



SERVICE BULLETIN

SB1395

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of vehicles listed under 'Application'
VEHICLE MODEL	: Vehicle models listed under 'Application'
MANUAL SECTION	: 12.6 Axles – front axle
BULLETIN TYPE	: Safety Recall NHTSA 16V-857 TC 2016-589
DATE	: January 19th, 2017
SUBJECT	: To inspect LH and RH steering knuckle carriers of front axle
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

APPLICATION:

The safety recall, subject of this Bulletin, is applicable to some vehicles of the below mentioned models:

C2045	T2140	T2145	TD925US	TDX25US
TX40	TX45	CX35	CX45	C3045

DESCRIPTION:

- Van Hool NV has decided that a defect which relates to safety exists in the above-mentioned vehicle models.
- The material of some front steering knuckle carriers does not meet the minimum requirements.
- Owners and operators should identify the LH and RH steering knuckle carriers, and notify ABC Companies with the identification codes.

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

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.

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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	Notify ABC Companies with the identification codes by mail. Send the mail to warranty@abc-companies.com . ABC Companies will contact you as soon as possible for further instructions.

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

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.

The steering knuckle carriers can be cast by two foundries. The location of the identification codes (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.

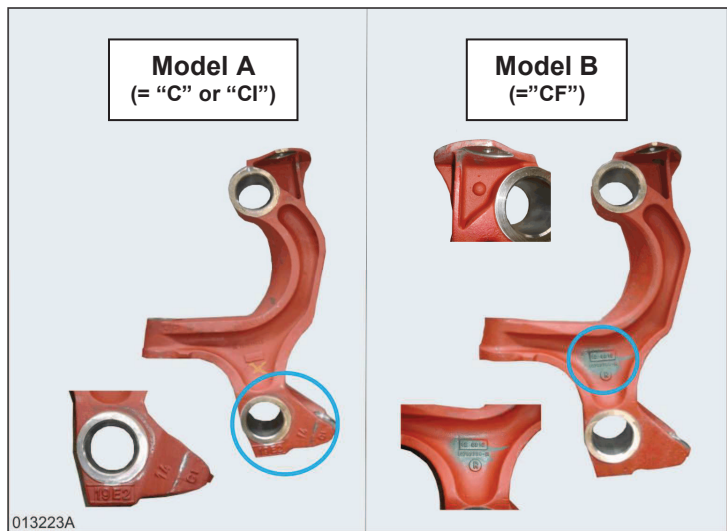


Figure 1A: Location of identification codes

Step	Action										
1.1	<p>Does the LH steering knuckle carrier have “C” or “CI” as foundry initials at the bottom (= model A)?</p> <ul style="list-style-type: none"> If yes, fill out the letters “CI” in field (1) of the table. Locate the four other identification codes of the LH steering knuckle carrier (refer to figure 1B) and fill out the 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 border="1" style="width: 100%; text-align: center;"> <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> <p><i>NOTE: Also take a photo of the steering knuckle identification codes. Save the file with the VIN number identifying LHS (driver’s side) and add the photo as attachment to the mail.</i></p>	(1)	(2)	(3)	(4)	(5)					
(1)	(2)	(3)	(4)	(5)							

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1.2

Does the RH steering knuckle carrier have “C” or “CI” as foundry initials at the bottom (= model A)?

- If yes, fill out the letters “CI” in field (1) of the table. Locate the four other identification codes of the RH steering knuckle carrier (refer to figure 1B) and fill out the 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.

(1)	(2)	(3)	(4)	(5)

NOTE: Also take a photo of the steering knuckle identification codes. Save the file with the VIN number identifying RHS (passenger’s side) and add the photo as attachment to the mail.

