



SERVICE BULLETIN No.1094

Circulate to listed addressees

COACH MODEL	: T815/9 45ft, T900 and T2100 Series coaches
BULLETIN TYPE	: Field Change Program
MANUAL & SECTION	: Maintenance Manual: Chapter 7 - Steering Spare Parts Manual: Section 642006 – Steering linkage
PARTS BOOK REVISION	: No
DATE	: June 3rd, 2003
SUBJECT	: Steering linkage idler arm - noise
TERMS & CONDITIONS	: Refer to the Warranty Information in this Bulletin.

APPLICATION:

The service information subject of this Bulletin is applicable to Van Hool units, which have been built before January 1st, 1999 (see coach VIN plate).

DESCRIPTION:

- Owners and operators of the above-mentioned coaches are requested to check whether the steering linkage idler arm has been equipped with a grease nipple (see Figure 1).
If no grease nipple has been fitted, please contact ABC Customer Care & Parts Source.

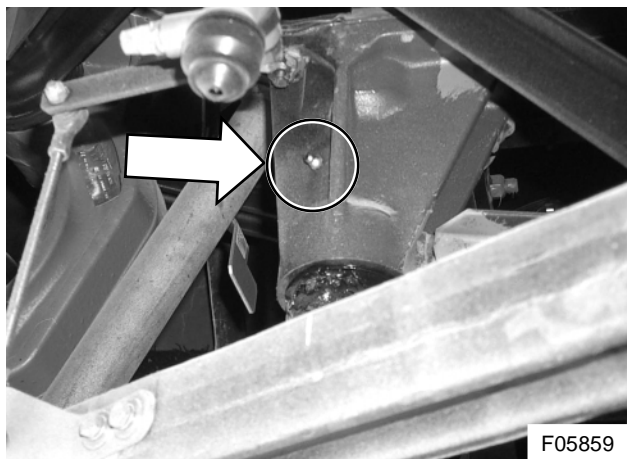


Figure 1: Steering linkage idler arm # VH R0 10538746 with grease nipple location shown

Description continued on next page.

Service personnel: please read, initial and circulate.

Service Manager	Parts Manager	Warranty Administrator	Workshop Foreman	Service Technician

Continued from page 1.

- Service records have shown that, after being in service for several years, some of the above-mentioned coach models develop idler arm noise while driving.
- To address the issue, Van Hool offer a free replacement idler arm featuring a grease nipple in the housing. These assemblies come pre-lubricated, ready to fit and include detailed fitting instructions.
- Once installed, the idler arm assembly should be thoroughly greased through every 6,000 miles to remove any contaminated grease that may have developed in the period between maintenance intervals.
- Customers with coaches, which are already equipped with an idler arm featuring a grease nipple, are reminded that these assemblies should be lubricated regularly, as stated in the Maintenance Manual.

SERVICE INFORMATION:

Service Bulletins are issued to supplement or supersede information in the Van Hool manuals. Note Service Bulletin number, date and subject on the register at the end of the relevant chapter(s). File Service Bulletin separately for future reference.

WARRANTY INFORMATION:

- Job code: D21050V
- Part number reference: for claim submission purposes refer to part # VH R0 10538746.
- Coaches which may be affected:

Model	Engine	VIN
T815/9	Detroit Diesel	19677 & 19678
T900	N/A	27691→27695, 28479→28485, 28572→28600, 29013→29200, 29301→29500, 29701→29726, 29901→29975, 29977, 42001→42021
T2140	Cummins	40000→40109,
	Detroit Diesel	40501→40563, 40565→40570,
T&S2145	Cummins	43000→43185, 43187, 43188, 43192, 43193, 43195, 43200, 43201,
	Detroit Diesel	43501→43695, 43699→43702, 43710

- Parts disposition: Idler arm assemblies will be supplied on a one for one exchange basis only. In order to be eligible for a free idler arm assembly, the old part must be returned.

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

- Parts may be purchased from a ABC Customer Care & Parts Source. Your invoice for these parts will be credited upon receipt of the old parts.
- Labor allocation: 2 hours
- Expiration date: Service Bulletin issue date + 2 years

Contact ABC Customer Care & Parts Source for guidance on claim submission.