



SERVICE BULLETIN

SB1245

ADDRESSEES	: Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: TD925
SYSTEM/SUBSYSTEM	: Body and accessories – driver's seat
BULLETIN TYPE	: Safety Recall Program – NHTSA campaign ID number 12V-323
DATE	: September 13 th , 2012
SUBJECT	: Driver's seat anchorage assembly – Replacement of riser and floor adapter plate
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

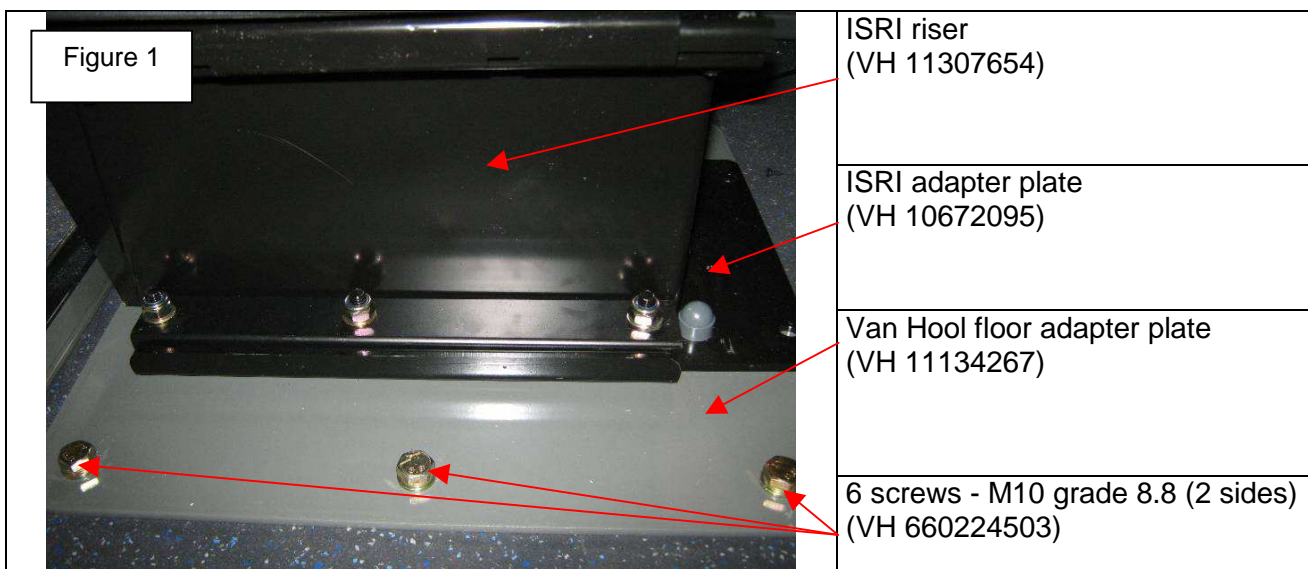
APPLICATION:

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

Model	VIN
TD925	42465 – 42494; 42496 – 42525; 42536 - 42627

DESCRIPTION:

1. This service Bulletin has been released because of a noncompliance that exists with respect to the driver's seat anchorage assembly.
Noncompliant parts are ISRI riser, ISRI adapter plate, Van Hool floor adapter plate and fixation screws (Part # VH 11307654, 10672095, 11134267 and 660224503)



2. In the event of a frontal crash, the driver's seat anchorage assembly can detach from the floor which could lead to potential injury of the driver.
3. To address the issue Van Hool advises to replace without delay and as a permanent fix the noncompliant riser and floor adapter plate by a compliant riser and floor adapter plate.
4. Please act accordingly and replace the noncompliant riser and floor adapter plate by the compliant, referring to the materials list and to the procedure further in this Bulletin.
The terms and conditions of the campaign have been detailed in the warranty section.