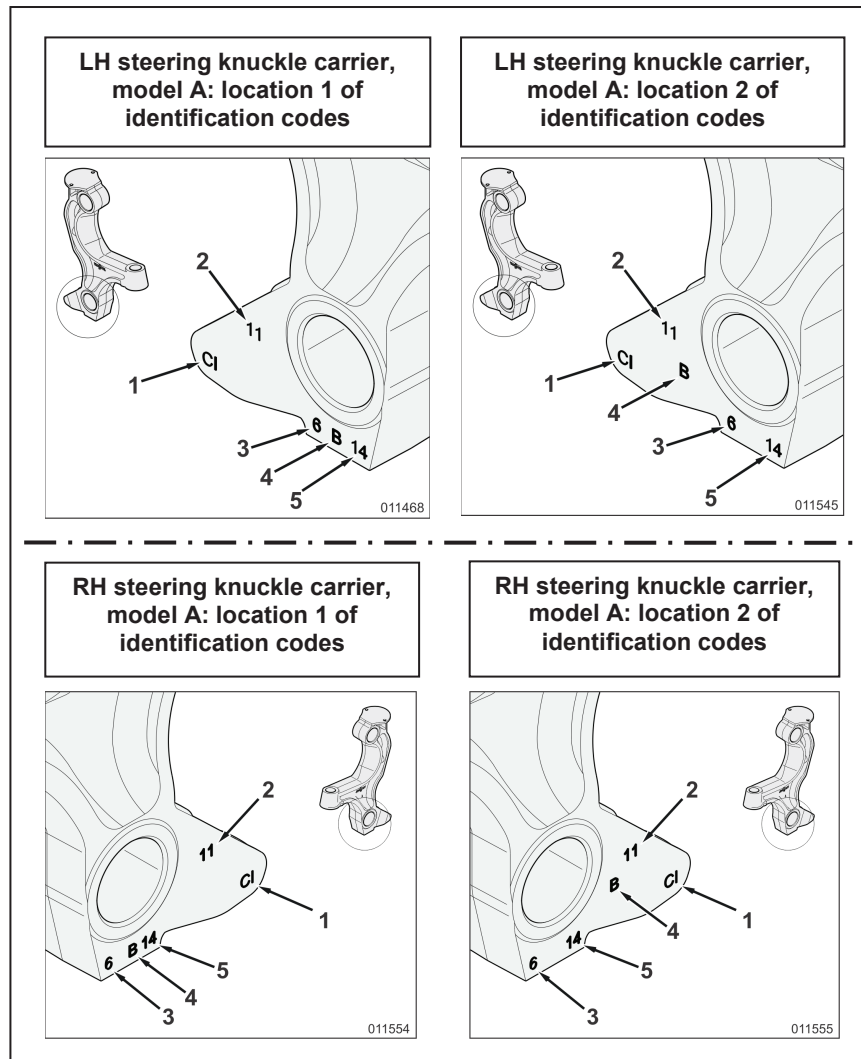


Figure 1B: Identification of model A steering knuckle carriers (location may vary)

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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WARRANTY:

1. Application:

The safety recall, subject of this Bulletin, is applicable to some vehicles of the below mentioned models:

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TX40	TX45	CX35	CX45	C3045

2. Terms and conditions:

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

Parts: -

Labor allowance: 0.5 (half) hour of labor will be awarded for identification (only after notification to ABC Companies)

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

3. Claim references:

- Causal part:
 - ◆ RH steering knuckle carrier: VH10737763
 - ◆ LH steering knuckle carrier: VH 10737761
- Job code for identification: O06200N

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.

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.



CUSTOMER CHANGE OF ADDRESS OR OWNERSHIP FORM

Vehicle Identification Number (last 5 digits) _____

Update name and address: (Please type or print the new owner's name and address or your name and/or address if it has changed)

Please mark the applicable box and print or type the changes below:

Change in your address

Change of vehicle ownership

Company name: _____

First name: _____

Last name: _____

Street Address: _____

City, State & Zip Code: _____

Country: _____

Email Address: _____

Please return this form by

Fax: 407-905-7020

Email: emuratovic@abc-companies.com

Mail: ABC Companies, attn.: Ellen Muratovic, 17469 W Colonial Dr., Winter Garden, FL 34787