

<b>ADDRESSEES</b>	: Owners and operators of vehicles mentioned under “Application” ABC Customer Care and Parts Source
<b>VEHICLE MODEL</b>	: CX.. MY2018, CX.. MY2019
<b>MANUAL CHAPTER</b>	: 01.09 Vehicle complete – Fire suppression system
<b>BULLETIN TYPE</b>	: <b>Field change program</b>
<b>DATE</b>	: February 18 <sup>th</sup> , 2020
<b>SUBJECT</b>	: <b>Optimization of fire suppression system</b>
<b>CONDITIONS</b>	: Refer to chapter “Warranty” further on in this bulletin.

### APPLICATION

The Field Change Program, subject of this bulletin, is applicable to CX.. MY2018 and CX.. MY2019 vehicles.

### DESCRIPTION

It has come to the attention of Van Hool that the fire suppression system, when activated while driving, shuts down the engine after 15 seconds. As a result of this, the door brake is automatically applied. To prevent this from happening while driving, it is necessary to load the newest version of the multiplex program.

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

### WHERE DO YOU FIND THE NEWEST VERSION OF THE MULIPLEX PROGRAM?

The newest version of multiplex program [11595150](#) is available through the Van Hool customer portal under the "Software" section.

### JOB REQUIREMENTS

This task has to be carried out by an experienced automotive technician, trained in downloading a multiplex program.

### PREPARATIONS

- Park the vehicle on a level floor.
- Apply the parking brake.
- Stop the engine.
- Switch off all systems and turn off the battery isolation switch on the dashboard.
- Put a "DO NOT START" warning message on the instrument panel before starting the checks or repairs.
- **Read the entire procedure before starting to work.**



### **WARNING!**

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

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## **PROCEDURE:**

<b>Step</b>	<b>Action</b>
<b>1</b>	Download the newest version of multiplex program <b>11595150</b> into the computer module as described in chapter 11.1 "Multiplex system" of the maintenance manual.
<b>2</b>	Notify ABC Companies by mail. Write the text "SB1744 executed for VIN....." in the mail and send the mail to <a href="mailto:warranty@abc-companies.com">warranty@abc-companies.com</a> .
<b>3</b>	<b>For ABC Companies only:</b> register through the registration button located behind Service bulletin SB1744 on the Van Hool customer portal. Write the text "SB1744 executed"" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

*End of procedure.*

## **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.

## **WARRANTY**

### **1. Conditions**

Van Hool accepts claims for this conversion as follows:

**Labor hours allowance:** 30 minutes

**Campaign target date:** Service Bulletin issue date + 1 year

### **2. Claim references:**

- **Job code:** 061744N
- **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.

## **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.

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### **INFORMATION HANDLING:**

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

### **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](http://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.