

ADDRESSEES	: Owners and operators ABC Customer Care and parts Source
VEHICLE MODEL	: Coaches with Van Hool independent wheel suspension
MANUAL CHAPTER	: 12.06 Axles – front axle 12.14 Axles – trailing axle
BULLETIN TYPE	: Service information
DATE	: July 08 th , 2025
SUBJECT	: Replacement of control arms flexible ball-joint
TERMS AND CONDITIONS	: This bulletin does not entitle to any reimbursement.

DESCRIPTION

The control arms of the front and trailing axles are equipped with a flexible ball-joint at the chassis side. Van Hool has several suppliers for the repair kit of this flexible ball-joint. All of the repair kits contain a flexible ball-joint, a spacer and a snap ring. Due to not equal thickness of the spacer in the different kits, it is important to install all three the kit parts when replacing a flexible ball-joint. Do not mix parts of different repair kits!

Ball-joint repair kit	
Application	Van Hool reference
<ul style="list-style-type: none"> Upper control arms of front axle All control arms of trailing axle 	10938662
Lower control arms of front axle	634300770

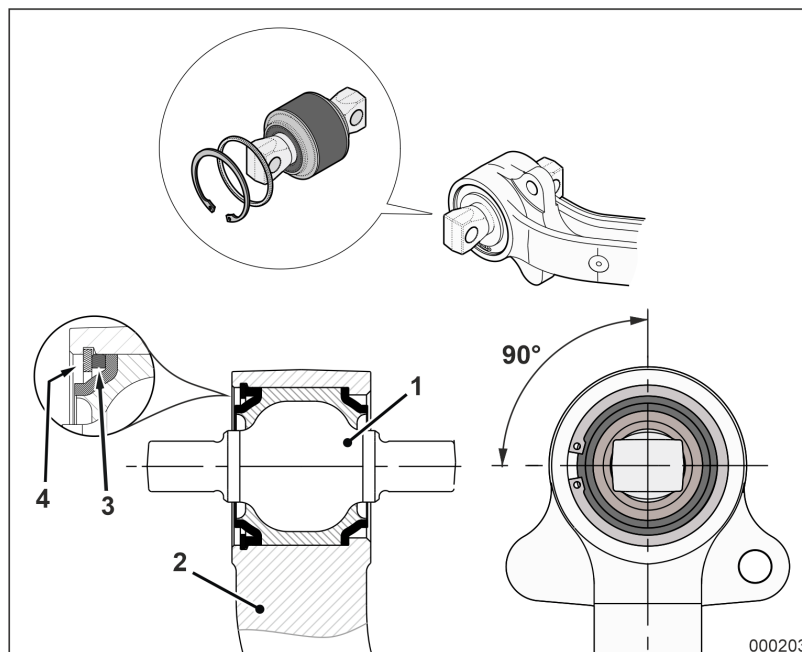


Figure 1: Control arm end, chassis side

1. Flexible ball joint
2. Control arm
3. Spacer
4. Snap ring

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FLEXIBLE BALL-JOINT REMOVAL PROCEDURE

Step	Action
1	Remove snap ring (4) and spacer (3). <i>NOTE: This is only possible if ball-joint (1) is slightly pressed at the snap ring side simultaneously.</i>
2	Press ball-joint (1) out.

FLEXIBLE BALL-JOINT INSTALLATION PROCEDURE

Step	Action
1	<i>NOTE: The ball-joint must be pressed in dry.</i> Place the ball-joint of the kit above the eye of the control arm in a way that the bolt holes in the ball-joint shaft are orientated as shown in figure 1.
2	Press the ball-joint of the kit into the eye of the control arm.
3	Install spacer (3) from the kit and snap ring (4) from the kit while keeping the ball-joint under pressure. <i>NOTE: The opening of spacer (3) must be orientated in such a way that it comes on top when the control arm is mounted on the vehicle. The opening in the snap ring circumference must be orientated opposite to the opening of the spacer (i.e. at the bottom when the control arm is mounted on the vehicle).</i>

HELP DESK

If there are any questions regarding this subject, please call ABC Customer Care & Parts Source toll-free for guidance on 1-877-427-7278.

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 first 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 supplements to and modifications of technical information not yet included in the manual, are communicated by means of 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/My VDL Van Hool, 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.