

ADDRESSEES	: All owners and operators
VEHICLE MODEL	: Vehicles with “Ventura PS” sliding plug doors
MANUAL CHAPTER	: 10.62 Body and accessories - Doors
BULLETIN TYPE	: Service information
DATE	: November 08th, 2023
SUBJECT	: To check blocking piece at lower door shaft lever for presence, positioning and security
CONDITIONS	: This service bulletin does not entitle to any reimbursement.

INTRODUCTION

Van Hool has received a letter from Ventura, manufacturer of door systems, stating that they have recently received complaints on a regular basis about the door panel not being secured to the lower door shaft lever. A situation that can involve serious risks to passengers if they lean against the door panel while driving.

Investigation has shown that all these complaints are the result of an incorrectly installed or missing blocking piece (1, figure 1) at the level of the lower door shaft lever in combination with poor maintenance and/or incorrect adjustment of the door system, and sometimes even the use of non-original replacement parts. For this reason, Ventura would like to draw attention to the already “highlighted” chapters in their manuals that describe the operation and importance of this blocking piece in the door system. It also states that these parts must be checked every 3 months.

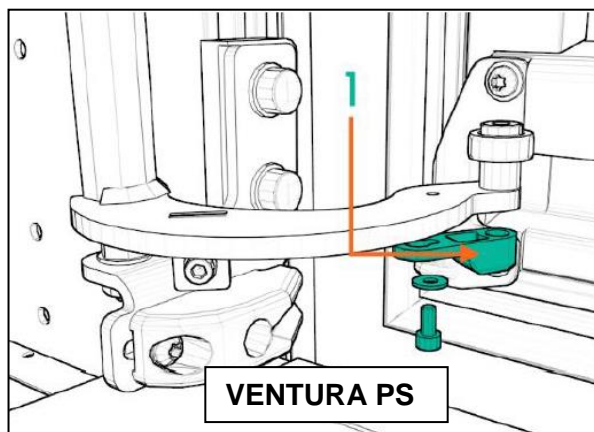


Figure 1: Blocking piece at lower door shaft lever

**Blocking piece (VH11339839)
Conical spring washer (VH11146622)
Screw (VH11423309)**

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Apart from these complaints, Ventura has also encountered missing and incorrectly installed blocking pieces during several service trips. Ventura is therefore well aware that repeated recurrences are a reason to take this problem seriously and to pay the necessary attention to it. Ventura would also like to take this opportunity to emphasize that it is the customer's responsibility to strictly follow instructions stated in manuals, and thus avoid risks for the customer.

WHERE DO YOU FIND THE “VENTURA” MANUALS?

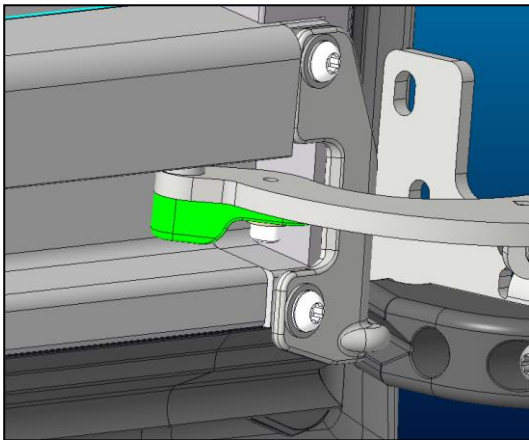
The separate Ventura publications can be found on the Van Hool customer portal under the "Manuals" section.

TO CHECK BLOCKING PIECE AT LOWER DOOR SHAFT LEVER FOR PRESENCE, POSITIONING AND SECURITY



WARNING!

If the blocking piece is not present, the door panel can come loose from the guide roller when bent. This can create situations with a high risk of injury. It is very important that the blocking piece is present.

Step	Action
1	Check for presence of the blocking piece.
2	Check the position of the blocking piece. The blocking piece must be located inside the rail of the door panel. <i>Always apply Loctite 243 to the threads of the fixation screw if it has been slackened to reposition the blocking piece!</i>
	 <p>Figure 2: Correct position of blocking piece</p>
3	Check the security of the fixation screw with a torque wrench. Prescribed tightening torque: 8 ± 1 Nm. <i>Always apply Loctite 243 to the threads of the fixation screw if checking shows that it was not tightened with the prescribed torque.</i>

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HELP DESK

If you still have any questions, address your regular contact person at After-Sales Department or your local Van Hool Service Point.

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/service, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the above link.

INFORMATION HANDLING:

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