

ADDRESSEES	: Owners and operators ABC Customer Care and Parts Source
VEHICLE MODEL	: TD925 10-wheelers
MANUAL CHAPTER	: 01.01 Complete vehicle – General
BULLETIN TYPE	: Service information
DATE	: July 25 th , 2025
SUBJECT	: Lifting instructions
CONDITIONS	: This service bulletin does not entitle to any reimbursement.

INTRODUCTION

This service bulletin is a reminder about rules, procedures and precautions that must be followed when a TD925 10-wheeler needs to be lifted.



WARNING!

Never support the vehicle with hydraulic jacks only; always place jack stands or supporting blocks, before working under a jacked-up vehicle.



WARNING!

Put the air suspension in the “lowered” position or depressurize it before lifting the vehicle.



WARNING!

If the vehicle is supported by jack stands only – you also have to place axle stands under all axles. It is not allowed the axles to remain hanging unsupported on the shock absorbers. Doing so could damage the shock absorbers or air springs, and possibly cause an unsupported axle to fall or rotate downward. This could result in severe personal injury or death.



WARNING!

Vehicles with electronically controlled air suspension (ELC): switch off the ELC system to prevent “unexpected” movements of the body. Refer to chapter 1.1 of the maintenance manual for procedure.

TO LIFT VEHICLE WITH MOBILE COLUMN LIFTS

When using mobile column lifts for lifting the vehicle, read the instructions mentioned in service bulletin SB2497 “To lift complete vehicle with mobile column lifts”.

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TO LIFT UNDER CHASSIS FRAME – Figure 1



CAUTION!

Disregarding the following rules can cause serious damage to the chassis frame.

- If the vehicle has to be raised by means of jacks under the chassis frame, position the jacking ram under the points indicated in figure 1 only.
- Always jack simultaneously at both jacking points.
- Equally, when placing the vehicle on jack stands (e.g. when column lifts have been used to raise the vehicle), position the jack stands under the points mentioned in figure 1 only.

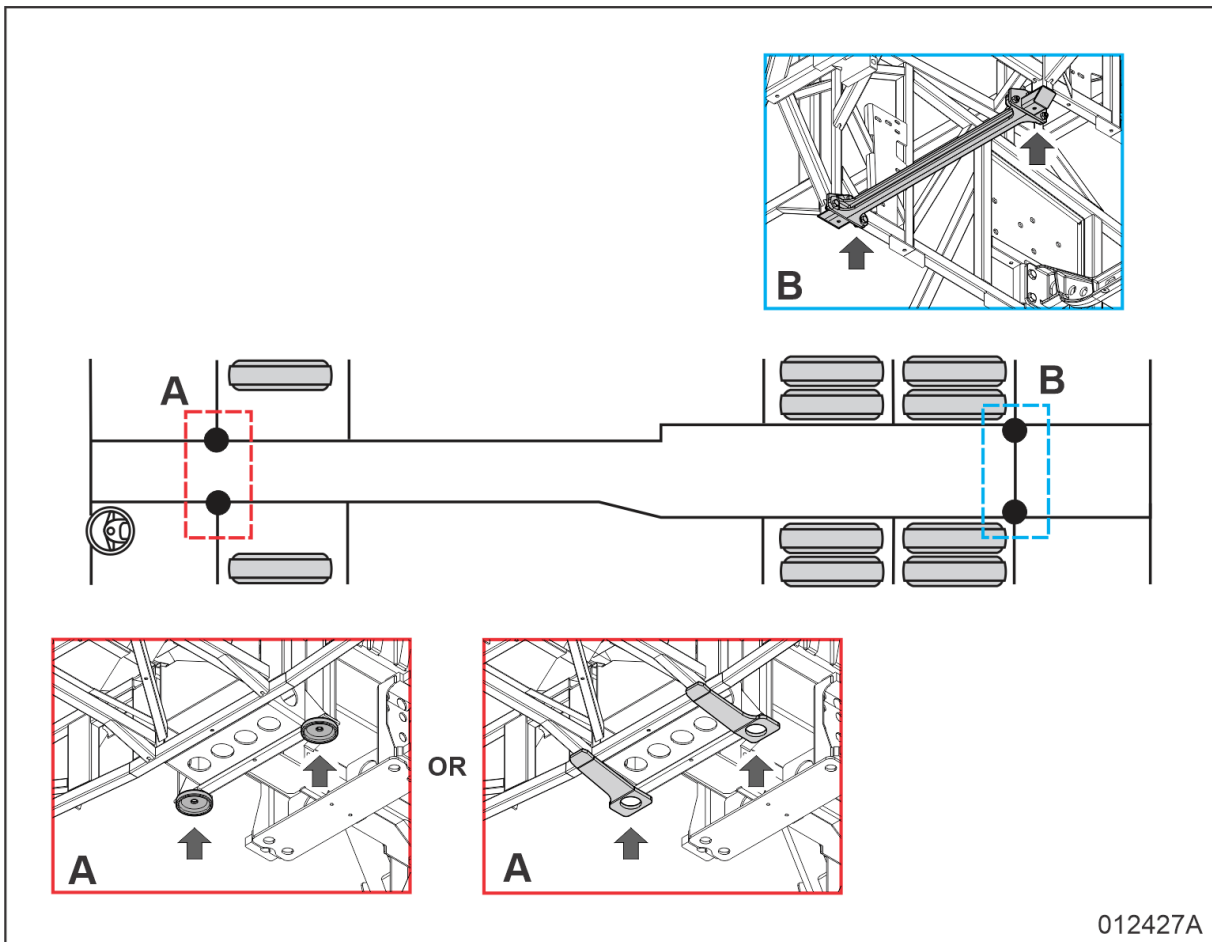


Figure 1: Chassis-frame jacking points on TD925 10-wheeler

CAPACITY OF JACKS AND JACK STANDS

Use only jacks and jack stands with a capacity suitable for the vehicle type. Refer to the vehicle identification plate (located in the front entrance area) for the gross axle weight ratings.

TO CHECK JACK AND JACK STANDS BEFORE USAGE

Every time before usage, visually check the overall condition of the devices. Inspect for deformations, cracks, damage and contamination.

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TO LIFT UNDER DRIVE AXLE

If the drive axle has to be raised, it is best to place a central jack with a dished head under the middle of the axle banjo.

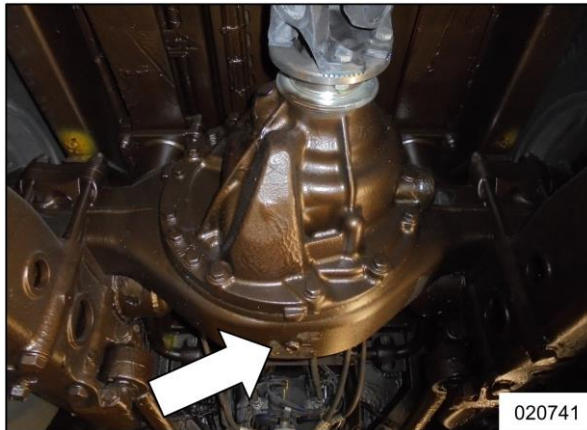


Figure 2: Drive axle jacking point

TO LIFT UNDER FRONT/TRAILING AXLE

If an axle end of the front/trailing suspension has to be raised, place the jack inside the recess in the steering knuckle carrier, indicated in figure 3.



Figure 3: Recess for jack in steering knuckle carrier (example shown)

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.