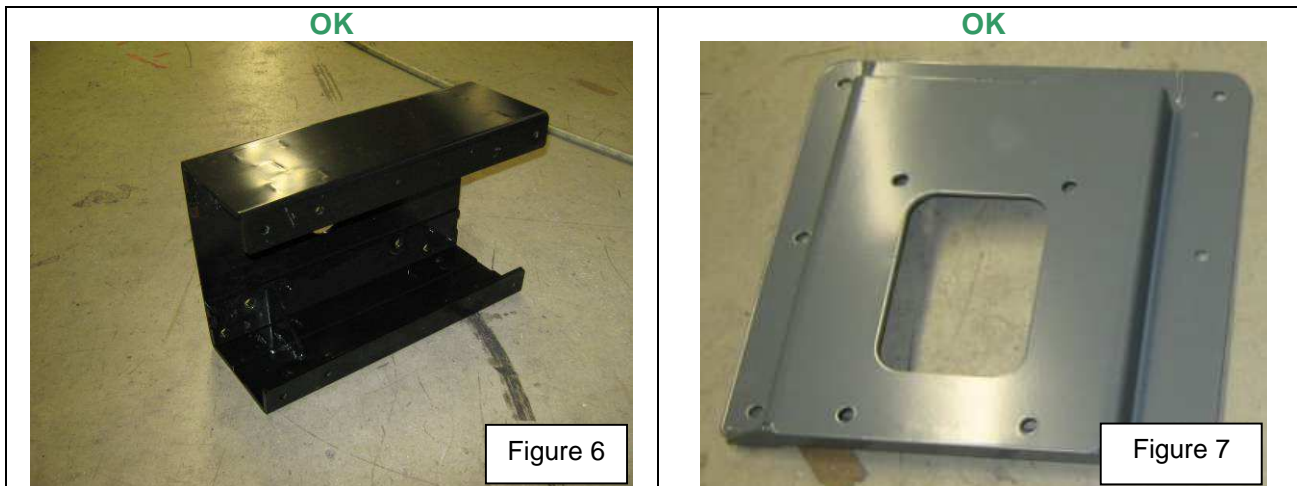
MATERIAL:

Noncompliant parts: ISRI riser, ISRI adapter plate, Van Hool floor adapter plate and fixation material (Figure 2, 3, 4 and 5)



VH reference	Description of noncompliant parts	Qty.	Refer to
11307654	ISRI riser	1	Figure 2
10672095	ISRI adapter plate	1	Figure 3
11134267	Van Hool floor adapter plate	1	Figure 4
660224503	Screw, M10 x 1.50 x 30, grade 8.8, DIN933	6	Figure 5

Compliant parts: ISRI riser, Van Hool floor adapter plate and fixation material (Figures 6 and 7)



CAUTION: If the compliant ISRI riser, Van Hool floor adapter plate and fixation material are already installed, they are not subject to this recall.

VH reference	Description of compliant parts	Qty.	Refer to
11319711	ISRI riser	1	Figure 6
11320020	Van Hool floor adapter plate	1	Figure 7
660222404	Screw, M8 x 1.25 x 25, grade 10.9, DIN 933	6	
660207116	Nut, self-locking, M8, DIN 985	6	
660226606	Screw, M12 x 1.75 x 35, grade 10.9, DIN 933	4	
660629103	Washer, flat, M12, 13 x 24 x 2.5 mm, DIN125	4	
660207404	Nut, self-locking, M12, DIN 985	4	
11149701	Screw, M10 x 1.50 x 30, grade 10.9, DIN933	6	

- Noncompliant parts will be no longer available as service replacements.
- Only the compliant parts above will be supplied to address the issue subject of this Bulletin.
- Material may be obtained through regular channels.
- Parts/Waste disposal: discard noncompliant material according to applicable environmental regulations.

PROCEDURE: To replace the driver’s seat anchorage assembly

1. General:

- This job has to be carried out by a technician proficient in automotive mechanics.
- For more information refer to the service literature that comes with the vehicle.

2. Special tools, equipment or services:

- This job does not require special tools, equipment nor services.

3. Preparations:

- Park the vehicle safely, apply the parking brake, stop the engine, switch off all systems and turn off the battery master switch.
- Read the entire procedure before beginning to work.
- Observe safe shop practices at all times.

