

ADDRESSEES	: Owners and operators of vehicles listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	: TDX25US
MANUAL CHAPTER	: 10.38 Body and body accessories - Body structure
BULLETIN TYPE	: Safety Recall NHTSA 22V-502
DATE	: July 15th, 2022
SUBJECT	: To inspect front axle subframe for not properly executed welds
CONDITIONS	: -

APPLICATION:

The safety recall campaign, subject of this bulletin, is applicable to the vehicles below:

Model	VIN	Number of vehicles
TDX25US	89166→89185, 89200, 89202→89248	68

DESCRIPTION:

On the above mentioned vehicles, there is a possibility that some welds on the front axle subframe are not properly executed. Reinforcements parts must be installed in order to strengthen the front axle subframe. It is of the utmost importance that your vehicle is being inspected **as soon as possible** by ABC Companies.

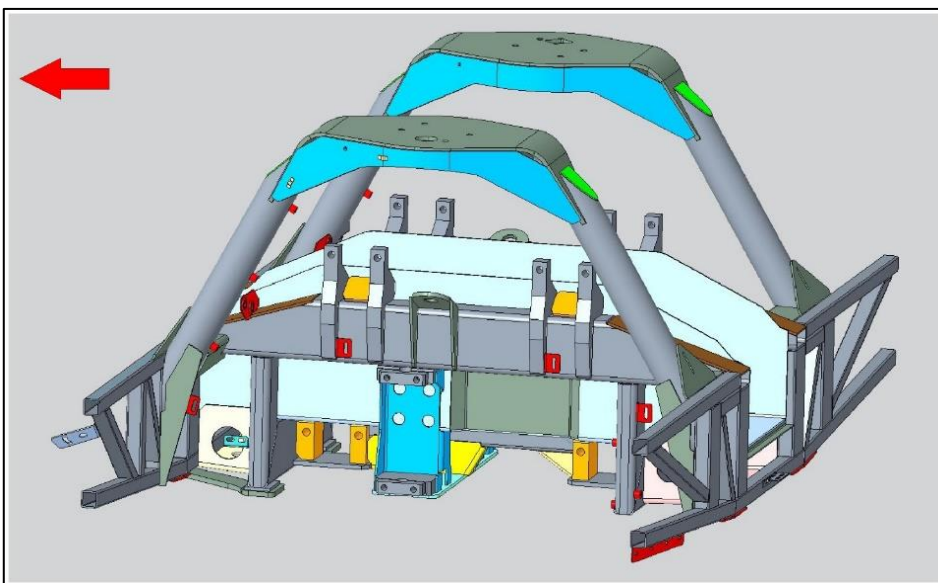


Figure 1: View on LHS of front axle subframe

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Van Hool apologizes for the inconvenience caused by this safety recall and wishes to thank you in advance for your cooperation and attention to this matter.

WHAT TO EXPECT FROM ABC COMPANIES?

- ABC Companies will contact you as soon as possible to make an appointment with regard to safety recall "SB2180".
- ABC Companies will after inspection decide which further action must be taken. Repair instructions are included in work procedure WP1641.

WHAT DO WE EXPECT FROM YOU?

We expect you to cooperate with this safety recall when contacted about this subject. If you fail to do so, you risk to be held totally responsible.

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.

VAN HOOL CUSTOMER PORTAL:

Consult the customer portal regularly for the latest service documentation. In addition to 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.

INFORMATION HANDLING:

Important additions and modifications regarding technical information not yet included in the manual will be communicated through Service Bulletins.