

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of coaches listed under "Application"
VEHICLE MODEL	: CX..
MANUAL CHAPTER	: 10.82 Body and accessories – Sanitary facility
BULLETIN TYPE	: Field change program
DATE	: November 09 th , 2018
SUBJECT	: To support toilet flush button panel in lavatory compartment
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin

APPLICATION

The field change program, subject of this Bulletin, is applicable to CX.. vehicles.

DESCRIPTION

In order to prevent damage to the ABS panel (see figure 1) when operating the toilet flush button, it must be supported at the back.

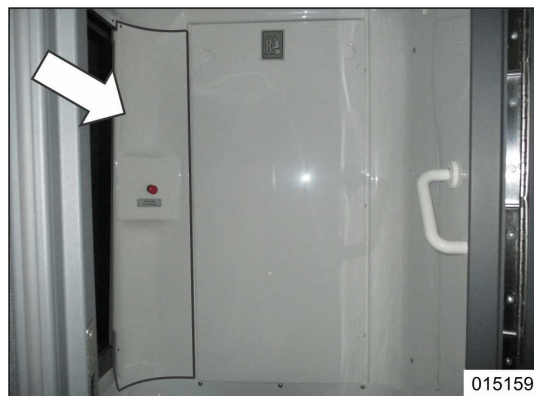


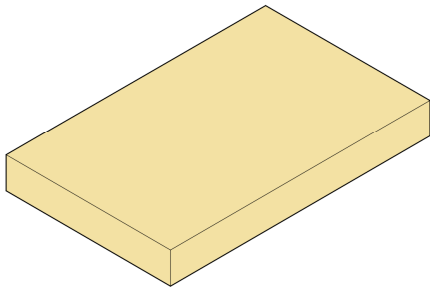


Figure 2: Location of affected ABS panel in toilet compartment

To address this issue, Van Hool is conducting a Field Change Program whereby a wooden supporting block must be installed.

Owners and operators of the affected units should follow the procedure below.

Continued on next page.

COMPONENTS

Components of retrofit kit VH11650851		
<div>015154</div> <div> 11649567 (1x)</div> <div> 660274128 (2x)</div> <div> 660275005 (1x)</div> <div>Figure 2</div>		
VH reference	Description	Quantity
11649567	Supporting block	1
660274128	Screw (length 40 mm)	2
660275005	Screw (length 32 mm)	1

PRODUCTS

White silicone: VH10530456

PREPARATIONS:

- Park the vehicle over a flat inspection pit, with the front wheels in the straight-ahead position. Apply the parking brake. Stop the engine. Switch off all systems and turn off the battery isolation switch on the dashboard.
- Open the mechanical battery isolation switch.
- Put a "DO NOT START" warning on the instrument panel before starting the works.
- Put chocks in front of and behind the drive axle wheels.
- **Read the entire procedure before starting to work.**

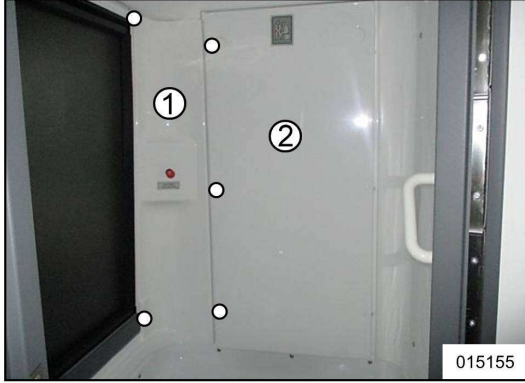
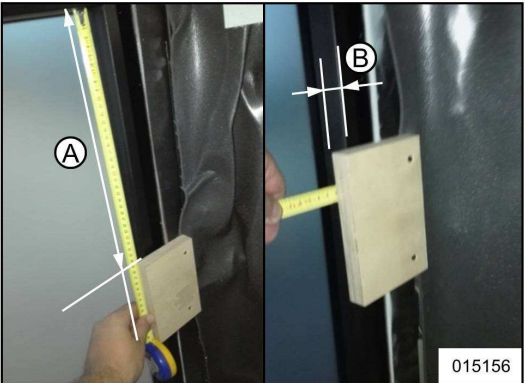
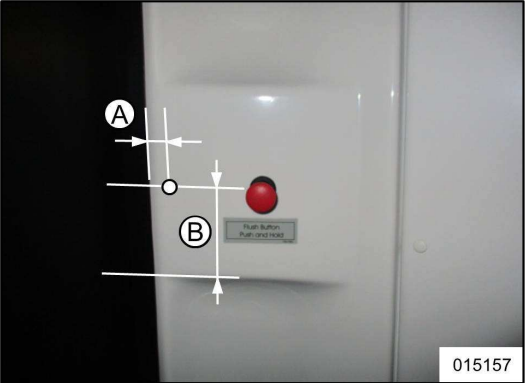


WARNING!

Observe safe shop practices at all times.

Continued on next page

PROCEDURE:

Step	Action
1	Get access to the toilet compartment.
2	<p>a. Remove panel (2) to get access to three of the fixing screws of panel (1). b. Remove the five fixing screws of panel (1). c. Remove panel (1).</p> 
3	<p>Fit supporting block 11649567 from the kit as follows:</p> <p>a. Position the supporting block as indicated in figure 4. b. Drill two 3 mm holes in the structure. c. Secure the supporting block with the two screws 660274128 from the kit.</p>  <p>Figure 4</p> <p>A= 345 mm (13.58 inch) B= 24 mm (0.95 inch)</p>
4	Re-install the toilet flush button panel.
5	<p>Secure the panel to the supporting block as follows:</p> <p>a. Drill a 3 mm hole in the panel as indicated in figure 5. b. Secure the panel with the screw 660275005 from the kit.</p>  <p>Figure 5</p> <p>A= 25 mm (1 inch) B= 80 mm (3.15 inch)</p>
6	Seal the underside of the toilet flush button panel with white silicone.

End of procedure

Continued on next page

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:

Job code: O61568N

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. 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. 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.

INFORMATION HANDLING:

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