



SERVICE BULLETIN

SB1290

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: C2045, CX45, TX40, TX45, TD925US, TDX25US
MANUAL SECTION	: 12.6 Axles – front axle
BULLETIN TYPE	: Safety Recall NHTSA 15V-331
DATE	: June 24th, 2015
SUBJECT	: To inspect LH and RH steering knuckle carriers of front axle
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin. Should you find out that your coach has an affected carrier, please contact ABC Warranty Department to receive the "Work Instruction" outlining the replacement procedure.

APPLICATION:

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

Model	VIN
C2045	46425 → 46454, 48128 → 48132
CX45	48202, 48204 → 48249, 48251 → 48459, 48462, 48485, 48595, 48600 → 48614, 48616
TX40	41200 → 41212
TX45	41102, 41104 → 41106, 41108 → 41199 41250 → 41312, 41315 → 41320, 41322 → 41327
TD925US	42725 → 42766, 42778, 42781 → 42799
TDX25US	42800

DESCRIPTION:

- Van Hool NV decided that a defect which relates to motor vehicle safety exists in the above-mentioned coaches.
- The material of some front steering knuckle carriers installed on above mentioned vehicles does not meet the minimum requirements.
- Owners and operators of the vehicles mentioned above should first identify and register the LH and RH steering knuckle carriers, and change an affected steering knuckle carrier(s) **right away**.

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

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PREPARATIONS:

- Park the vehicle on a level-surfaced pit with the front wheels straight. Apply the parking brake, stop the engine, switch off all systems and turn off the battery master switch on the dashboard. When using portable post lifts (always use 6 post lifts) instead of a service pit, always lower the suspension first.
- Put a "DO NOT OPERATE" tag on the instrument panel before beginning any inspection or performing any repair.
- Place chocks in front of and behind the drive axle wheels.
- Read the entire procedure before beginning to work.



WARNING!

Observe safe shop practices at all times.

PROCEDURE:

Step	Action
1	Identify the RH and LH steering knuckle carriers of the front axle.
2	Register the RH and LH steering knuckle carriers via the "Vehicle Check Form" to determine if a steering knuckle carrier is affected.
3	Change an affected steering knuckle carrier.
4	Register again the RH and LH steering knuckle carriers of the front axle via the "Vehicle Check Form" (refer to step 2 for procedure).

STEP 1 IN DETAIL: To identify RH and LH steering knuckle carriers of front axle

1.1 General:

If identification codes are not immediately visible, clean the area with a stiff wire brush to remove dirt and residue.

NOTE: If the steering knuckle carrier is not affected, repaint the cleaned area with a primer for cast iron to prevent rusting.

1.2 Identify the steering knuckle carriers of the front axle:

The steering knuckle carriers can be cast by two foundries. The location of the identification codes and the shape of the carrier end exterior (refer to figures 1A and 1B) is different according to the foundry.

Follow all the instructions below for identification of RH and LH steering knuckle carriers.