4. To replace the riser and floor adapter plate:

NOTE: For ease of access and to avoid damage, it is recommended to put the steering wheel in the most upward position.

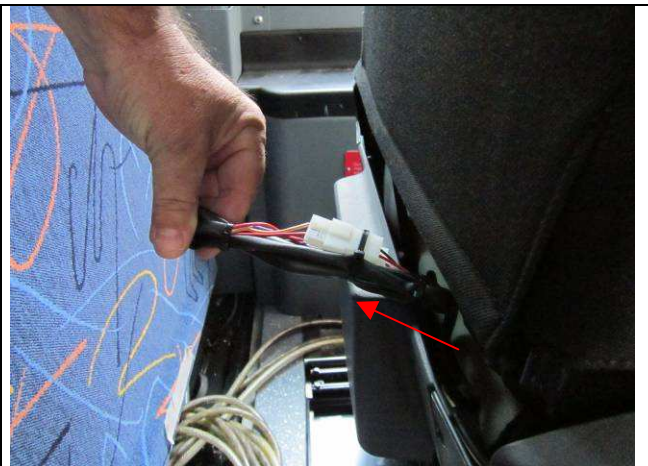
- 1) In the driver's area, locate the noncompliant riser, adapter plate and floor adapter plate.



- 2) Disconnect the electric wiring.



Move the driver's seat and the seatback to the most forward position.



Locate the electric connectors in the back of the seat and pull them from behind the plastic cover.



Figure 11

Remove all tie wraps.



Figure 12

Mark all connectors.

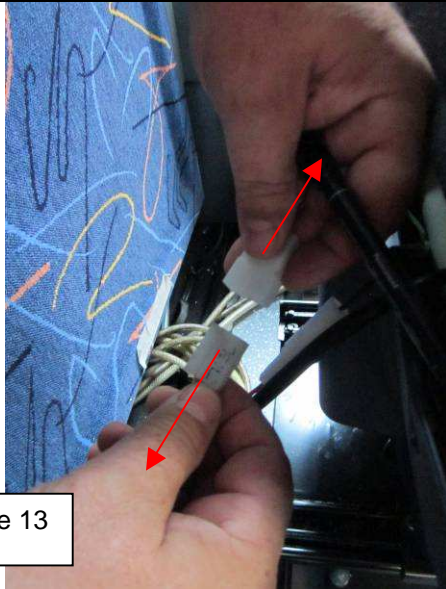


Figure 13

Disconnect all connectors.

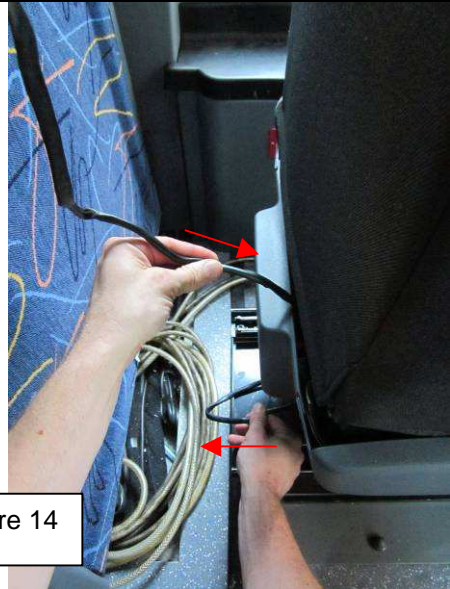


Figure 14

Pull electric wires downwards.

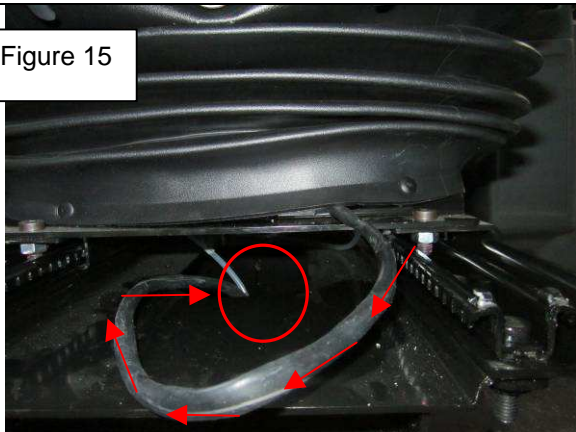


Figure 15

Push the electric wires through the hole.

