

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: CX45, TX45
SYSTEM/SUBSYSTEM	: 6.10 Transmission – Oil filler tube assembly
BULLETIN TYPE	: Field Change Program
DATE	: March 12th, 2018
SUBJECT	: Installation of improved angle bracket near transmission oil filler cap
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin

APPLICATION:

The Field Change Program, subject of this bulletin, applies to the following vehicle models:

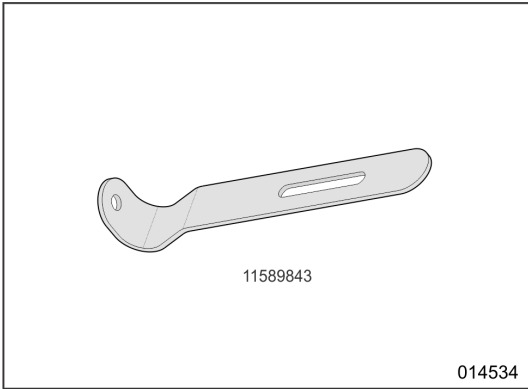
CX45 with Detroit Diesel DD13 EPA2016 and Allison transmission TX45 with Detroit Diesel DD13 EPA2016 and Allison transmission
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DESCRIPTION:

It has come to the attention of Van Hool that on the above mentioned vehicles the angle bracket located at the transmission oil filler cap is prone to breaking due to vibrations of the pipe assembly.

This service bulletin gives step-by step instructions to change the angle bracket.

MATERIAL:

Components		
 11589843 014534 Figure 1		
VH reference	Description	Qty.
11589843	Angle bracket	1

- Material will be provided through regular channels, free of charge.
- Parts/Waste disposal: discard old material according to applicable environmental regulations.

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JOB QUALIFICATION:

The task has to be carried out by an experienced technician, trained in the operations at hand. If you are not sure that you're qualified, contact ABC Customer Care.

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

No special tools equipment or services are needed.

PREPARATIONS:

- Park the coach on a level-surfaced service pit with the front wheels straight.
- Place the transmission in neutral.
- 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 instrument panel.
- **Read the entire procedure before beginning to work.**



WARNING!

Observe safe shop practices at all times.

PROCEDURE:

Step	Action
1	Open the engine compartment rear door.
2	Change the transmission oil filler pipe angle bracket located near the filler cap by angle bracket 11589843 from the kit.
3	Notify ABC Companies by mail. Write the text "SB1494 executed for VIN....." in the mail and send the mail to warranty@abc-companies.com .
4	For ABC Companies only: register through the registration button located behind the Service Bulletin on the Van Hool customer portal. Write the text "SB1494 executed" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

Figure 1: Angle bracket 11589843 installed

End of procedure.

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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: quarter-hour (15 minutes) of labor will be awarded per vehicle

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

2. Claim references:

- Causal parts: 11229319
- Job code: O61494N

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.

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.

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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.

INFORMATION HANDLING:

Important supplements and modifications of technical information not yet included in the manual are communicated by means of Service Bulletins.

VAN HOOL CUSTOMER PORTAL:

Consult the Van Hool customer portal 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.