

<b>ADDRESSEES</b>	: Owners and operators of coaches listed under “Application” ABC Customer Care and Parts Source
<b>VEHICLE MODEL</b>	: CX35 MY2020, CX45 MY2020
<b>MANUAL SECTION</b>	: 08.02 Climate control – control system
<b>BULLETIN TYPE</b>	: <b>Field Change Program</b>
<b>DATE</b>	: September 03th, 2020
<b>SUBJECT</b>	: <b>Optimization of driver’s cab climate control system operation</b>
<b>TERMS &amp; CONDITIONS</b>	: Refer to the warranty section further in this Bulletin.

**APPLICATION:**


The Field Change Program, subject of this bulletin, is applicable to:

CX35 MY2020	49983→49999, 83001→83024
CX45 MY2020	81456→81465, 81471→81503

**DESCRIPTION:**

- Van Hool have received some complaints about the temperature control in the driver’s cab. Investigation has shown that these vehicles have left the factory with a driver’s cab climate control unit outlet temperature sensor that is not compatible with the dash control unit.
- To address this issue, Van Hool is conducting a Field Change Program at which the original temperature sensor will be disconnected, and a new one will be installed. The terms and conditions of this Field Change Program are explained further on under “Warranty”.
- Owners and operators of the affected units should follow the procedure below to install the new outlet temperature sensor.
- From VIN 81504 (CX45) and 83025 (CX35) onwards, the vehicles are factory equipped with the new temperature sensor.

**MATERIAL:**

		
<b>VH Reference</b>	<b>Description</b>	<b>Qty.</b>
11259251	Outlet temperature sensor	1

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**JOB REQUIREMENTS:**

Job technician’s qualifications/experience: electricity.

**SPECIAL TOOLS, EQUIPMENT OR SERVICES:**

This job requires no special tools, equipment or services.

**PREPARATIONS:**



- Park the coach on a level-surfaced service pit.
- Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Turn off the mechanical battery switch.
- Put a “DO NOT OPERATE” tag on the instrument panel.
- **Read the entire procedure before beginning to work.**



**WARNING!**

Observe safe shop practices at all times.

**PROCEDURE:**

Step	Action
1	<p>Remove the dashboard cover panel.</p>  <p>Figure 2</p>
2	<p>Undo and remove the Torx screws securing the RH dash panel indicated in the figure. Tilt the panel forwards so gain access to the wiring located behind.</p>  <p>Figure 3</p>

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3

Drill a 8 mm (21/64") hole in the air duct. Refer to the figures below for the location of the hole.



Figure 4



Figure 5

4

Install the new sensor into the air duct.



Figure 6

5

Remove the connector of the temperature control potentiometer.

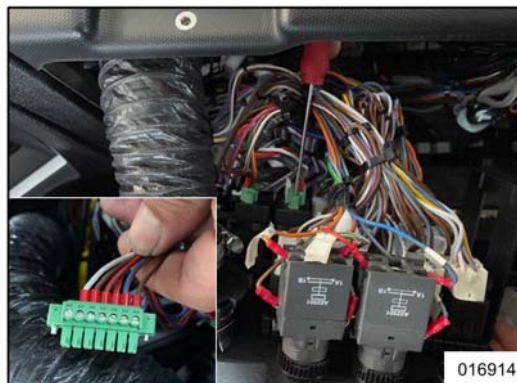
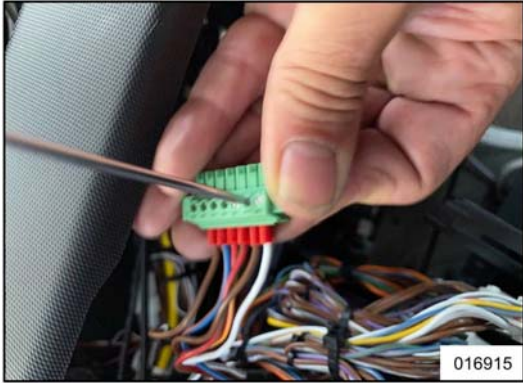

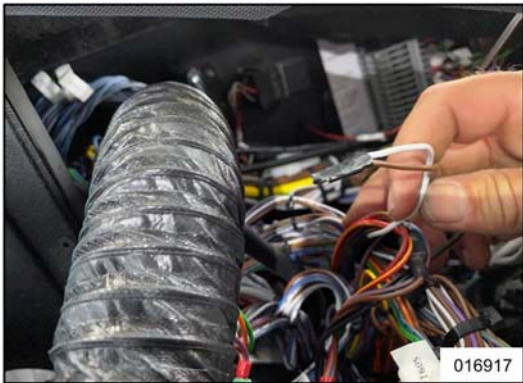


Figure 7

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<p><b>6</b></p>	<p>Remove the wiring of original temperature sensor (white and brown wire, connected at position 5 and 6).</p>  <p style="text-align: right;"><b>Figure 8</b></p>
<p><b>7</b></p>	<p>Connect the two wires of the new sensor to the connector (position 5 and 6).</p>  <p style="text-align: right;"><b>Figure 9</b></p>
<p><b>8</b></p>	<p>Cut and isolate the wire ends of the original sensor with some tape.</p>  <p style="text-align: right;"><b>Figure 10</b></p>
<p><b>9</b></p>	<p>Re-install the dash panels in reverse order of removal.</p>
<p><b>10</b></p>	<p>Notify ABC Companies by mail. Write the text "SB1847 completed for VIN....." in the mail and send the mail to <a href="mailto:warranty@abc-companies.com">warranty@abc-companies.com</a>.</p>
<p><b>11</b></p>	<p><b>For ABC Companies only:</b> register through the registration button located behind Service Bulletin SB1847 on the Van Hool customer portal. Write the text "SB1847 completed" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.</p>

*End of procedure.*

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## **WARRANTY:**

### **1. Conditions**

Van Hool accepts claims for this conversion as follows:

**Compensation for labor hours:** 15 minutes per vehicle

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

### **2. Claim references:**

- **Job code:** O61847N
- **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.

## **DISCLAIMER:**

The procedures contained herein are not exclusive. 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 himself thoroughly that neither the safety of his 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 Bulletin.

## **VAN HOOL CUSTOMER PORTAL:**

Consult the customer portal regularly for the latest service documentation. Beside 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.vanhool.be](http://www.vanhool.be), and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the link on the Van Hool website.