

ADDRESSEES	: Owners and operators ABC Customer Care and Parts Source
VEHICLE MODEL	: AG300
MANUAL CHAPTER	: 2.30 Traction engine – exhaust system
BULLETIN TYPE	: Field Change Program
DATE	: July 7 th , 2021
SUBJECT	: To check for presence of heat insulation under exhaust-aftertreatment device
CONDITIONS	: Refer to chapter “Warranty” further on in this bulletin

APPLICATION:

The Field Change Program, subject of this bulletin, is applicable to following vehicles:

Vehicle type	VIN
AG300 First Transit	62923 → 62926

DESCRIPTION:

On the above mentioned vehicles, it might be possible that heat insulation is missing in the pan under the exhaust aftertreatment device.

To address this issue, Van Hool is conducting a Field Change Program to check for presence and, if necessary, install missing heat insulation.

Van Hool apologizes for the inconvenience caused by this field change program and wishes to thank you in advance for your cooperation.

JOB QUALIFICATION:

Job technician’s qualifications/expertise: exhaust system, aftertreatment system.

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.
- Install a "DO NOT OPERATE" warning message on the steering wheel.
- Put chocks in front of and behind the front-axle wheels.
- **Read the entire procedure before starting to work.**



WARNING!

Observe safe shop practices at all times.

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COMPONENTS:

Retrofit kit VH11773016		
VH reference	Description	Qty
11735160	Large self-adhesive insulation layer	1
11735477	Small self-adhesive insulation layer	2
11227061	Gasket	1
631204500	Clamp	1

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

This job requires no special tools, equipment or services.

PROCEDURE:

Step	Action
1	Remove the exhaust aftertreatment device cover on the roof.
2	Is heat insulation present in the pan under the exhaust aftertreatment device? <ul style="list-style-type: none"> • If so, no further action is needed. • If not, proceed with the next step.
3	Remove the exhaust aftertreatment device as described in "STEP 3 IN DETAIL".
4	Apply self-adhesive heat insulation in the pan under the exhaust aftertreatment device as described in "STEP 4 IN DETAIL".

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5	Re-install the exhaust aftertreatment device as described in "STEP 5 IN DETAIL".
6	Re-install the cover removed in step 1.
7	Notify ABC Companies by mail. Write the text "SB2024 executed for VIN....." in the mail and send the mail to warranty@abc-companies.com .
8	For ABC Companies only: register through the registration button located behind service bulletin SB2024 on the Van Hool customer portal. Write the text "SB2024 executed"" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

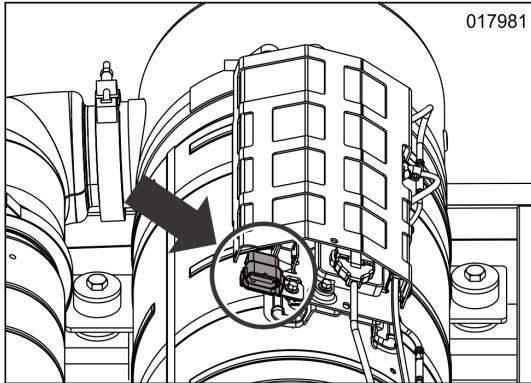
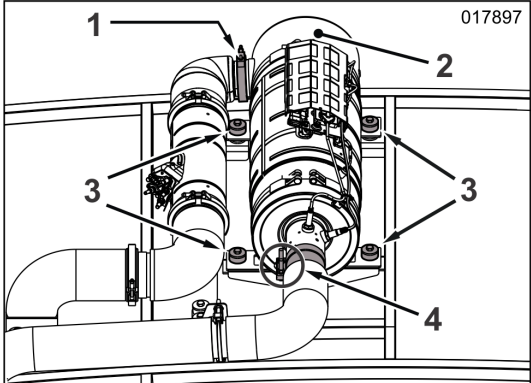
End of procedure.

STEP 3 IN DETAIL: To remove exhaust aftertreatment device



WARNING!

The weight of the exhaust aftertreatment device is about 100 kg (220 lbs). Support the exhaust aftertreatment device with a lifting device before slackening the fasteners of the mounting brackets.

