


ADDRESSEES	: Owners and operators of vehicles mentioned under "Application"
VEHICLE MODEL	: All vehicles
MANUAL CHAPTER	: 10.34 Body and accessories – Emergency side windows
BULLETIN TYPE	: Service information
DATE	: May 09 th , 2025
SUBJECT	: Inspection instructions related to emergency side windows
CONDITIONS	: This service bulletin does not entitle to any reimbursement.

TO CHECK EMERGENCY SIDE WINDOW OPERATION


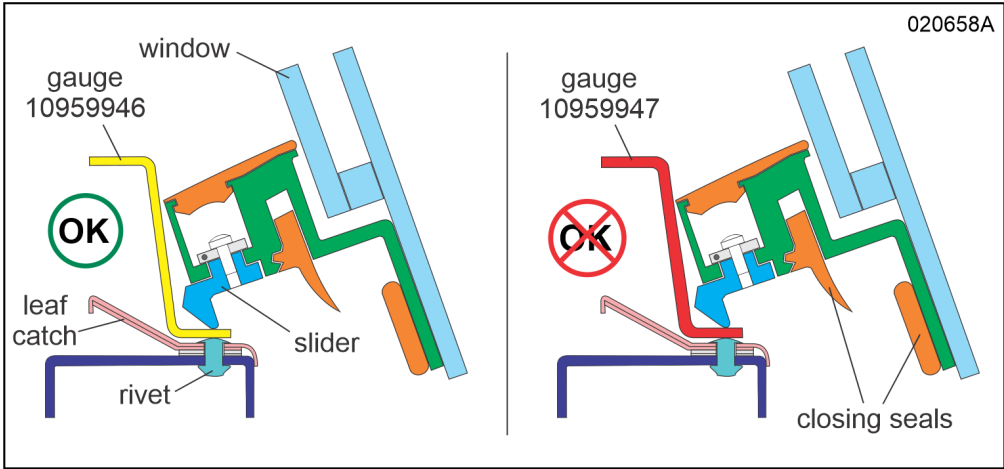
To ensure trouble-free operation, the emergency side windows must be checked on a regular basis. This will allow you to confirm the proper operation of the emergency exit handle and unlatching mechanism, as well as the proper installation and function of the window seals.

Step	Action
1	<p>By using a precision spring scale (for example VH11419235), measure the force required to pull the emergency exit handle to unlatch the window. Maximum allowable force: 90 N (20 pounds). If too much effort is required, check the unlatching mechanism as explained in "STEP 1 IN DETAIL".</p>  <p>Figure 1: Checking the emergency exit handle pulling force</p>
2	<p>Unlatch the emergency side window by pulling the emergency exit handle. Push the window outwards. Check the general condition of the rubber seals. If necessary, replace the rubber seals.</p>
3	<p>With the emergency side window unlatched: push the window outwards. Confirm that it opens without undue effort. Maximum allowable force: 270 N (60 pounds). If too much effort is required due to sticky closing seals, apply a thin layer of silicone grease (Loctite 8104 or equivalent) to the closing seals (refer to figure 3).</p>

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4	If needed, re-apply a thin coat of multi-purpose grease (which does not attack rubber seals) on the leaf catches.
5	Push the emergency side window outwards to an angle of at least 45° and release. Releasing the window will make it fall shut. Check if the emergency side window is properly latched by pushing the window outwards.

STEP 1 IN DETAIL: To check leaf catch position

Step	Action
1.1	Open the window by activating the emergency exit handle.
1.2	Make sure the emergency exit handle has returned to the “closed” position.
1.3	<p>Inside the vehicle, standing in front of the window: check offset of slider with respect to the leaf catch. The slider should cover at least two-thirds of the leaf catch (with the emergency exit handle in the “closed” position!). If necessary, re-position the leaf catch as described further on under “To adjust leaf catch position”.</p> <div style="text-align: center;">  <p>Travel direction of slider when activating emergency exit handle</p> </div> <p style="text-align: right;">Figure 2: Slider should cover at least two-thirds of catch (with emergency exit handle in closed position!)</p>
1.4	<p>Check the leaf catch installation height using the yellow and red gauges:</p> <ul style="list-style-type: none"> • Yellow gauge (2 mm – VH10959946) should fit between rivet head and slider. • Red gauge (3 mm – VH10959947) should not fit between rivet head and slider. <p>If necessary, re-position the leaf catch as described further on under “To adjust leaf catch position”.</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Figure 3: Using yellow and red gauges to check the leaf catch installation height</p>

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1.5

Check the position of the leaf catch with respect to the window frame side. The inside of the leaf catch end must contact (or must be in line with) the window frame side.

If necessary, re-position the leaf catch as described further on under “To adjust leaf catch position”.

