

<b>ADDRESSEES</b>	: Owners and operators
<b>VEHICLE MODELS</b>	: All vehicles
<b>MANUAL CHAPTER</b>	: 1.01 Complete vehicle - General
<b>BULLETIN TYPE</b>	: <b>Service information</b>
<b>DATE</b>	: February 7th, 2024
<b>SUBJECT</b>	: <b>How to file a warranty request?</b>
<b>CONDITIONS</b>	: This service bulletin does not entitle to any reimbursement.

### APPLICATION

The service information, subject of this bulletin, applies to all vehicle models.

### INTRODUCTION

Van Hool feels very strongly about quality and constantly focuses on product improvement. This is why we would like to ask you to provide us with the correct information as quickly as possible when filing a warranty request. A fully documented diagnostic is key in this process. The more precise and complete the supplied information is, the quicker we can finalize your request, with financial compensation when applicable. For this reason, follow the procedure below as closely as possible.

### PROCEDURE

Step	Action
1	<p>Check whether the repair works fall under the current warranty conditions.</p> <ul style="list-style-type: none"> <li>• Easily wearing and maintenance-prone parts are excluded from warranty: 24V-system batteries, bearings, seals, brake linings, carbon brushes, clutch, wiper blades, tyres, shock absorbers, rubber mountings, air bags, exhaust system, ...</li> <li>• Software updates, roadtests and adjustments are also excluded from the warranty as standard.</li> <li>• Maintenance and repair notes can be claimed at all times.</li> </ul>
2	<p>Identify the petitioner:</p> <ul style="list-style-type: none"> <li>• Dealer and/or workshop address</li> <li>• Warranty request date</li> </ul>
3	<p>Identify the vehicle:</p> <ul style="list-style-type: none"> <li>• Construction number (last five digits of the chassis number)</li> <li>• Client name</li> <li>• Taking-into-service date</li> <li>• Fault date</li> <li>• Speedo reading</li> </ul>

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4	<p>Give an accurate and complete description of the complaint and mention the exact circumstances under which it occurs:</p> <ul style="list-style-type: none"> <li>• Version according to driver/client</li> <li>• Version according to technician</li> </ul> <p>Evidence such as photos and videos can be a very important aid at this stage.</p>
5	<p>Give a full description of the diagnosis.</p> <ul style="list-style-type: none"> <li>• Does the on-board diagnostic system contain active faults?</li> <li>• If not, go to the next step. If so, note the fault codes on the warranty request and go to the next step.</li> <li>• Analyse the problem. If applicable, use the diagnostic equipment available with our supplier. If applicable, note any fault codes present. Carry out the necessary measurements before dismantling.</li> <li>• Provide the relevant serial numbers and/or attach a photo of identification plates.</li> <li>• Motivate all the actions you undertake. Justify any exceptional job times.</li> <li>• Store any “error logs”, “log files”, “diagnose protocols”, “screenshots”, test results (for example batteries), videos and photos and add them to the warranty request.</li> </ul> <p>For useful tips and instructions, consult the "Service documentation" menu on the Van Hool customer portal. This page offers a view of all the available documents for you to consult/download.</p>
6	<p>Repair the fault.</p> <ul style="list-style-type: none"> <li>• Only replace the components that absolutely have to be changed in order to remedy the problem. Store these parts for at least 60 days.</li> <li>• Erase the current fault codes and check whether the repair has been carried out properly.</li> <li>• If parts are requested to be returned, they must be ready for transport within 14 days, labelled with the labels provided in the warranty system.</li> </ul>
7	<p>File the warranty request with all the supplements in the usual way.</p> <p>The warranty request has to reach Van Hool for further treatment <u>within 14 days after the intervention</u>. All the supplements have to refer clearly to your warranty request. A request for more information (CLI) must be provided within 14 days, in order to process the warranty request in a fast manner.</p>

## **HELP DESK**

If you have any more questions, address your usual contact person at the Service Department or at your local Van Hool Service Point.

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## **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 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.

## **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.vanhool.be](http://www.vanhool.be), 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.

## **INFORMATION HANDLING**

Important additions and modifications regarding technical information not yet included in the manual will be communicated through Service Bulletins.