

ADDRESSEES	: Owners and operators of vehicles listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	: CX35, CX45
MANUAL CHAPTER	: 08.10 Climate control system – Coolant heater
BULLETIN TYPE	: Service information
DATE	: October 21st, 2024
SUBJECT	: Eberspächer coolant heaters exceeding legal exhaust gas limits
CONDITIONS	: This service bulletin does not entitle to any reimbursement. Refer to the NHTSA campaign listed below

APPLICATION

This service information bulletin is applicable to the following vehicles:

Model	VIN	Number of vehicles
CX35	83060→83064, 83066→83079	19
CX45	84024, 84025, 84027, 84028, 84037, 84039, 84041, 84043→84060, 84062, 84064→84091, 84093→84110, 84112, 84122, 84124, 84130→84135, 84145, 84148, 84149, 84152→84159, 84170→84193, 84196→84202, 84204→84206, 84213→84214, 84216→84219, 84221→84223, 84225→84229, 84232→84246, 84248→84251, 84262→84400, 84404→84408, 84411→84412, 84418→84421	309
		Total: 328

DESCRIPTION

Eberspächer, manufacturer of coolant heaters, and **ABC Companies** have informed VDL Van Hool that they have both reported a vehicle safety problem to NHTSA agency related to the legal exhaust gas limits on a limited number of Eberspächer Hydronic L-II heaters. The NHTSA recall numbers are:

Eberspächer	NHTSA 24E-030
ABC Companies	NHTSA 24V-332

The units which are affected are manufactured from May 1st, 2023 (week 18/year 2023) up to January 31st, 2024 (week 5/year 2024). Coolant heaters with a production date starting from February 1st, 2024 comply with the legal requirements and can be used without hesitation. The production date can be found on the type plate of the coolant heater (refer to figure 1).

Issue: people in the immediate vicinity of the coolant heater could suffer smoke poisoning from the exhaust fumes, In addition the possibility of a vehicle fire due to increased temperatures cannot be ruled out.

Continued on next page

Statement: affected Hydronic L-II heaters may under no circumstances be used until the unit has been repaired by Eberspächer or by an Eberspächer authorized technician. Eberspächer is conducting a field change program to address this issue on the Hydronic L-II heaters. What you need to do can be read in this service bulletin.

Eberspächer apologizes for the inconvenience caused by this field change program and wishes to thank you in advance for your cooperation and attention to this matter.

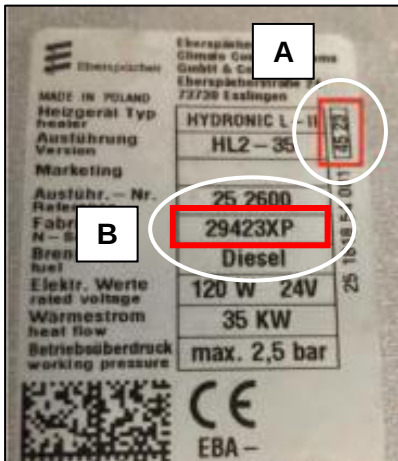
PREPARATIONS

- Park the coach on a level-surfaced floor.
- 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.

Step	Action
1	Note the production date (A, figure 1) and serial number (B, figure 1) of the coolant heater on your vehicle.  Figure 1: Production date and serial number indication Production date indication (example: 45 23) • 45 = calendar week • 23 = year 2023 Serial number indication (example: 29423XP)
2	Notify ABC Companies by mail. Write the text “VIN + heater production date + heater serial number” in the mail and send the mail to warranty@abc-companies.com.
3	Only in case of an affected coolant heater: ABC Companies will contact you to make an appointment for the repair of the coolant heater.

End of procedure

Continued on next page

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. VDL 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 VDL 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.