



SERVICE BULLETIN

SB1273

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: C2045-CX45
MANUAL SECTION	: Chapter 02.10: Engine, Fuel system
BULLETIN TYPE	: Field Change Program
DATE	: May 13th, 2016
SUBJECT	: To change preheater of Fuel Pro filter
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

APPLICATION:

Model	VIN
C2045	48009→48010
CX45	48269→48270, 48275→48276, 48279→48281 48284→48286, 48289→48291, 48297→48299 48304→48306, 48311→48314, 48318→48321 48326→48329, 48333→48336, 48341→48344 48346→48347

DESCRIPTION:

- The above-mentioned units have left the factory with a Fuel Pro filter equipped with a 12V preheater instead of one for a 24V system. To prevent damage to the 12V preheater Van Hool has switched off the circuit breaker (Z069) of the preheater on these vehicles.
- To address this issue, Van Hool is conducting a Field Change Program, the terms and conditions of which are explained further on under "Warranty".
- Owners and operators of the affected units should follow the procedure below to change the Fuel Pro preheater.

MATERIAL:

VH Reference	Description	Qty.
11407920	24V preheater	1

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PREPARATIONS:

- Park the coach on a level surface with the front wheels straight.
- Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Put a "DO NOT OPERATE" tag on the steering wheel.



WARNING!

Observe safe shop practices at all times.

PROCEDURE:



CAUTION!

When working at the fuel system, absolute cleanliness should be observed. Dirt introduced into the fuel system can cause serious damage to the fuel system.

Step	Action
1	Let the overpressure in the fuel tank escape by opening the tank filler valve.
2	Place a suitable plastic or metal container under the hose (see Figure) of drain valve at the base of the Fuel Pro filter. 
3	Open the drain valve. 

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4	Loosen the vent cap (see figure) at the top of the Fuel Pro filter a few turns. Fuel will flow into the container. When fuel stops to flow out, close the drain valve. 
5	Locate the 12V preheater at the base of the Fuel Pro filter. 
6	Disconnect the electrical wiring of the preheater.
7	Remove the 12V preheater.
8	Coat the thread of the 24V preheater with a light coat of pipe sealant and screw it in the base of the Fuel Pro filter. Tighten it to a torque of 20 to 40 Nm (15 to 30 ft.lbf.).
9	Connect the 24V preheater to the chassis wiring.
10	Remove the vent cap.
11	Prime the unit by filling the clear cover halfway with clean diesel fuel.
12	Install the vent cap and hand-tighten it.
13	Switch on circuit breaker Z069 located in electrical junction box EKA.

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WARRANTY:

1. Terms and conditions:

Van Hool will accept warranty claims for this repair as follows:

Parts: parts will be supplied through regular channels, free of charge.

Labor allowance: 11 minutes of labor will be awarded per coach repaired.

Campaign expiration date: Service Bulletin issue date + 1 year.

2. Claim references:

- Causal part: 11407920
- Job code: A20190H

Claim submission: Contact ABC Customer Care Warranty Department for guidance.

Monitoring and performance: The claim records pertaining to this Bulletin will be used to determine that the remedy has been executed in accordance with the manufacturer's instructions and to evaluate the status of this Field Change Program.

INFORMATION HANDLING:

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

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.