3) Disconnect the pneumatic connections.

Depressurize the accessories circuit by opening the drain valve on the accessories tank. For location of accessories tank, refer to maintenance manual.



Figure 16

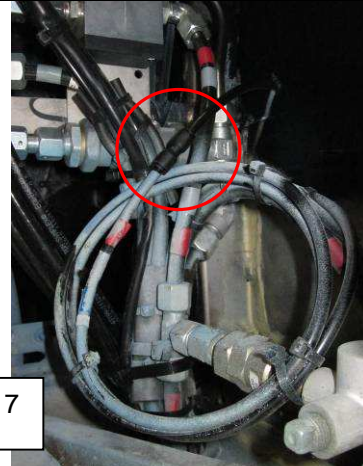


Figure 17

Locate the pneumatic connection beneath the driver's area.

Locate the pneumatic connection at the end of the rolled up tube.

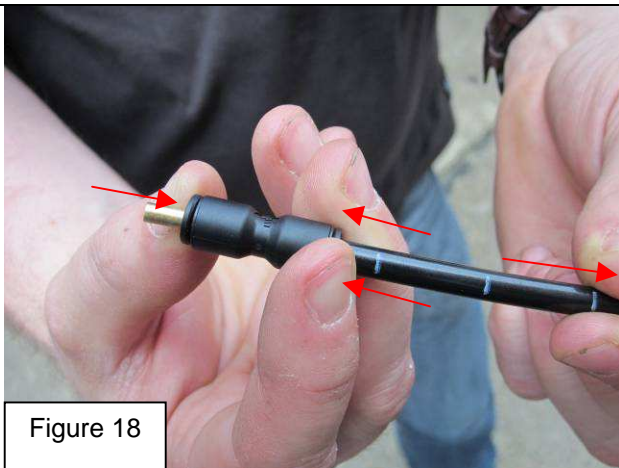


Figure 18

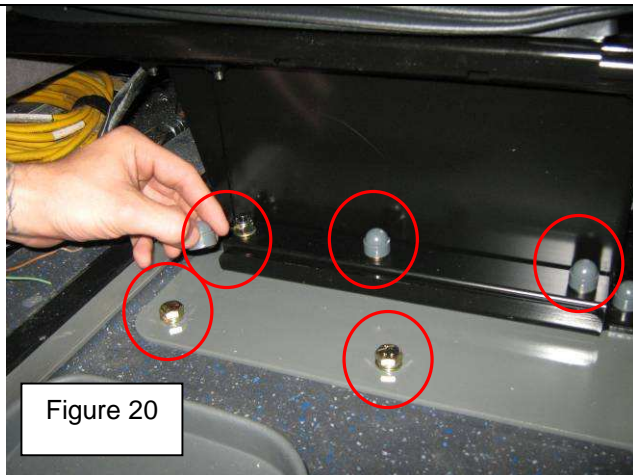


Figure 19

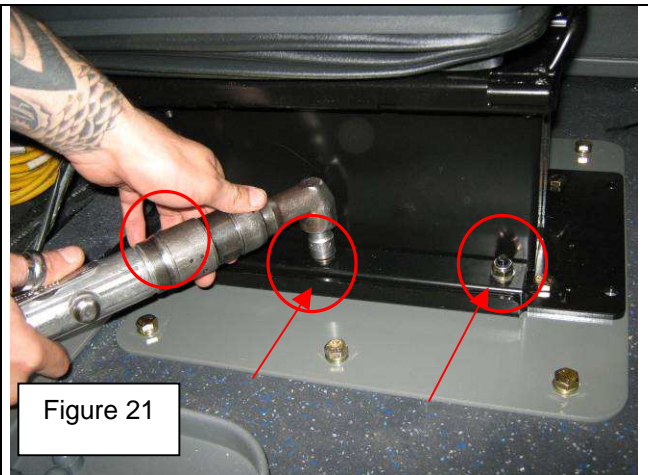
To disconnect the pneumatic tube, push the connector sideways and pull at the same time on the tube.