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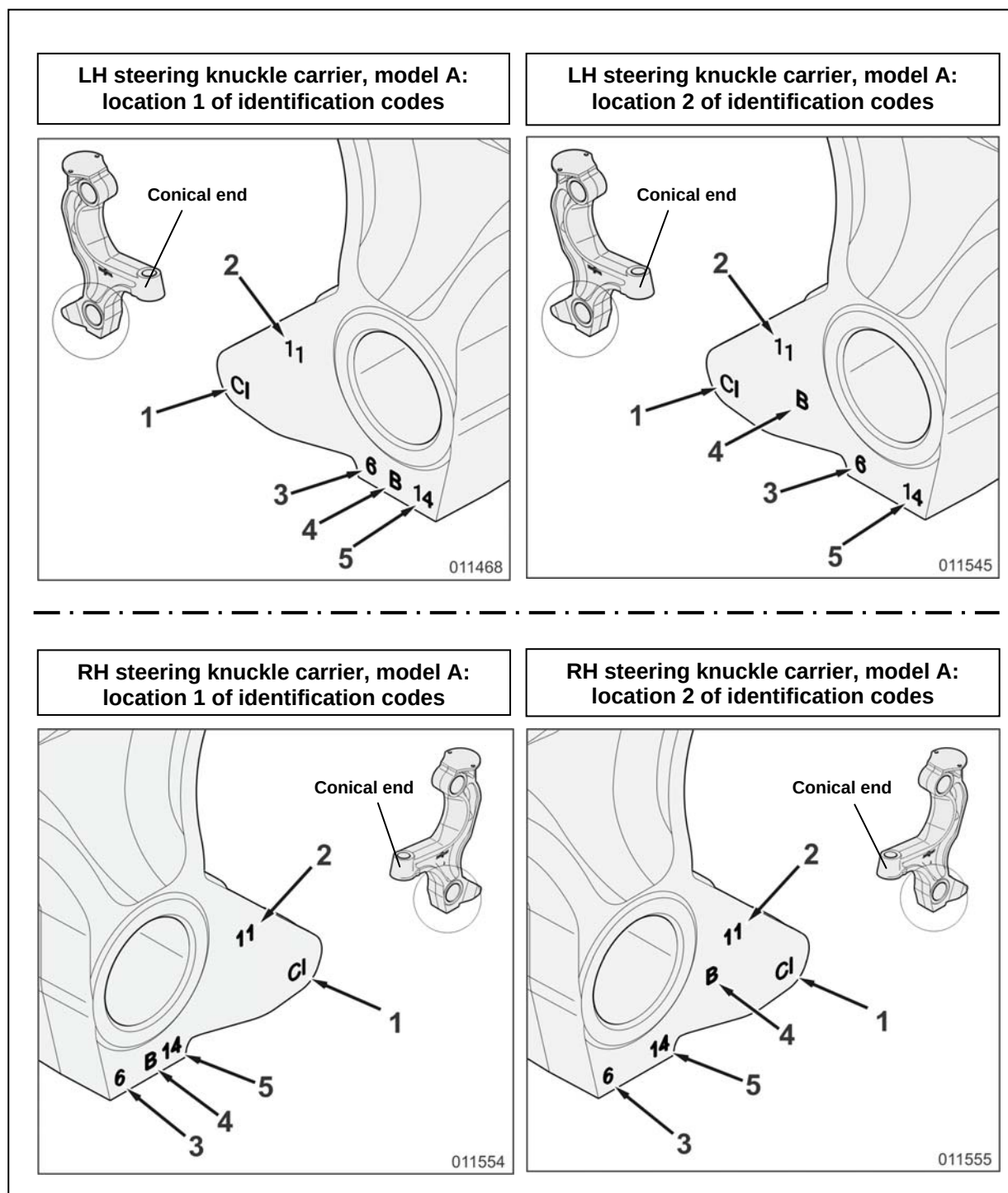


Figure 1A: Identification of model A steering knuckle carriers (location may vary)

1. Foundry initials
2. Cast production year ("11" stands for the year 2011)
3. Cast production day ("6" stands for the 6th day of the month)
4. Cast production month (letter code: "B" stands for "February")
5. Batch number ("14" stands for batch 14 of the day)

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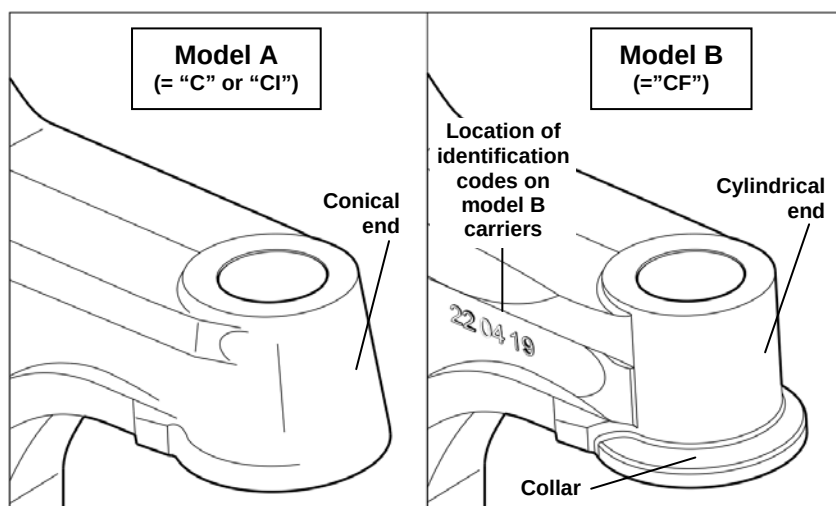


