

ADDRESSEES	: Owners and operators of coaches listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	: CX.. MY2020/TX.. MY2020/TDX25 US MY2020
MANUAL SECTION	: 08.02 Climate control – control system
BULLETIN TYPE	: Field Change Program
DATE	: February 2 nd , 2022
SUBJECT	: Check of refrigerant compressor wiring
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

APPLICATION:

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

Vehicle type	Vehicle identification number (VIN)
CX.. MY2020	49983→49999, 81456→81465, 81471→81512, 81539→81558, 81579→81686, 81689→81692, 81698→81700, 81706, 81709, 81720→81725, 81737, 81742→81747, 81754→81818, 81936→81971, 83001→83016, 83021→83059
TX.. MY2020	41718→41721, 41743→41750, 41753, 41754
TDX25 MY2020	42989, 89166→89185, 89191→89200, 89202→89248

DESCRIPTION:

Van Hool has received some complaints from the field about the wiring at the refrigerant compressor:

- Plug seals missing at the connector side of the pressure transducers (figure 1).



Figure 1

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- A connector that is just left open which appears to no longer be connected to anything. Water infiltration will cause corrosion and failure codes (figure 2).



Figure 2

- Some wires are secured with wire ties with sharp corners that can rub through and cause failure codes (figure 3).

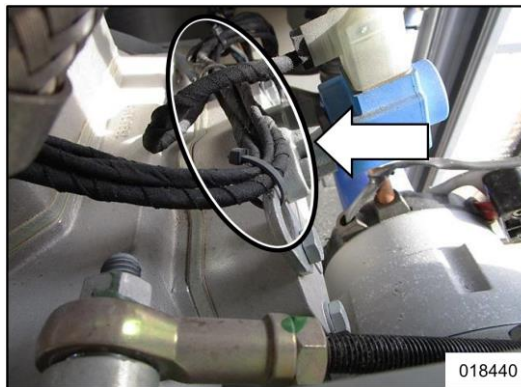


Figure 3

- The plate that holds the connectors is only attached at the bottom, so the top of the plate vibrates and hits the refrigerant compressor suction line (1, figure 4). Vehicles with a Cummins engine have an additional concern with wires hitting the lavatory tube because the compressor sits further towards the engine (2, figure 4).



Figure 4


To address these issues, Van Hool is conducting a Field Change Program. A rubber protection will be added at the top of the plate that holds the connectors. Missing plug seals will be added to the back of the 4-pin connector and the missing connector socket to the open connector on the compressor as well. Check for corrosion, bad pins should be replaced.

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 improve the installation.

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MATERIAL:

Components of retrofit kit VH11789126		
		
VH Reference	Description	Qty.
11789128	Clamping profile	1
10541188	Seal	4
10970029	Connector socket	1
660766567	Cable binder	5

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.**

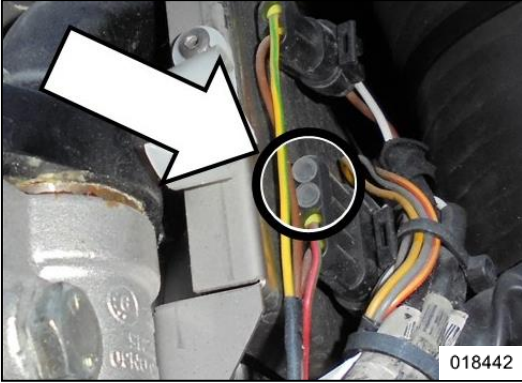
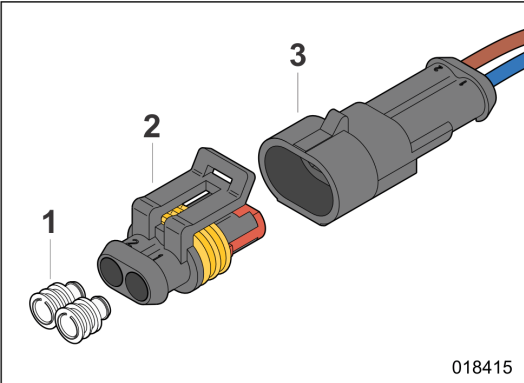
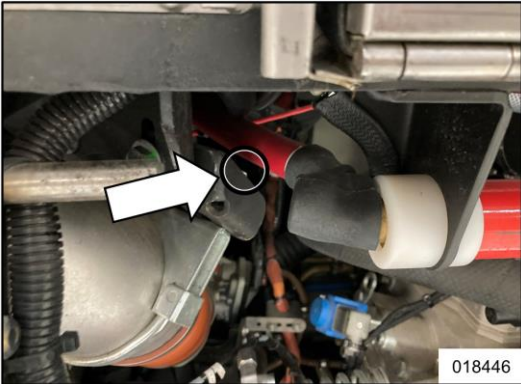
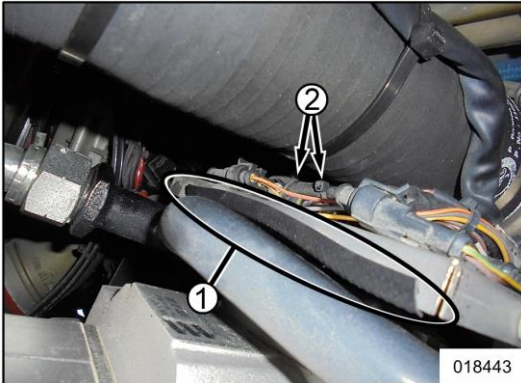


WARNING!

Observe safe shop practices at all times.

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PROCEDURE:

Step	Action
<p>1</p>	<p>Seal the connectors:</p> <ul style="list-style-type: none"> • Add two missing plug seals 10541188 from the kit to the back of the 4-pin connector (figure 6). • Inspect the connector terminals for corrosion. Replace this part(s) if damaged. • Add missing connector socket 10970029 (2, figure 7) to each open connector (3, figure 7) on the compressor. Finally, add two plug seals 10541188 (1, figure 7) from the kit. <div style="display: flex; justify-content: space-around;"> <div data-bbox="323 501 847 882">  <p>018442</p> </div> <div data-bbox="868 501 1394 882">  <p>018415</p> </div> </div> <p style="text-align: center;">Figure 6 Figure 7</p>
<p>2</p>	<p>Use cable ties 660766567 to tie the wires away from sharp edges (figure 3 and 8).</p> <div style="text-align: right;">  <p>018446</p> <p>Figure 8: Avoid contact between cable and brace</p> </div>
<p>3</p>	<p>Add clamping profile 11789128 from the kit to the side of the bracket (2) and use cable ties 660766567 to tie the wires away from the lavatory tube (1).</p> <div style="text-align: right;">  <p>018443</p> <p>Figure 9</p> </div>

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4	Notify ABC Companies by mail. Write the text "SB2072 completed for VIN....." in the mail and send the mail to warranty@abc-companies.com .
5	For ABC Companies only: register through the registration button located behind Service Bulletin SB2072 on the Van Hool customer portal. Write the text "SB2072 completed" in the field "Remark". Labor allowance will only be awarded after Van Hool has received the registration.

End of procedure.

WARRANTY:

1. Conditions

Van Hool accepts claims for this conversion as follows:

Compensation for labor hours: 20 minutes per vehicle

Campaign expiration date: Service Bulletin issue date + 1 year

2. Claim references:

- **Job code:** O62072N
- **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, 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.