



SERVICE BULLETIN

SB1304

ADDRESSEES	: ABC Customer Care and Parts Source Owners and operators of coaches listed under 'Application'
VEHICLE MODEL	: TD925US, TDX25US
MANUAL SECTION	: 2.2 Traction engine – control system
BULLETIN TYPE	: Safety Recall NHTSA 15V-422
DATE	: July 10th, 2015
SUBJECT	: To check/change engine parameter settings
TERMS & CONDITIONS	: Refer to the warranty section further in this Bulletin.

APPLICATION:

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

Model	VIN
TD925US	42672 → 42673 42739 → 42766 42781 → 42799
TDX25US	42800

DESCRIPTION:

- Van Hool has decided that due to engine parameter for low idle being incorrectly set, in combination with high electrical demand and prolonged low idling an alternator might overheat resulting in function loss and possible risk of fire.
- Owners and operators of the vehicles mentioned above must change the engine parameter settings **immediately** and change the alternators installed during the next scheduled preventive maintenance interval (at the latest in a month). Refer to work procedure WP765 for details how to change the alternators.

Refer to the procedures in this Service bulletin for instructions. The terms and conditions of the campaign have been detailed in the warranty section.

JOB QUALIFICATION:

Job	Qualification
To change engine parameters	Qualified Cummins service technician

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SPECIAL TOOLS, EQUIPMENT OR SERVICES:

Job	Special tool
To change engine parameters	<ul style="list-style-type: none"> • Cummins Data link Adapter Kit • Notebook with Cummins Insite Pro Software installed

PREPARATIONS:

- Park the vehicle on a level-surfaced pit with the front wheels straight. Apply the parking brake, shut down the engine.
- 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>In the stepwell, remove the trim of the diagnostics panel.</p>  <p>Figure 1: Diagnostics panel to the right in the front step well, against the ceiling (example)</p>
2	Locate the engine diagnostic socket.
3	Hook-up the data link and the notebook.
4	<p>Follow the programming instructions.</p> <p>Check/change the engine parameter input selections as follows:</p> <ul style="list-style-type: none"> • In the group “adjustable low idle speed”, check if “700rpm” is set for the engine parameter input “low idle speed”. If not already set, do it now.
5	Disconnect the equipment.
6	<p>Only if you had to change the low idle speed parameter: on the engine parameter settings chart in EKA, change engine parameter input “low idle speed” from “650rpm” to “700rpm” by using an felt-tipped pen.</p>

End of procedure.

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WARRANTY:

1. Application:

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

Model	VIN
TD925US	42672 → 42673 42739 → 42766 42781 → 42799
TDX25US	42800

2. Terms and conditions:

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

Parts:

- Parts supply: parts will be supplied through regular channels, free of charge.
- Parts disposal: return affected parts to ABC properly labeled with VIN ID tag.

Labor allowance: hours of labor will be awarded as follows

- Engine parameter settings change: 15 minutes
- Replacement of one alternator: 2 hours

Campaign target date: Service Bulletin issue date + 1 month

3. Claim references:

- Job code for engine parameter settings change: A21908
- Job code for replacement of alternators: O06400V

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.



WORK PROCEDURE WP765

ADDRESSEES	: -
VEHICLE MODEL	: Vehicles with Cummins engine and Prestolite AC172TRA alternators
MANUAL SECTION	: 14.02 Electrical system – Alternator
DATE	: July 24th, 2015
SUBJECT	: Alternator replacement on Cummins ISX engine
CONDITIONS	: -

APPLICATION:

The information, subject of this Work Procedure, is applicable to vehicles with Cummins ISX engine and Prestolite AC172TRA alternators.

PARTS AND PRODUCTS:

VH Reference	Description	Qty.
11206372	Alternator Prestolite AC172TRA ,155 Amp	#

JOB QUALIFICATION:

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

SPECIAL TOOLS, EQUIPMENT OR SERVICES:

This job does not require special tools, equipment nor 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. On vehicles with two battery packs, turn off the mechanical battery switches of both battery packs.
- Put a “DO NOT OPERATE” tag on the instrument panel.
- Read the entire procedure before beginning to work.

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WARNING!

Observe safe shop practices at all times.