Figure 1B: Shape of carrier end exterior

Step	Action										
1.2.1	<i>NOTE: For steering knuckle carriers with the identification codes at the bottom, if the foundry initials are not readable, look at the shape of the carrier-end exterior. A conical shaped end has equal value as the foundry initials "C" and "CI".</i> Does the RH steering knuckle carrier have "C" or "CI" as foundry initials at the bottom? • If yes, locate all five identification codes of the RH steering knuckle carrier (refer to figure 1A) and fill out all five codes of the RH steering knuckle carrier in the table below for reference during registration. Fill out "Not readable" in case of not readable codes. • If not, fill out the letters "CF" in field (1) of the table. The other fields of the table may remain blank. <table><tr><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>	(1)	(2)	(3)	(4)	(5)					
(1)	(2)	(3)	(4)	(5)							
1.2.2	<i>NOTE: For steering knuckle carriers with the identification codes at the bottom, if the foundry initials are not readable, look at the shape of the carrier-end exterior. A conical shaped end has equal value as the foundry initials "C" and "CI".</i> Does the LH steering knuckle carrier have "C" or "CI" as foundry initials at the bottom? • If yes, locate all five identification codes of the LH steering knuckle carrier (refer to figure 1A) and fill out all five codes of the LH steering knuckle carrier in the table below for reference during registration. Fill out "Not readable" in case of not readable codes. • If not, fill out the letters "CF" in field (1) of the table. The other fields of the table may remain blank. <table><tr><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>	(1)	(2)	(3)	(4)	(5)					
(1)	(2)	(3)	(4)	(5)							

STEP 2 IN DETAIL: To register RH and LH steering knuckle carriers of front axle

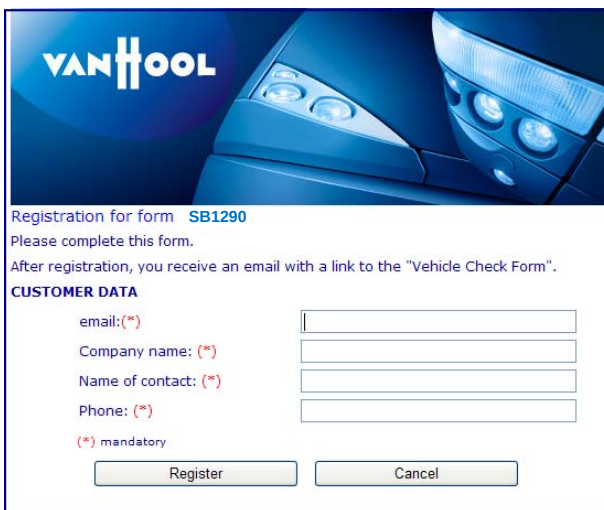
Should you require assistance with the registration, please contact ABC Companies Tech Support at 877-427-7278.

Step	Action
2.1	Note vehicle identification number (only last five digits) and mileage.

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2.2

Go to www.vanhool.be/SB1290. Fill in your personal data and click on "Register".



Registration for form SB1290

Please complete this form.

After registration, you receive an email with a link to the "Vehicle Check Form".

