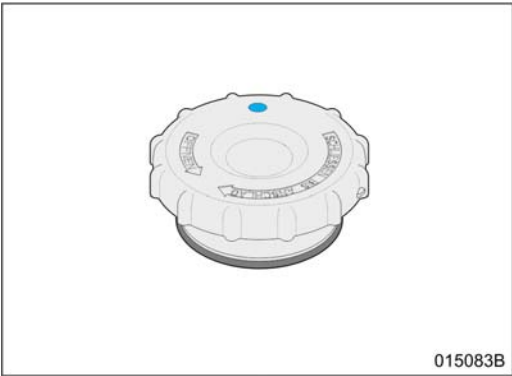
DESCRIPTION

We received a number of complaints regarding frequent coolant loss at the overflow line of the coolant surge tank filler cap. Tests have shown that this is due to the installation of a batch of improper operating filler caps. On these filler caps, the pressure relief valve does not close firmly on the filler neck seat, causing unnecessary coolant loss through the overflow line of the filler cap.

To solve this problem, Van Hool organises a field change program involving the installation of a new filler cap. For visual identification purposes, the new filler cap has been marked **blue**.

Van Hool apologises for the discomfort caused by this field change program and wishes to thank you in advance for your cooperation.

COMPONENTS

|  <p>015083B</p> <p>Figure 1</p> | | |
|--|-------------|----------|
| VH reference | Description | Quantity |
| 11116431 | Filler cap | 1 |

Continued on next page.

PREPARATIONS

- Park the vehicle over a flat inspection pit, with the front wheels in straight-ahead position.
- Apply the parking brake.
- Stop the engine.
- Switch off all systems and turn off the battery isolation switch on the dashboard.
- Install a "DO NOT OPERATE" warning message on the instrument panel.
- **Read the entire procedure before starting to work.**



WARNING!

Observe safe shop practices at all times.

Never open the filler or pressure relief cap of the coolant surge tank if the coolant thermometer indicates more than 50°C (122°F). The pressure may cause hot water to squirt out and cause scalds.

If the filler or pressure relief cap of the coolant surge tank has to be opened while the engine is hot, first turn it carefully to the left up to the first stop to release the pressure. Then turn it to the second stop and remove it.

PROCEDURE:

| Step | Action |
|-------------|--|
| 1 | Unscrew the filler cap from the coolant surge tank. |
| 2 | Detach the suspended chain from the filler cap. |
| 3 | Top up coolant, if necessary. |
| 4 | Screw the new filler cap on the coolant surge tank. |
| 5 | Attach the suspended chain to the new filler cap. |
| 6 | Register the works through the registration button located behind Service Bulletin SB1560 on the Van Hool customer portal. Write the text "SB1560 carried out" in the "Remark" field. Labour allowance will only be awarded after registration of the works. |

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WARRANTY:

1. Terms and conditions:

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

Labor allowance: 2 minutes of labor will be awarded per vehicle

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

2. Claim references:

Job code: O61560N

Claim submission: Contact ABC Customer Care Warranty Department for guidance.

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. 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.

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.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.

INFORMATION HANDLING:

Important additions and modifications regarding technical information not yet included in the manual will be communicated through Service Bulletins.