

<b>ADDRESSEES</b>	: ABC Customer Care and Parts Source Owners and operators of coaches listed under "Application"
<b>VEHICLE MODEL</b>	: CX35
<b>MANUAL CHAPTER</b>	: 10.62 Body and accessories - Service door
<b>BULLETIN TYPE</b>	: Field change program
<b>DATE</b>	: May 8 <sup>th</sup> , 2019
<b>SUBJECT</b>	: <b>To improve wheelchair lift door sealing</b>
<b>TERMS &amp; CONDITIONS</b>	: Refer to the warranty section further in this Bulletin

## APPLICATION

The field change program, subject of this Bulletin, is applicable to CX35 vehicles equipped with a wheelchair lift.

## INTRODUCTION

In order to prevent water infiltration via the wheelchair lift door, the sealing of this door has to be improved. Extra treatment of the door sealing with silicone paste in combination with a larger receptacle and another striker has to guarantee better tightness.

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



## COMPONENTS AND PRODUCTS

### Components of retrofit kit VH11674810

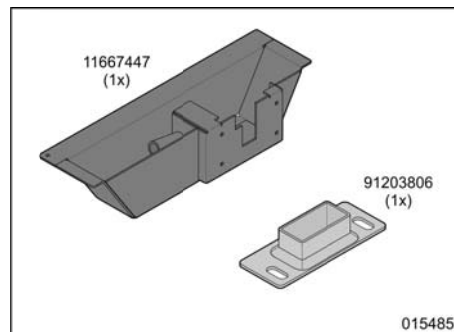


Figure 2

VH reference	Description	Quantity
11667447	Receptacle	1
91203806	Striker	1

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**SPECIAL TOOLS, EQUIPMENT OR SERVICES:**

VH reference	Description
11569964	Sikaflex 268 silicone paste
660193035	Sika activator 205 degreaser

**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!**

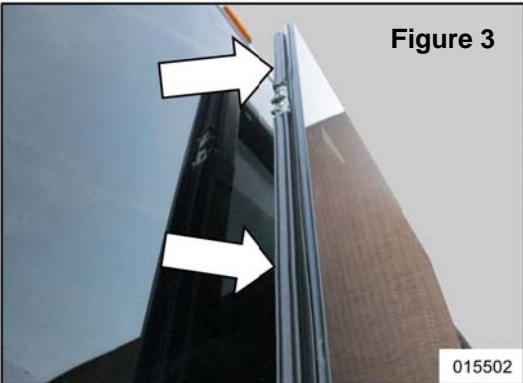
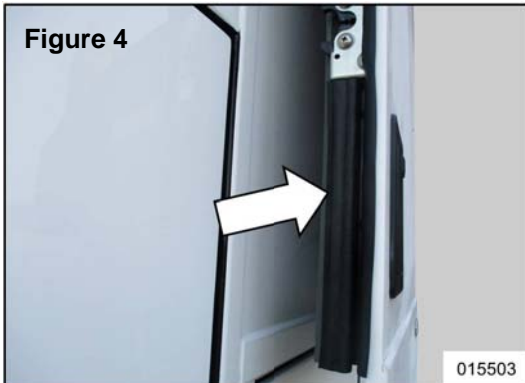
Observe safe shop practices at all times.

**PROCEDURE**

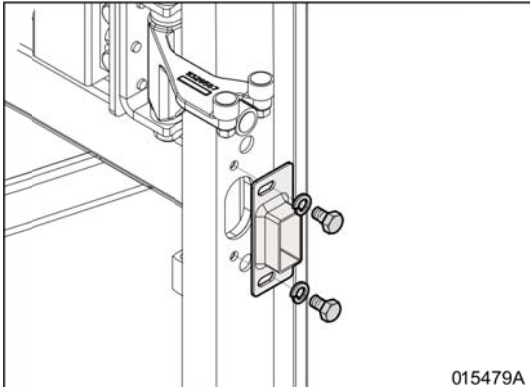
Step	Action
1	Change the striker and improve sealing on door leaf as described further on under "STEP 1 IN DETAIL".
2	Change the receptacle as described further on under "STEP 2 IN DETAIL".
3	Add additional silicone paste as described further on under "STEP 3 IN DETAIL".
4	Notify ABC Companies by mail. Write the text "SB1616 completed for VIN....." in the mail and send the mail to <a href="mailto:warranty@abc-companies.com">warranty@abc-companies.com</a> .
5	<b>For ABC Companies only:</b> register through the registration button located behind the Service Bulletin on the Van Hool customer portal. Write the text "SB1616 completed" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