Disconnect the pneumatic connector.

4) Remove the driver's seat/noncompliant riser assembly.



Remove the twelve plastic nut caps (2 sides). Keep six nut caps apart for later re-use.



Unscrew the six M10 nuts (2 sides)

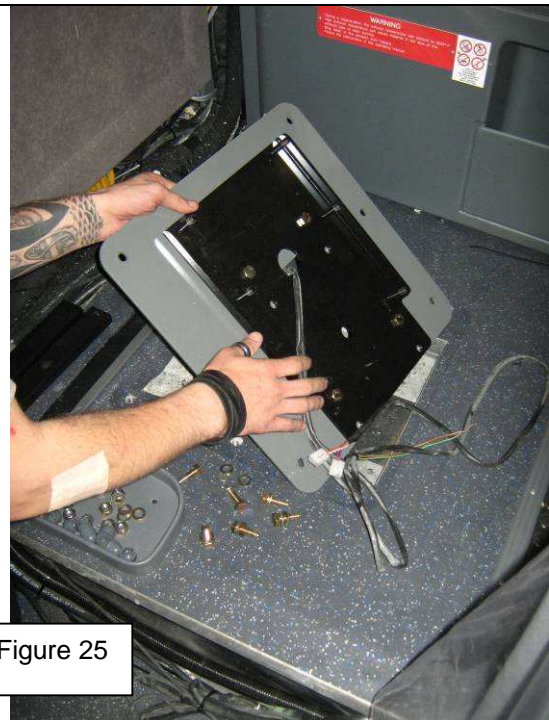
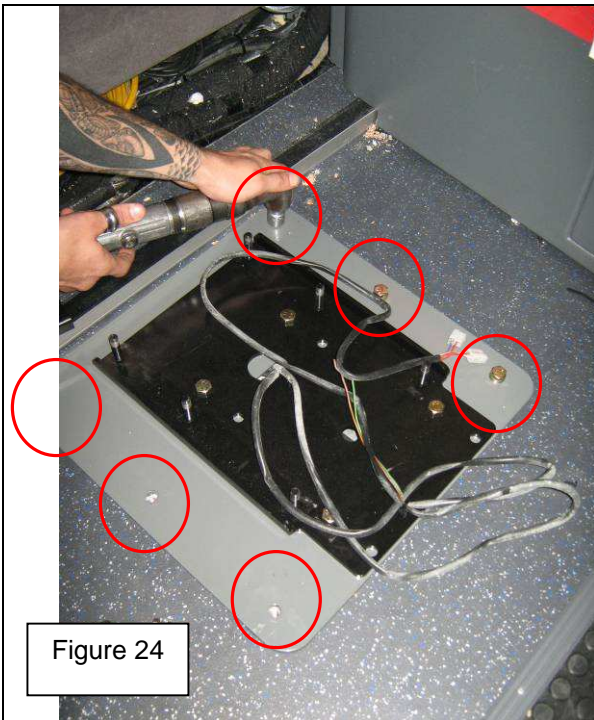


Remove the two side tubes (2 sides).



Lift the driver's seat from the adapter plate (be careful with electric wires and pneumatic tubes).

