

ADDRESSEES	: Owners and operators of vehicles mentioned under “Application” ABC Customer Care and Parts Source
VEHICLE TYPE	: CX35 MY2023, CX45 MY2023/2025
CONFIGURATION GROUP	: 8.14 Climate control – Water circuit
BULLETIN TYPE	: Field change program
DATE	: August 25th, 2025
SUBJECT	: Missing FMCSA decal on Eberspäecher coolant heater
CONDITIONS	: Refer to chapter "Warranty" further on in this bulletin.

APPLICATION:

This field change program bulletin is applicable to the following vehicles:

Model	VIN	Number of vehicles
CX45 MY2023	84432→84569	138
CX45 MY2025	84570→84750, 84753→84776	205
CX35 MY2023	83080→83099	20

DESCRIPTION:

On the above-mentioned vehicles, it is possible that the installation of the FMCSA decal has been omitted. Verification is necessary in order that the decal is present in accordance with the requirements of FMCSA.

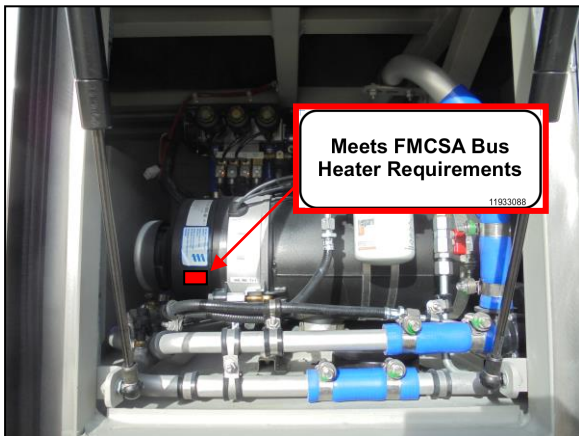


Figure 1: Location of FMCSA decal on Eberspäecher L2 coolant heater

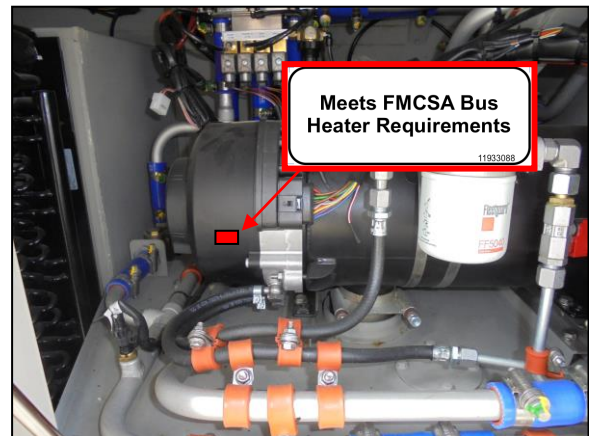



Figure 2: Location of FMCSA decal on Eberspäecher L3 coolant heater

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COMPONENTS

FMCSA decal		
		
		Figure 3
VH Reference	Description	Qty.*
11933088	FMCSA decal, self-adhesive	1

* Suited for one vehicle

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

No special tools, equipment or services required.

JOB QUALIFICATION:

No special job qualification required.

PREPARATIONS:

- Make sure that the parking brake is applied and stop the engine.
- Switch off all systems and turn off the battery isolation switch on the dashboard.
- Install a "DO NOT OPERATE" warning message on the instrument panel.
- **Read the entire procedure before starting to work.**



WARNING!

Observe safe shop practices at all times.

PROCEDURE

Step	Action
1	Open the coolant heater compartment door.
2	Verify that the FMCSA decal was installed.
3	If the decal is missing, order the decal and affix it to the required location (refer to figures 1 and 2). <i>NOTE: To ensure the decal adheres properly, thoroughly clean the application area before placing the decal.</i>
4	Close the coolant heater compartment door.
5	Notify ABC Companies by mail. Write the text "SB2508 executed for VIN....." in the mail and send the mail to warranty@abc-companies.com .
6	For ABC Companies only: register through the registration button located behind service bulletin SB2508 on the VDL Van Hool customer portal. Write the text "SB2508 executed" in the field "Remark".

End of procedure.

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WARRANTY

1. Terms and conditions:

VDL Van Hool will accept warranty claims for this issue as follows:

Parts: parts will be supplied through your nearest ABC customer care and parts source facility at no cost.

Labor allowance: no labor allowance will be awarded for the reason that it can be executed during the next service.

Campaign/expiration date: Service Bulletin issue date + 1 year

2. Claim references:

Job code: O62508N

Claim submission: Contact ABC Customer Care Warranty Department for guidance.

Monitoring and performance: The claim records pertaining to this Bulletin will be used to determine that the remedy has been executed in accordance with the manufacturer's instructions and to evaluate the status of this Field Change Program.

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.

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, 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.