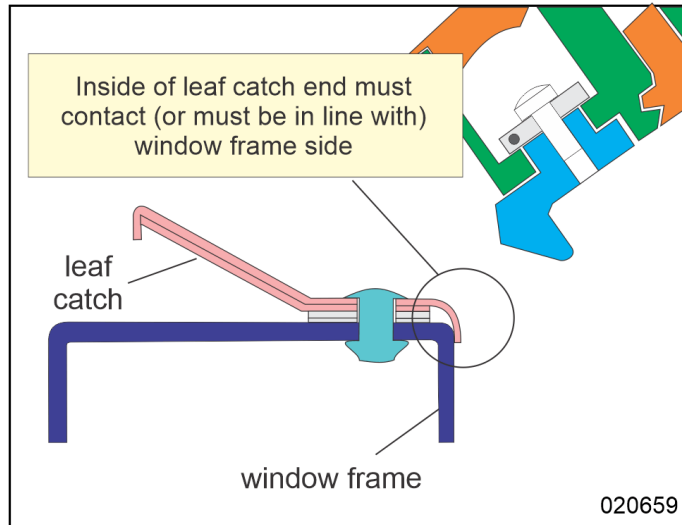


Figure 4: Position of leaf catch with respect to window frame

TO ADJUST LEAF CATCH POSITION

Only leaf catch installation height incorrect: drill-out the rivets securing the leaf catch. Using spacers, adjust the catch height until the red gauge (3 mm – VH10959947) fits between the slider and the catch base plate (no rivets installed). Fill the rivet holes with sealant. Secure the leaf catch and spacer(s) with rivets VH660611605 to the window frame. Re-check the leaf catch installation height using the yellow and red gauges as explained in step 1.4. Apply a thin coat of sealant on the rivet heads.

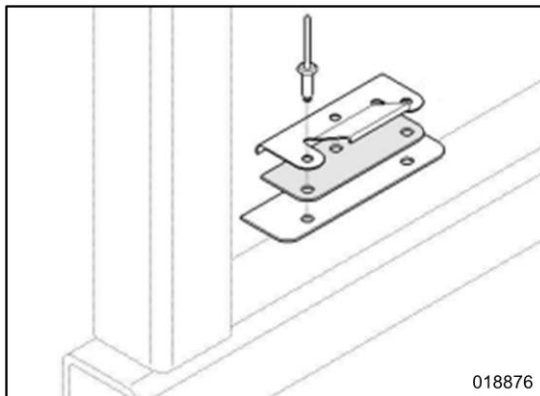


Figure 5: Leaf catch fixation

Table 1	
VH reference	Description
10893950	Spacer for leaf catch, thickness 1 mm
10895595	Spacer for leaf catch, thickness 1 mm, 82 mm wide
10893956	Spacer for leaf catch, thickness 2 mm
10885729	Spacer for leaf catch, thickness 3 mm
10885730	Spacer for leaf catch, thickness 6 mm

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Leaf catch position with respect to window frame side incorrect or slider offset incorrect: drill-out the rivets securing the leaf catch. Fill the existing rivet holes with adhesive. Relocate the leaf catch. Adjust the catch height (beginning with a 82-mm wide spacer VH10895595 (refer to table 1) and, if necessary, continue with standard wide spacer(s)) until the red gauge (3 mm – VH10959947) fits between the slider and the catch base plate (no rivets installed). Fill the new rivet holes with sealant. Secure the leaf catch and spacer(s) with rivets VH660611605 to the window frame. Re-check the leaf catch installation height using the yellow and red gauge as explained in step 1.4. Apply a thin coat of sealant on and around the rivet heads.

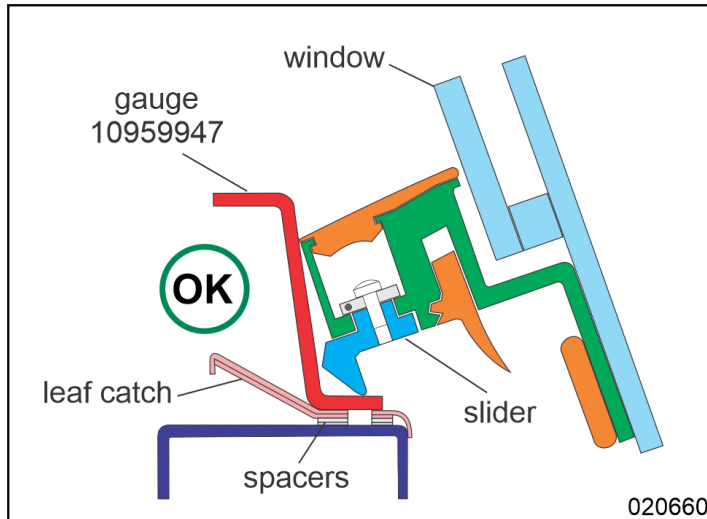


Figure 6: Checking installation height of leaf catch with red gauge (no rivets installed!)

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 methods may be equally reasonable or even more effective, depending on the specific circumstances involved. Each carrier that uses the procedures herein must thoroughly ensure that neither the safety of its employees or agents, nor the safety or usefulness of any products, will be jeopardized by any procedure selected.

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INFORMATION HANDLING

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

VDL 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.vdlvanhool.com/MyVDL Van Hool](http://www.vdlvanhool.com/MyVDL%20Van%20Hool), 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 VDL Van Hool website.