CUSTOMER DATA

email: (*)

Company name: (*)

Name of contact: (*)

Phone: (*)

(*) mandatory

Figure 2

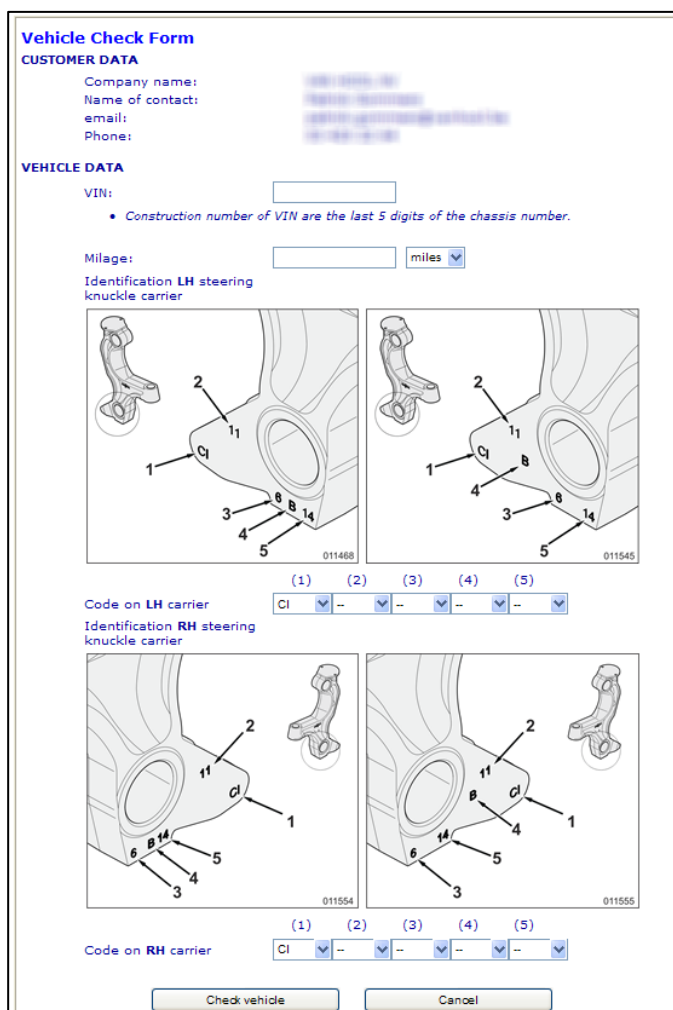
You will receive an email with a link to the "Vehicle Check Form".

2.3

Open the email and click on the link.

2.4

Fill out vehicle identification number (VIN) and mileage. Select the identification codes of the steering knuckle carriers.



Vehicle Check Form

CUSTOMER DATA

Company name:

Name of contact:

email:

Phone:

VEHICLE DATA

VIN:

• Construction number of VIN are the last 5 digits of the chassis number.

Mileage: miles

Identification LH steering knuckle carrier

Identification RH steering knuckle carrier

Code on LH carrier

Code on RH carrier

Figure 3

2.5

Click on "Check vehicle" to determine if a steering knuckle carrier is affected.

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2.6	Are one or both steering knuckle carriers affected? • If yes, a message on the screen appears telling you the steering knuckle carrier(s) is/are affected and replacement is mandatory. ABC Companies will contact you as soon as possible to make further appointments (distribution of parts, need for assistance, ...). • If not, no further actions required. Thanks for your cooperation.
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WARRANTY:

1. Application:

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

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TDX25US	42800

2. Terms and conditions:

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

Parts:

- Parts supply: parts will be supplied through regular channels, free of charge.
- Parts disposal: return affected parts to ABC properly labeled with VIN ID tag.

Labor allowance: hours of labor will be awarded as follows

- Identification: 0.5 (half) hour
- Replacement of one steering knuckle carrier assembly: 18 hours
- Front axle alignment: 2 hours
- Reprogramming of tag axle steering system angle sensor: 10 minutes (only applicable if the LH steering knuckle carrier on a TD925US with steered tag axle has been changed)

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

3. Claim references:

- Job code for identification: O06200N
- Job code for replacement: O06200V
- Job code for front axle alignment: D21087R
- Job code for reprogramming of tag axle steering system angle sensor: D21069

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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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.