Step	Action
3.1	<p>Disconnect the electric wiring.</p>  <p style="text-align: right;">Figure 3</p>
3.2	<p>Remove the exhaust aftertreatment device as follows:</p> <ol style="list-style-type: none"> a. Remove V-band clamp (1) and clamp (4). Keep the V-band clamp apart for reuse later. b. Loosen the mounting brackets (3). c. Take out exhaust after treatment device (2).  <p style="text-align: right;">Figure 4</p>

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STEP 4 IN DETAIL: To apply heat insulation in pan under the exhaust aftertreatment device

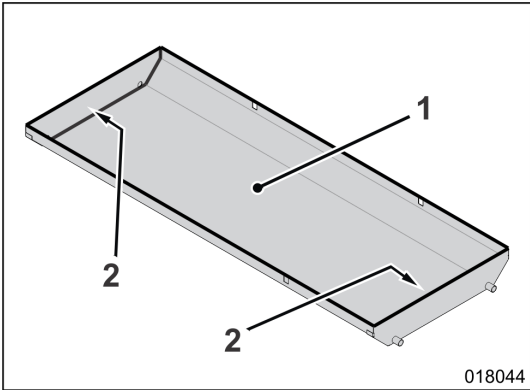

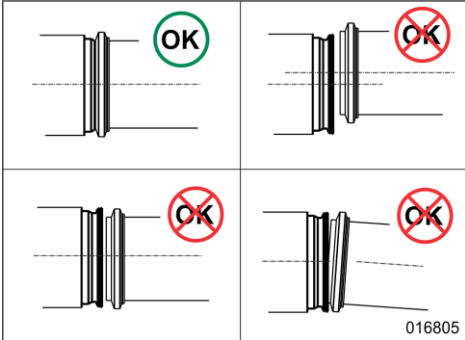
Step	Action
4.1	Clean and degrease the inside of the pan.
4.2	Stick insulation layer 11735160 (1) and insulation layers 11735477 (2) from the kit in the pan. Lay the insulation as flat as possible to avoid bunching up. <div style="text-align: right;">  <p>018044</p> </div>

Figure 5

STEP 5 IN DETAIL: To re-install exhaust aftertreatment device

Exhaust installation should be free of strain, twist or tension. Assemble parts for a loose fit and adjust them to ensure stress-free installation before tightening fasteners.

Step	Action
5.1	Thoroughly clean the mounting flanges of the exhaust aftertreatment device and the elbow pipe. Remove all remaining gasket with a scraper.
5.2	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p>CAUTION! Line up the pipes with the exhaust aftertreatment device mounting flange. The mounting flanges must be parallel (refer to figure 6) and mate up to each other.</p> </div> </div> <div style="text-align: right; margin-top: 10px;">  <p>016805</p> </div> <p>Figure 6</p> <p>Re-install the exhaust after treatment device as follows (figure 4):</p> <ol style="list-style-type: none"> Put the exhaust aftertreatment device (2) on its brackets (3). Use gasket 11227061 from the kit to attach the elbow pipe to the exhaust aftertreatment device with V-band clamp (1). Make sure the V-band clamp sits snugly around the flanges but do not finally tighten the clamp nut yet! Attach the exhaust after treatment device to the exhaust pipe (4) using clamp 631204500 from the kit. Finally tighten the V-band clamp to a torque of 13 ± 1 Nm (9 ± 1 ft.lbf). Tighten the nuts of the exhaust aftertreatment device brackets fasteners to 42 ± 6 Nm (31 ± 4 ft.lbf).
5.3	Reconnect the in step 3.1 disconnected electrical wiring.

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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.

WARRANTY

1. Conditions

Van Hool accepts claims for this conversion as follows:

Parts

- Parts supply: through the usual channels, without costs
- Parts evacuation: only evacuate unused parts and pollutants in accordance with the law. Check with the environmental authorities to ascertain the rules in force in your country (or region).

Labor hours allowance:

- 2 hours for checking
- 6 hours for installation of heat insulation

Campaign expiration date: Service bulletin issue date + 1 year

2. Claim references:

Job code for checking: O62024N

Job code for installing heat insulation: O62024V

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

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.