

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: CX45, TX45
SYSTEM/SUBSYSTEM	: 6.10 Transmission – Control system
BULLETIN TYPE	: Field Change Program
DATE	: February 18th, 2020
SUBJECT	: Transmission refuses to shift into gear after a low air pressure condition
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin

APPLICATION:

The Field Change Program, subject of this bulletin, applies to vehicles equipped with a Detroit Diesel DD13 EPA16 engine in combination with an Allison WTB500 FuelSense 2-transmission.

DESCRIPTION:

It has come to the attention of Van Hool that on some of the above mentioned vehicles the transmission sometimes refuses to shift into gear after a low air pressure condition.

This service bulletin gives step-by step instructions how to solve this problem.

MATERIAL:

No material required

JOB QUALIFICATION:

The task has to be carried out by an experienced technician, trained in the operations at hand. If you are not sure that you're qualified, contact ABC Customer Care.

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

No special tools equipment or services are needed.

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PREPARATIONS:

- Park the coach on a level-surfaced service pit with the front wheels straight.
- Place the transmission in neutral.
- Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Put a “DO NOT OPERATE” tag on the instrument panel.
- **Read the entire procedure before beginning to work.**

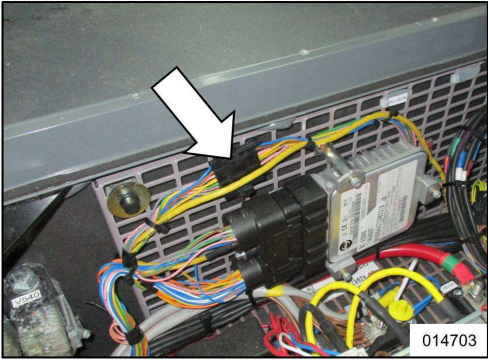
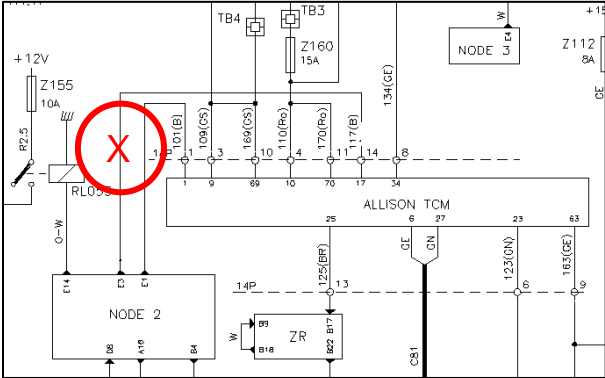


WARNING!

Observe safe shop practices at all times.

PROCEDURE:

NOTE: The Allison transmission control unit is located in junction box EK1.

Step	Action
1	<p>Locate the 14-pin connector near the transmission control unit (TCM).</p>  <p style="text-align: right;">Figure 1: Location of TCM (example)</p>
2	<p>Cut the blue wire connected to terminal 14 at approximately 10 cm (4 inch) from the 14-pin connector. Isolate both wire ends with a heat shrink tubing.</p>  <p style="text-align: right;">Figure 2</p>
3	<p>Notify ABC Companies by mail. Write the text “SB1585 completed for VIN.....” in the mail and send the mail to warranty@abc-companies.com.</p>
4	<p>For ABC Companies only: register through the registration button located behind the Service Bulletin on the Van Hool customer portal. Write the text "SB1585 completed" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.</p>

End of procedure.

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WARRANTY:

1. Terms and conditions:

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

Parts: no parts

Labor allowance: 15 minutes of labor will be awarded per vehicle

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

2. Claim references:

Job code: O61585N

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.

INFORMATION HANDLING:

Important supplements and modifications of technical information not yet included in the manual are communicated by means of Service Bulletins.

VAN HOOL CUSTOMER PORTAL:

Consult the Van Hool customer portal 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.