

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: TDX25US
MANUAL SECTION	: 10.62 Body and accessories – Service door
BULLETIN TYPE	: Field Change Program
DATE	: January 12th, 2018
SUBJECT	: Luggage compartment door operation during driving
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

APPLICATION:

The field change program, subject of this Bulletin, is applicable to TDX25US vehicles.

DESCRIPTION:

- Internal quality control has shown that the luggage compartment door can be operated while driving.
- Owners and operators of the vehicles mentioned above must load a new program into the multiplex computer module to prevent luggage compartment door operation while driving.

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

Van Hool apologizes for the discomfort caused by this field change program and wishes to thank the customers involved in advance for their cooperation.

JOB QUALIFICATION:

The task has to be carried out by an qualified technician, trained in the operations at hand.

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

Refer to maintenance manual

Continued on next page.

PREPARATIONS:

- Make sure that the parking brake is applied and 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	Download the new program into the multiplex computer module as described in chapter 11.1 of the Van Hool maintenance manual. The new program is available through the customer portal under the "SOFTWARE" section.
2	Configure the program in the multiplex computer module as described in chapter 11.1 of the Van Hool maintenance manual.
3	Notify ABC Companies by e-mail. Write the text "SB1449 executed for VIN....." in the mail and send the e-mail to warranty@abc-companies.com .
4	For ABC Companies only: Register the works through the registration button located behind service bulletin SB1449 on the Van Hool customer portal. Write the text "SB1449 executed" in the field "Remark". Labor allowance will only be awarded after registration of the works.

End of procedure.

WARRANTY:

1. Terms and conditions:

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

Parts: -

Labor allowance: 30 minutes of labor will be awarded

Campaign target date: Service Bulletin issue date + 0,5 year

2. Claim references:

Job code: O61449N

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.

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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.