



# SERVICE BULLETIN

SB1304

<b>ADDRESSEES</b>	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
<b>VEHICLE MODEL</b>	: TD925US, TDX25US
<b>MANUAL SECTION</b>	: 2.2 Traction engine – control system
<b>BULLETIN TYPE</b>	: Safety Recall NHTSA 15V-422
<b>DATE</b>	: July 10th, 2015
<b>SUBJECT</b>	: <b>To check/change engine parameter settings</b>
<b>TERMS &amp; CONDITIONS</b>	: Refer to the warranty section further in this Bulletin.

## APPLICATION:

The recall campaign, subject of this Bulletin, is applicable to following units:

<b>Model</b>	<b>VIN</b>
TD925US	42672 → 42673 42739 → 42766 42781 → 42799
TDX25US	42800

## DESCRIPTION:

- Van Hool has decided that due to engine parameter for low idle being incorrectly set, in combination with high electrical demand and prolonged low idling an alternator might overheat resulting in function loss and possible risk of fire.
- Owners and operators of the vehicles mentioned above must change the engine parameter settings **immediately** and change the alternators installed during the next scheduled preventive maintenance interval (at the latest in a month). Refer to work procedure WP765 for details how to change the alternators.

Refer to the procedures in this Service bulletin for instructions. The terms and conditions of the campaign have been detailed in the warranty section.

## JOB QUALIFICATION:

<b>Job</b>	<b>Qualification</b>
To change engine parameters	Qualified Cummins service technician

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## SPECIAL TOOLS, EQUIPMENT OR SERVICES:

Job	Special tool
To change engine parameters	<ul style="list-style-type: none"> <li>• Cummins Data link Adapter Kit</li> <li>• Notebook with Cummins Insite Pro Software installed</li> </ul>

## PREPARATIONS:


- Park the vehicle on a level-surfaced pit with the front wheels straight. Apply the parking brake, shut down the engine.
- Put a “DO NOT OPERATE” tag on the instrument panel.
- Read the entire procedure before beginning to work.



## **WARNING!**

Observe safe shop practices at all times.

## PROCEDURE:

Step	Action
1	<p>In the stepwell, remove the trim of the diagnostics panel.</p>  <p>Figure 1: Diagnostics panel to the right in the front step well, against the ceiling (example)</p>
2	Locate the engine diagnostic socket.
3	Hook-up the data link and the notebook.
4	<p>Follow the programming instructions.</p> <p>Check/change the engine parameter input selections as follows:</p> <ul style="list-style-type: none"> <li>• In the group “adjustable low idle speed”, check if “<b>700rpm</b>” is set for the engine parameter input “<b>low idle speed</b>”. If not already set, do it now.</li> </ul>
5	Disconnect the equipment.
6	<p>Only if you had to change the low idle speed parameter: on the engine parameter settings chart in EKA, change engine parameter input “<b>low idle speed</b>” from “650rpm” to “700rpm” by using an felt-tipped pen.</p>

*End of procedure.*

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## **WARRANTY:**

### **1. Application:**

The recall campaign, subject of this Bulletin is applicable to following units:

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TDX25US	42800

### **2. Terms and conditions:**

Van Hool/ABC-Companies will accept warranty claims for this repair as follows:

#### **Parts:**

- Parts supply: parts will be supplied through regular channels, free of charge.
- Parts disposal: return affected parts to ABC properly labeled with VIN ID tag.

**Labor allowance:** hours of labor will be awarded as follows

- Engine parameter settings change: 15 minutes
- Replacement of one alternator: 2 hours

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

### **3. Claim references:**

- Job code for engine parameter settings change: A21908
- Job code for replacement of alternators: O06400V

**Claim submission:** If there are any questions regarding this campaign, 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.

## **INFORMATION HANDLING:**

Important supplements to and modifications of the technical information not yet included in the Van Hool manuals are communicated by means of Service Bulletins.

File the Service Bulletins at the back of your manual, in numerical order.

To make sure that you will be reminded of the Bulletins that have appeared in the meantime while paging the manual, mark the pages concerned by hand with the Service Bulletin number.