



# SERVICE BULLETIN

SB1265

<b>ADDRESSEES</b>	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
<b>VEHICLE MODEL</b>	: C2045
<b>MANUAL SECTION</b>	: 14.02 Power supply – battery equalizer
<b>BULLETIN TYPE</b>	: Safety Recall NHTSA 14V-276
<b>DATE</b>	: July 25th, 2014
<b>SUBJECT</b>	: <b>To replace Sure Power battery equalizer</b>
<b>TERMS &amp; CONDITIONS</b>	: Refer to the warranty section further in this Bulletin.

## **APPLICATION:**

The recall campaign, subject of this Bulletin is applicable to following units:

<b>Model</b>	<b>VIN</b>
C2045	46359 → 46360
	46516 → 46520
	46527 → 46530
	46628 → 46632
	48009 → 48010

## **DESCRIPTION:**

- On the vehicles listed above the specific potting compound used in the battery equalizer for insulation was found to be capable of conducting electricity after being exposed to heat.
- To address this issue, Sure Power is conducting a safety recall (13E-050), the terms and conditions of which are explained further on under "Warranty".
- Owners and operators of the affected units should replace the battery equalizer.

## **MATERIAL:**

### **Old part**

<b>VH Reference</b>	<b>Description</b>	<b>Qty.</b>
10879358	Battery equalizer	1

### **New part**

<b>VH Reference</b>	<b>Description</b>	<b>Qty.</b>
11401846	Battery equalizer	1

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## **PREPARATIONS:**

- Park the coach on a level surface with the front wheels straight.
- Apply the parking brake and shut down the engine.
- Switch off all systems and turn off the battery master switch.
- Put a “DO NOT OPERATE” tag on the steering wheel.



## **CAUTION!**

Observe safe shop practices at all times.

## **WARRANTY:**

### **1. Application:**

The recall campaign, subject of this Bulletin is applicable to following units:

<b>Model</b>	<b>VIN</b>
C2045	46359 → 46360
	46516 → 46520
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### **2. Terms and conditions:**

Van Hool/ABC-Companies will accept warranty claims for this repair as follows:

#### **Parts supply:**

Parts will be supplied through regular channels, free of charge.

#### **Parts return:**

Sure Power will not require the customer to return all recalled product. Instead, Sure Power asks that the serial numbers of the recalled parts be provided at the time replacement parts are ordered. This will allow Sure Power to record the affected numbers in their system and avoid duplication of replacement parts for applications that have already been remedied.

- Any recalled product that fails and demonstrates smoke, flame or melted potting compound should be retained for investigative purposes. Sure Power should be notified of the failure through the provided customer satisfaction contacts and the representative will then process the return with shipping billed at Sure Power's expense.
- **Prior to scrapping any recalled part we ask that the installer damage the unit by breaking a terminal stud off to make it un-useable.**

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Your order should include:

- o The Van Hool part number
- o Serial number of the recalled product
- o Quantity

Standard lead time for replacement parts is 4 to 8 weeks.

**Labor allowance:** Sure Power will provide \$120 per affected part for reimbursement of labor, administrative and incidental costs.

**Campaign expiration/target date:** Service Bulletin issue date + **1,5 year**

### 3. **Claim references:**

- Job code: O06100N

**Claim submission:** If there are any questions regarding this campaign, 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.

### **INFORMATION HANDLING:**

Important supplements to and modifications of the technical information not yet included in the Van Hool manuals are communicated by means of Service Bulletins. File the Service Bulletins at the back of your manual, in numerical order. To make sure that you will be reminded of the Bulletins that have appeared in the meantime while paging the manual, mark the pages concerned by hand with the Service Bulletin number.