*End of procedure*

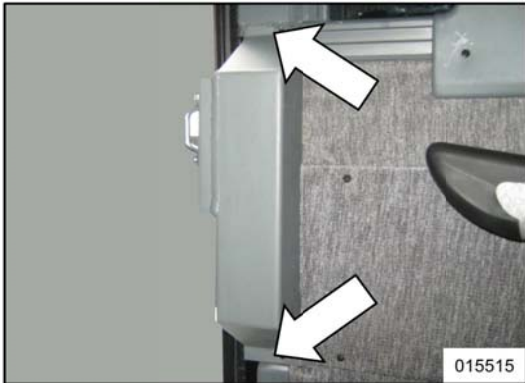
**STEP 1 IN DETAIL: To change striker and improve sealing on door leaf**

Step	Action
1.1	<p><b>At the rear side of the door leaf:</b> remove the rubbers indicated in figures 3 and 4.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Figure 3</p> </div> <div style="text-align: center;">  <p>Figure 4</p> </div> </div>

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<p><b>1.2</b></p>	<p><b>At the rear side of the door leaf:</b> remove the striker. Keep the screws and spring washers at hand for re-use later.</p>  <p style="text-align: right;">015479A <b>Figure 5</b></p>
<p><b>1.3</b></p>	<p><b>At the rear side of the door leaf:</b> install striker 91203806 from the kit with the screws and spring washers removed in previous step. Tighten the screws to a torque of <math>8.5 \pm 1</math> Nm (<math>6.3 \pm 0.7</math> ft.lbf).</p>
<p><b>1.4</b></p>	<p><b>At the rear side of the door leaf:</b> re-install the door rubbers as follows:</p> <ol style="list-style-type: none"> <li>a. Thoroughly clean the part of the door leaf that will receive the door rubber with Sika activator 205 degreaser or similar.</li> <li>b. Apply an uninterrupted bead of Sikaflex 268 silicone or equivalent to the part of the door leaf that will receive the door rubbers.</li> <li>c. Re-install the door rubbers.</li> </ol>

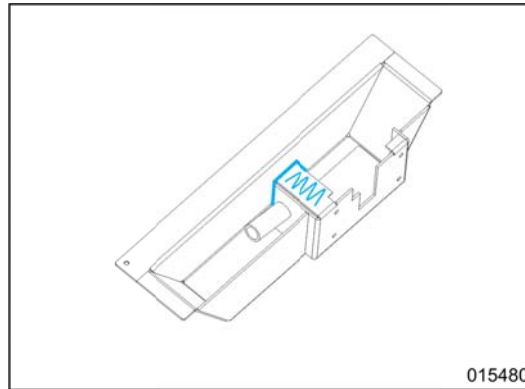
**STEP 2 IN DETAIL: To change receptacle at rear door post**

<p><b>2.1</b></p>	<p>Remove the receptacle. Keep the screws at hand for re-use later.</p>  <p style="text-align: right;">015515 <b>Figure 6</b></p>
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2.2

Apply Sikaflex 268 silicone paste or equivalent to receptacle 11667447 from the kit as indicated in the figure. Install the new receptacle using the screws removed in previous step.