PROCEDURE:

Step	Handling
1	Disconnect the cables at the batteries. On vehicles with two battery packs, disconnect the cables of both battery packs!
2	Open the engine compartment doors.
3	Change the engine mounted alternator as explained under "STEP 3 IN DETAIL".
4	Change the refrigerant compressor mounted alternator(s) as explained under "STEP 4 IN DETAIL".

STEP 3 IN DETAIL: PROCEDURE TO CHANGE ENGINE MOUNTED ALTERNATOR

To remove alternator

Step	Action
1	Remove the belts of the fan drive as explained in the maintenance manual of the vehicle.
2	If alternator is mounted at the LHS only: open the exterior door of the radiator compartment. Remove the access panel in front of the radiator to have access to the rear of the alternator.
3	Remove the air hose connected to the protective cover at the rear of the alternator.
4	Remove the protective cover of the alternator. For the sake of convenience during reinstallation, note the position of the cables through the holes in the protective cover. Remove protective cable clamps and hardware.
5	Remove the red positive cable at terminal "B+" of the alternator.
6	Remove the brown ground cable at terminal "B-" of the alternator.
7	Remove the gray wire at terminal "D+" of the alternator.
8	Insert a ratchet wrench with a ½ inch square drive into the hole of the automatic belt tensioner. Relieve the belt tension by turning the ratchet wrench in the opposite direction to the spring tension of the automatic belt tensioner. Remove the belt. Carefully let the automatic belt tensioner return to its stop.
9	While supporting the alternator to prevent it from falling, remove the alternator-to-bracket bolts.
10	Remove the alternator.

To install alternator

Install in reverse order of removal. Take into account the following:

- Connect the red positive cable to the terminal "B+" of the alternator. Tightening torque: 6.6 to 9.6 ft.lbf (9 to 13 Nm)
- Connect the brown ground cable to the terminal "B-" of the alternator. Tightening torque: 6.6 to 9.6 ft.lbf (9 to 13 Nm)
- Connect the gray wire to the terminal "D+" of the alternator. Tightening torque: 1.8 to 2.4 ft.lbf (2.4 to 3.2 Nm)
- Install protective cable clamps and hardware.
- Install removed belts and tensioners.

Route the cables so that they will pass afterwards through the proper hole of the protective cover.

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STEP 4 IN DETAIL: PROCEDURE TO CHANGE REFRIGERANT COMPRESSOR MOUNTED ALTERNATOR(S)

To remove alternator

Step	Action
1	Remove the air hose connected to the protective cover at the rear of the alternator.
2	Remove the protective cover of the alternator. For the sake of convenience during reinstallation, note the position of the cables through the holes in the protective cover. Remove protective cable clamps and hardware.
3	Remove the red positive cable at terminal "B+" of the alternator.
4	Remove the brown ground cable at terminal "B-" of the alternator.
5	Remove the gray wire at terminal "D+" of the alternator.
6	Insert a ratchet wrench with a ½ inch square drive into the hole of the automatic belt tensioner. Relieve the belt tension by turning the ratchet wrench in the opposite direction to the spring tension of the automatic belt tensioner. Remove the belt. Carefully let the automatic belt tensioner return to its stop.
8	On vehicles with a single refrigerant compressor mounted alternator only: while supporting the alternator, remove the adjusting rod bolt at the alternator.
9	While supporting the alternator to prevent it from falling, remove the alternator-to-bracket bolts.
10	Remove the alternator.

To install alternator

Install in reverse order of removal. Take into account the following points:

- Connect the red positive cable to the terminal "B+" of the alternator. Tightening torque: 6.6 to 9.6 ft.lbf (9 to 13 Nm)
- Connect the brown ground cable to the terminal "B-" of the alternator. Tightening torque: 6.6 to 9.6 ft.lbf (9 to 13 Nm)
- Connect the gray wire to the terminal "D+" of the alternator. Tightening torque: 1.8 to 2.4 ft.lbf (2.4 to 3.2 Nm)
- Install protective cable clamps and hardware.
- Install removed belts and tensioners.
- Reconnect all cables near the batteries that were removed.

Route the cables so that they will pass afterwards through the proper hole of the protective cover.

Once tasks are completed, make sure to check the electrolyte levels of all batteries. Start coach and confirm proper alternator operation.