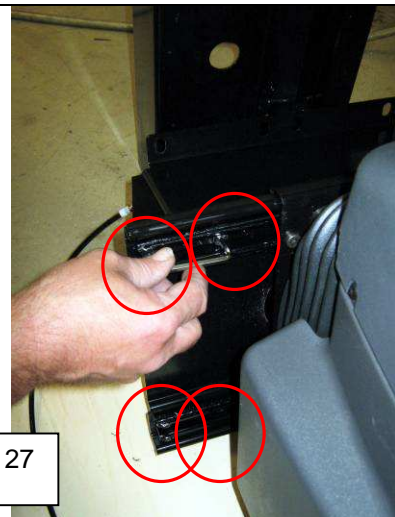
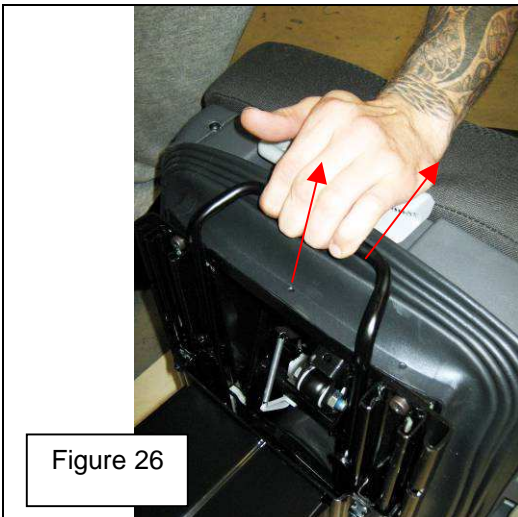
5) Remove the noncompliant ISRI adapter plate and the Van Hool floor adapter plate.



Unscrew the six M10 screws (two sides) (VH660224503). Keep all the washers and lockwashers apart for later re-use.

Lift the adapter plates (be careful with electric wires and pneumatic tubes).

6) Remove the noncompliant riser from the driver's seat.



Move the driver's seat to the most forward position.

Remove the four screws from the slider (two sides).

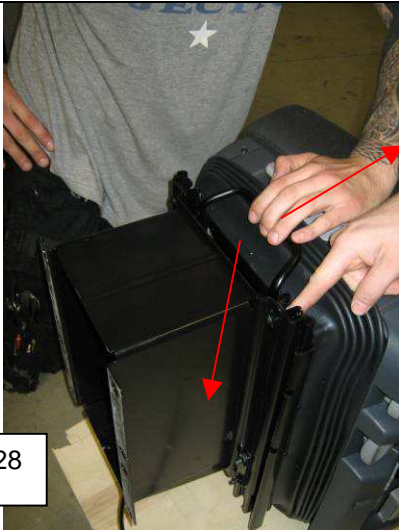


Figure 28

Move the driver's seat to the most backward position



Figure 29

Remove the two torx head screws (two sides).



Figure 30

Remove the noncompliant riser from the driver's seat.

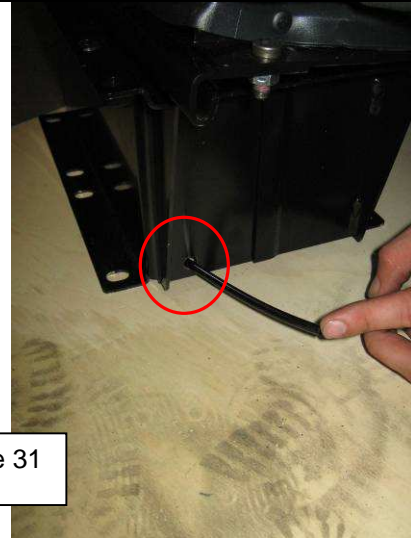


Figure 31

Guide the pneumatic tube through the hole when removing the driver's seat.

7) Install the compliant riser.

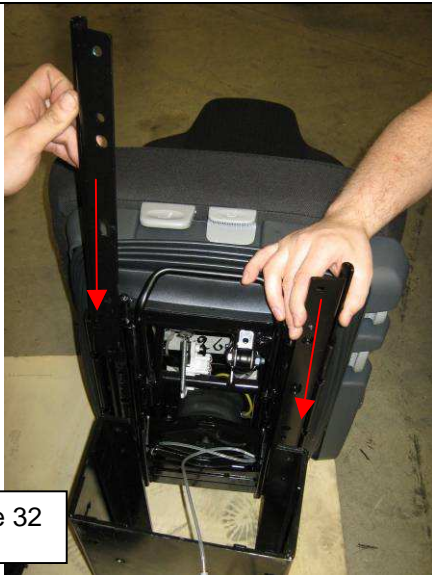


Figure 32

Do not remove the metal plates which were installed under the sliders (two sides).

