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| ADDRESSEES | : Owners and operators ABC Customer Care and Parts Source |
| VEHICLE MODEL | : CX35 MY2023, CX45 MY2023/2025 |
| MANUAL SECTION | : 08.14 Climate control – water circuit |
| BULLETIN TYPE | : Field change program |
| DATE | : October 1st, 2025 |
| SUBJECT | : To check setting of Burkert valve block pressure regulator in interior heating circuit |
| TERMS & CONDITIONS | : Refer to chapter "Warranty" further on in this bulletin. |

APPLICATION

This field change program is applicable to below mentioned units:

| Vehicle type | VIN | No. of vehicles |
|--------------|-------------|-----------------|
| CX35 MY2023 | 83080→83099 | 20 |
| CX45 MY2023 | 84432→84569 | 138 |
| CX45 MY2025 | 84570→84642 | 73 |

DESCRIPTION

VDL Van Hool has received a few complains about the improper operation of the interior heating system. Investigation has shown that this is caused by an improper setting of the pressure regulator on the Burkert valve block. The too low setting of the pressure regulator prevents the water valves from opening when requested by the control system.

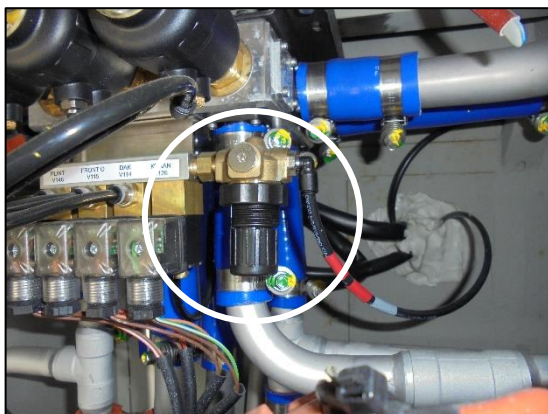


Figure 1: In coolant heater compartment, location of Burkert pressure regulator

To address this issue, VDL Van Hool is conducting a field change program in which is requested to check/set the pressure regulator output pressure according to the instructions in this service bulletin.

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SPECIAL TOOLS, EQUIPMENT OR SERVICES

- Pressure gauge (0 to 10 bar) (0 to 145 psi)
- Fitting adaptor to connect pressure gauge to compressed-air line

JOB REQUIREMENTS

This job has to be carried out by an experienced automotive mechanic.

PREPARATIONS

- Park the coach on a level-surfaced service pit.
- Apply the parking brake and shut down the engine.
- Put a “DO NOT OPERATE” tag on the instrument panel.
- Compressed-air system charged to maximum operating pressure.
- **Read the entire procedure before beginning to work.**



WARNING!

Observe safe shop practices at all times.

PROCEDURE

| Step | Action |
|-------------|--|
| 1 | Open the engine compartment rear access door. |
| 2 | Make sure the vehicle ignition is off to ensure the compressed-air line which must be disconnected in step 4 is depressurized. |
| 3 | Open the coolant heater compartment. |
| 4 | Disconnect the compressed-air supply line at the roof water valve (= piloted by solenoid valve V114) by pressing the release collar of the fitting inwards while simultaneously pulling the tubing from the fitting. |

Air line fitting

Water valve of roof circuit

Figure 2: Compressed-air line fitting at water valve of roof circuit

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| 5 | Connect the pressure gauge at the disconnected compressed-air line (6 mm dia.). |
| 6 | Switch on the vehicle ignition. |
| 7 | Use the climate control test program (refer to chapter 8.2 of the maintenance manual, under "Passenger compartment control system: to troubleshoot using the dashboard display") to open the roof water valve. |
| 8 | Does the pressure gauge reading indicates a pressure of 4 bar (60 psi). <ul style="list-style-type: none"> • If yes, go further with step 9. • If not, set the pressure regulator output pressure as described in "STEP 8 IN DETAIL" and then go further with step 9. |
| 9 | Switch off the vehicle ignition to depressurize the compressed-air line. |
| 10 | Disconnect the pressure gauge and reconnect the compressed-air line to the water valve. |
| 11 | Notify ABC Companies by mail. Write the text "SB2507 executed for VIN....." in the mail and send the mail to warranty@abc-companies.com . |
| 12 | For ABC Companies only: register through the registration button located behind service bulletin SB2507 on the VDL Van Hool customer portal. Write the text "SB2507 executed" in the field "Remark". Labor allowance will only be awarded after VDL Van Hool has received the registration. |

End of procedure.

STEP 8 IN DETAIL: To set pressure regulator output pressure

| Step | Action |
|------|---|
| 8.1 | Remove the plastic protection cap by using the tip of a flat blade screwdriver. Place the tip of the screwdriver in between the gap and then put a little force upwards to detach the cap. <div data-bbox="539 1346 1007 1776" data-label="Image"> </div> <div data-bbox="1034 1682 1337 1776" data-label="Caption"> <p>Figure 3: Removing the protection cap of the pressure regulator</p> </div> |

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| <p>8.2</p> | <p><i>NOTE: If the output pressure remains unchanged while turning the setting screw, the plastic cover of the pressure regulator is not tightly fastened and must be hand-tightened first using the lobe grip knob.</i></p> <p>While having a view at the pressure gauge, turn the setting screw by using for example long needle nose pliers until a output pressure of 4 bar (60 psi) has been reached. Turn clockwise to increase, counterclockwise to decrease the output pressure.</p> <div data-bbox="619 472 995 902" style="text-align: center;"> </div> <p style="text-align: right;">Figure 4</p> |
| <p>8.3</p> | <p>Re-install the protection cap by pressing.</p> |

WARRANTY

This warranty does not cover any consequential or incidental damages, including but not limited to, economic loss, communication expenses, lodging, replacement charges, towing, loss of time, cargo damage, overtime, or mileage.

1. Terms and conditions:

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

Parts: no parts

Labor allowance: 15 minutes of labor will be awarded per vehicle

Campaign/expiration date: Service Bulletin issue date + 3 months

2. Claim references:

Job code: O62507N

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.

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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.

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.