015480 **Figure 7**

**STEP 3 IN DETAIL: To add additional silicone paste**

Step	Action
3.1	<p>Apply Sikaflex 268 silicone paste or equivalent:</p> <ul style="list-style-type: none"><li>• <b>At the end of the door rail:</b> around the thread hole for the end stop (1, figure 8);</li><li>• <b>At the door frame opening:</b> after lifting the lip of the outside rubber (figure 9), all around between the outside rubber and the body (2, figure 8).</li></ul> <div data-bbox="331 992 858 1373"></div> <p data-bbox="331 1391 437 1420"><b>Figure 8</b></p> <div data-bbox="890 992 1417 1373"></div> <p data-bbox="890 1391 1326 1451"><b>Figure 9: Lift the lip of the outside rubber to apply paste</b></p>

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**3.2**

**At the door opening frame:**

- a. Remove the rubber at the inside of the door frame opening.
- b. Thoroughly clean the part of the door frame that will receive the door rubber with Sika activator 205 degreaser or similar.
- c. Apply an uninterrupted bead of Sikaflex 268 silicone paste or equivalent into the groove of the rubber.
- d. Re-install the door rubber.



**Figure 10**

**3.3**

**On the front door post:** apply an uninterrupted bead of Sikaflex 268 silicone or equivalent around both door lock cylinder apertures.



**Figure 11: Upper door lock cylinder aperture**

**3.4**

**On the rear door post:** apply an uninterrupted bead of Sikaflex 268 silicone or equivalent to the top of the profile as indicated in the figure.

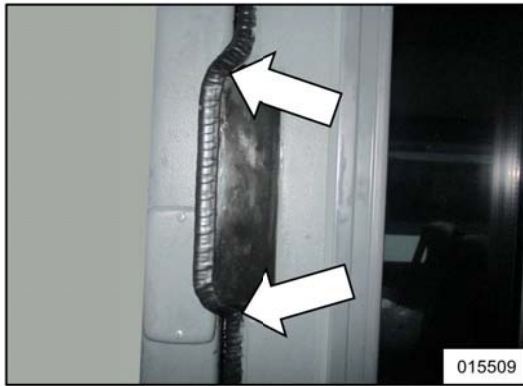


**Figure 12**

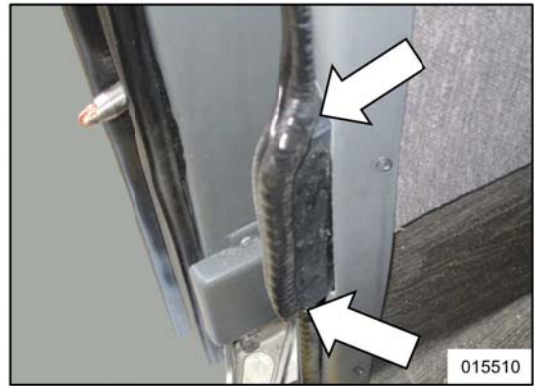
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**3.5**

**On the rear door post:** apply an uninterrupted bead of Sikaflex 268 silicone or equivalent to the places indicated in figures 12 and 13.



**Figure 13: At the top**



**Figure 14: At the bottom**

**3.6**

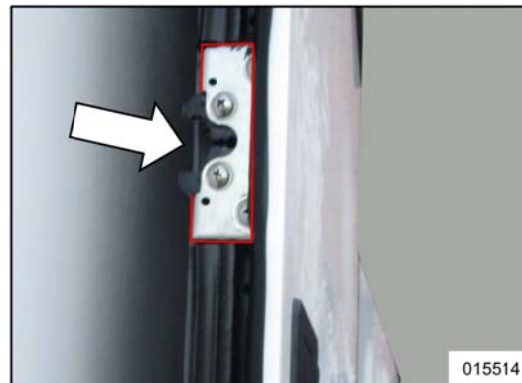
**At the rear door post:** apply an uninterrupted bead of Sikaflex 268 silicone or equivalent around both door pins.



**Figure 15: Upper door pin**

**3.7**

**At the rear side of the door leaf:** apply an uninterrupted bead of Sikaflex 268 silicone paste or equivalent around both door locks as indicated in the figure below.



**Figure 16: Silicone paste around lower door lock**

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## **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:** 4 hours of labor will be awarded per vehicle

**Campaign/expiration date:** Service Bulletin issue date + 1 year

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

**Job code:** O61616N

**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](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.

## **INFORMATION HANDLING:**

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