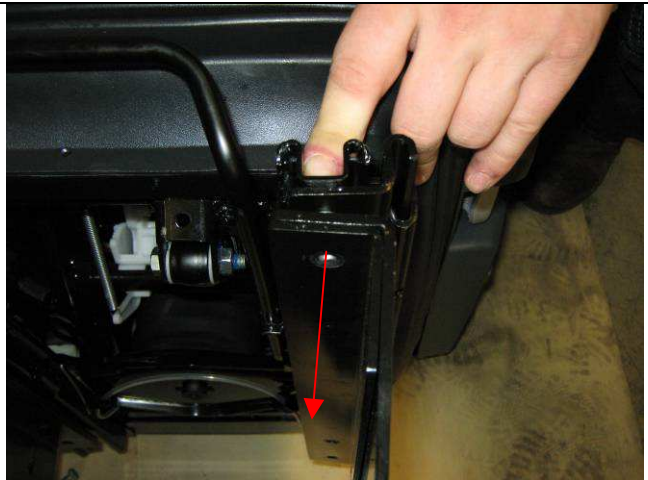


Figure 33

Secure the sliders and metal plates to the compliant riser (VH 11319711). Use two M8x25 grade 10.9 screws (VH 660222404) and two M8 nuts (VH 660207116) (two sides).

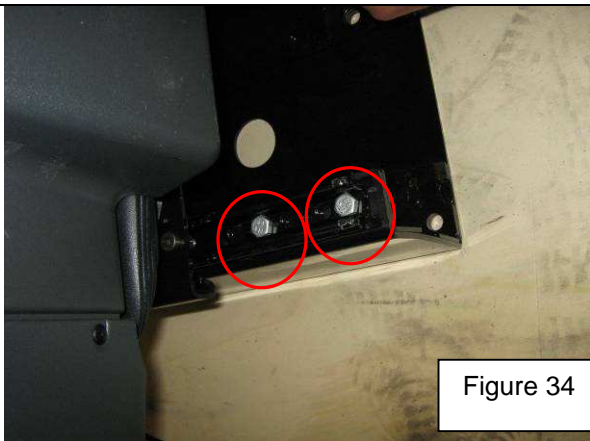


Figure 34

Move the driver's seat to the most forward position and secure the sliders and metal plates to the compliant riser. Use four M8x25 grade 10.9 screws (VH 660222404) and four M8 nuts (VH 660207116) (two sides).



Figure 35

Check all six bolt with a torque wrench. Tightening torque: 25 ± 3.75 Nm (19 ± 2.75 ft.lbf)

8) Install the compliant floor adapter plate.



Figure 36



Figure 37

Secure the riser to the compliant Van Hool floor adapter plate (VH 11320020). Use four M12 x 35 grade 10.9 screws (VH 660226606). The triangles of the floor adapter plate should be faced backwards.

Use four M12 nuts (VH 660207404) and four washers (VH 660629103) at the bottom. Tightening torque: 100 Nm (74 ft.lbf)

9) Place the driver's seat with the compliant riser and floor adapter plate in the driver's area.



Figure 38

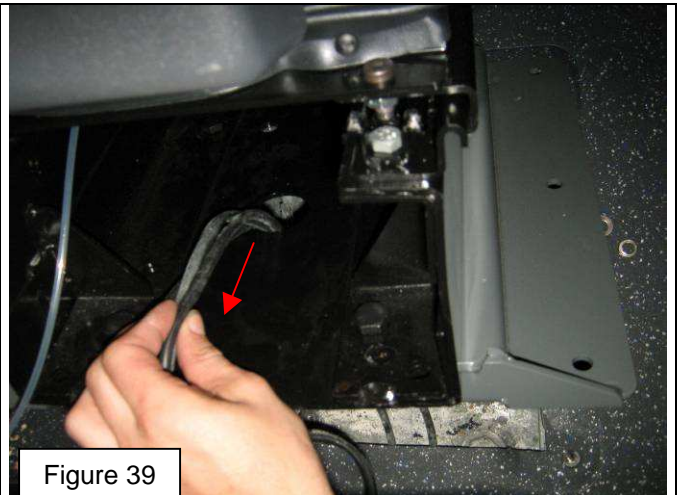


Figure 39

Place the hole pattern of the floor adapter plate on the hole pattern in the floor.

Pull the electrical wires through the holes of the riser and floor adapter plate.

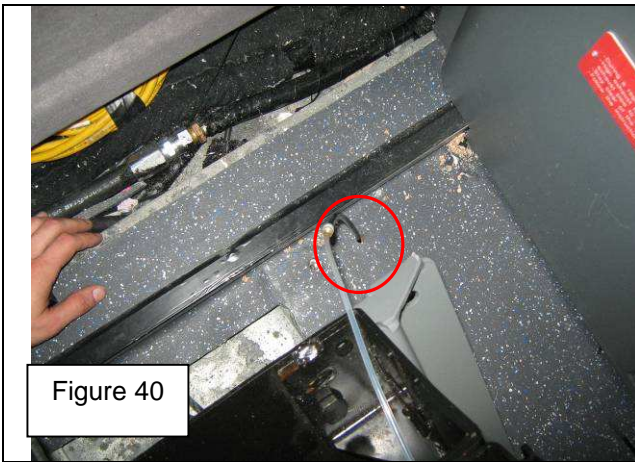


Figure 40

Put the pneumatic tube back in the hole.



Figure 41

Secure the floor adapter plate to the bus floor. Use six M10 x 30 grade 10.9 screws (VH 11149701) together with the washers and lockwashers of figure 24 (two sides).



Figure 42

Tightening torque: 60 Nm (44 ft.lbf).



Figure 43

Re-install the six plastic nut caps of figure 20 (two sides).

10) Reconnect electrical and pneumatic connections

Act in reverse order to step 2 and 3. Use tie wraps to bind the electrical wires together and use safety glasses to reconnect the pneumatic tubes.

11) Check driver's seat operation.



Figure 44

Move the driver's seat to the most forward position.



Figure 45

Move the driver's seat to the most backward position.



Figure 46

Push the above button at the left side of the driver's seat while sitting on the driver's seat. The seat has to go down. After releasing the button, the driver's seat needs to go automatically up.



Figure 47

Turn on the battery master switch while sitting on the driver seat. First you can feel a vibration at the left side and then at the right side. If the vibration comes in a different order or not at all, the electric connectors are not correctly installed.

Procedure complete.

ATTACHMENTS:

Owner's Certification Letter

WARRANTY:

1. Application:

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

Model	VIN
TD925	42465 – 42494; 42496 – 42525; 42536 - 42627

2. Terms and conditions:

CAUTION: Owners are required to certify on and return the **OWNER'S CERTIFICATION LETTER**, which has been included with this Bulletin that the recall remedy has been carried out in accordance with the manufacturer's instructions.

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

Parts:

- Supply: parts will be supplied through regular channels, free of charge.
- Return: none

Labor allowance: 1.5 hour of labor will be awarded per unit repaired.

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

3. Claim references:

- Causal part: 11307654
- Job code: O10108N

Claim submission: If there are any questions regarding this campaign, please call ABC Customer Care & Parts Source toll-free for guidance at 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.

OWNER'S CERTIFICATION LETTER

ABC COACH INC.
17469, West Colonial Drive
WINTERGARDEN FL 34787

USA

NHTSA Safety Recall Program 12V-323 – Driver's seat anchorage assembly.

We wish to inform you that Van Hool vehicle(s) with the last five digits of the VIN # being:

has (have) been retrofitted in our workshop in accordance with Service Bulletin SB1245.

The above detailed work was completed on _____ (date).

Sincerely,

Company references

OWNER's signature

Date: _____

VAN HOOL/ABC-COMPANIES
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